MicroHelp

UnInstaller

Readme file for MicroHelp UnInstaller Version 3.00

IMPORTANT: Please review this information BEFORE using UnInstaller

May 18, 1995

Windows 95 Users

As of this date, Windows® 95 is still a beta operating system. While we have done our best to ensure compatibility with Win95, until Microsoft officially releases the product, minor incompatibilites with the UnInstaller may still exist. Any problems reported by users running UnInstaller under Win95 will be logged into our database. MicroHelp will integrate resolutions to these incompatibilities, upon final release of Microsoft's product. MicroHelp guarantees UnInstaller 3 compatibility with Win95 within 90 days of Microsoft's release of Win95.

Specifically, we are aware that these features are not yet functional under Win95:
        1) Program Manager Sentry
        2) Setup Monitor
        3) UnInstaller's dealings with the Windows95 registration entries

Please see page 169 of your UnInstaller 3 *User's Guide* for more information regarding Win95.

Electronic Registration

The UnInstaller comes with electronic registration that allows
you to register UnInstaller FREE via your modem or fax machine. If you do not
have a modem, you may also print out a fax or mail form which you
may fax to our toll-free 800 registration line or mail to us.

Please be sure to register UnInstaller today so you will be eligible
for low cost upgrades and our FREE technical support!

Monitoring Installations

When using the MONITOR feature to track an installation, please note that results *may* be less complete if the application in question already resides in whole or part on the system. Certain installation programs will not overwrite files already found on a system. In this circumstance, files cannot be noted by the monitoring process and may be missed in an uninstallation process.

Some applications, upon completion of their installation, require a restart of Windows and/or the system itself. Again, this *may* have less-than-complete results from UnInstaller's 'Setup Monitor', particularly if the application's installation process relies on running anything from DOS before the installation completes.

Delete

If, within the delete module, on the 'Advanced' tab, DLL files labeled yellow and unchecked are encountered, UnInstaller recommends a rebuild of the SmartLinks database by using the 'Rebuild SmartLinks...' option under the 'File' menu -- before attempting to continue deletion of the application. This will ensure a more thorough removal of the application's files from the system.

Moving, Archiving or Transporting UnInstaller 3

Moving, Archiving, or Transporting the UnInstaller itself is not supported. This is because UnInstaller 3 will crash if you remove its files while it is still running. Of course, the means of Deleting UnInstaller 3 from your system is to run the 'UnInstall UnInstaller 3' program.

CD-ROM Issues

The transport of applications needing files residing solely on CD is not supported by UnInstaller 3. This should not pose a significant difficulty for the user, as the reinstallation of an application from CD is usually a much faster procedure than installing from floppy diskettes.

Sounds

The following files produce sounds in UnInstaller 3:

        * Unistart :   upon startup of UNI3
        * Uniend :   on exit of UNI3
        * Unikill :   upon deletion of a file from the 'Restore' module
        * Unistomp :   in 'Delete' module, when number of bytes deleted is displayed
        * Unidone :   - when analysis of an application (before deletion) is completed
                            - upon completion of a 'delete'
                            - upon completion of a 'restore'

You may turn these on or off in the 'Preferences...' option in the 'File' Menu. On the 'View' tab (under 'Confirmations'), the option for 'Sounds' can be checked or unchecked. In order to change the .WAV file used for each sound:

> 1) In Control Panel, clicking on 'Sounds' will allow you to change the sound
> associated with an event.
> 2) Using UnInstaller's INIClean feature will allow you to edit your WIN.INI file's
> [sounds] section.
> 3) Using Windows' 'System Editor' feature will also allow you to edit the WIN.INI
> file.

32 Bit File Access

Currently, UnInstaller 3's use of the FILOG.COM file has the potential drawback of disabling 32 Bit File Access on a system. While this is an unfortunate trade-off, it has been our experience that any slow-downs from turning off 32 BFA have been negligible.

These tradeoffs, though minor, will be alleviated in the updated build of UnInstaller 3 due to appear after the final release of Win95. This release will fulfill MicroHelp's guarantee of UnInstaller 3's Win95 compatibility within 90 days of the Microsoft release. This updated release of UnInstaller 3 will contain a replacement DLL file for FILOG.COM. The problem of disabling 32 BFA will then be resolved.

Manual Errata

UnInstalling the UnInstaller

Some changes made to the interface of the 'UnInstall UnInstaller 3' program did not occur in time to be reflected in the 'User's Guide'. This feature now has only one checkbox, which contains the offer to 'Delete Archives, Backups, and Configuration files'. It also now uses the expression 'Delete', as opposed to 'Kill'.

Added Features

There are currently two additional options available in the 'File' menu which are not reflected in the 'User's Guide':

> 1) 'Rebuild Orphans...' allows the user to rebuild the Orphans database, without
> waiting to be prompted by UnInstaller.
> 2) 'Rebuild SmartLinks...' allows the user to rebuild the SmartLinks database
> without waiting to be prompted by UnInstaller.

Icons

Some changes made to the icons of UnInstaller 3 are also not reflected in the 'User's Guide'. The icons for the 'View Report File', 'Delete', 'Restore' and 'Disk Data' features have been updated. The functionality of these features, however, remains the same.

Dr. Watson

We highly recommend that you turn off Dr. Watson before running
the UnInstaller. Dr. Watson may cause your system to run much
slower than usual and will not provide any useful information
for our technical support staff should you encounter problems.

FolderBolt

UnInstaller may not operate properly with FolderBolt (version 1.01, by Kent Marsh Ltd.)
running. You must first disable FolderBolt before running UnInstaller. To disable
FolderBolt, load the WIN.INI file into a text editor (such as Notepad) and search for the
line "LOAD=" (it should be located near the top of the file.) On the "LOAD=" line you will
see a reference to "FBOLT.EXE". Remove that item from the "LOAD=" and save the
WIN.INI file. Restart Windows. You can now safely run UnInstaller.

Setup for MultiBoot Users

Multiboot users who wish to use the Monitor feature of UnInstaller 3
will want to be sure that they have the following line in all
important boot sections of their CONFIG.SYS file.

        INSTALL=C:\FILOG.COM

Where "C" is the boot drive of your system.