

Ascent Capture Uninstallation Instructions

(For use with an Ascent Capture 5.x, 6.x, or 7.x Release)

Application Note

Date	July 20, 2006
Applies To	Ascent Capture 7.x, 6.x, and 5.x
Summary	This Application Note provides instructions for uninstalling the Ascent Capture 7.x, 6.x, and 5.x product along with the ImageControls product that is installed with Ascent Capture.

Ascent Capture Uninstallation Overview

This Application Note contains important notes regarding uninstalling the Ascent Capture 7.x, 6.x, and 5.x product. It is strongly recommended that you read this document before uninstalling your Ascent Capture product.

Important Information Prior to Uninstall

Back Up Your Ascent Capture Data

Before uninstalling the Ascent Capture program, *it is very important that you backup all your Ascent Capture data* by following the instructions in the [Ascent Capture Data Backup and Restore Instructions Application Note](#), which should be located next to this document on the Technical Support Web site.

Required Windows Privileges

In order to successfully uninstall the Ascent Capture product with its related ImageControls files and subsequently reinstall Ascent Capture, you must have full Windows administrative privileges.

Folder permissions can be granted by right-clicking the folder name from Windows Explorer and selecting Properties | Security tab. For additional information, refer to the documentation that came with your Microsoft product or the Microsoft Web site.

Note: It is strongly recommended that you use a local administrator account and not a domain administrator account during the installation process.

Server/Standalone Pre-Uninstallation Steps

You must close all Ascent Capture modules on every workstation, including the Ascent Capture Internet services, and any third party applications. Note the following:

- You must stop **all** Ascent Capture modules running as a service, whether they are running on the Ascent Capture server or on a remote site.
 - Ascent Capture Licensing service (Ascent Capture Service)
 - PDF Generator
 - Release
 - Recognition Server
 - OCR Full Text
 - XML Auto Import

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- Any advanced forms modules including Xtrata Server, Indicius modules, and DOKuStar modules.
- Ascent Capture Internet service
- Ascent Capture Email Import Service (ACEI Service)
- You must also stop the Ascent Capture database service.
 - If you are using a Microsoft SQL Server database, stop the database following the instructions provided by Microsoft.
 - If you are using the default Ascent Capture MSDE database, stop the **MSSQL\$AscentCapture** service following the instructions below

Manually Stop this Database Service

Windows 2000

- a. From the Windows Start menu, select Settings, and then click Control Panel.
- b. Double-click Administrative Tools and open Computer Management.
- c. In the console tree, click Services.
- d. In the details pane, click **MSSQL\$AscentCapture** service and do one of the following.
 - Select the Stop icon from the toolbar.
 - Double-click the application name to open the Properties dialog box, and select the Stop button.

Windows XP

- a. From the Windows Start menu and select All Programs.
- b. Choose Administrative Tools and click Services.
- c. When the Services user interface displays, select the **MSSQL\$AscentCapture** service and select the Stop button.

Programmatically Stop this Database Service.

Use the “scm –Action 6 –Server {machine name} –Service MSSQL\$AscentCapture” command.

Workstation (Client) Pre-Uninstallation

Before uninstalling the Ascent Capture program on a workstation, you must close all Ascent Capture applications on that workstation. This means that all of the Ascent Capture modules on the workstation must be closed, including the Ascent Capture Internet services, and any third party applications. Note the following:

- If the workstation has any Ascent Capture services running, you must stop these services before uninstalling Ascent Capture on that workstation.
 - Ascent Capture Licensing service (Ascent Capture Service)
 - PDF Generator
 - Release
 - Recognition Server

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- Ascent Capture Email Import Service (ACEI Service)
 - OCR Full Text
 - XML Auto Import
 - Any advanced forms modules including Xtrata Server, Indicius modules, and DOKuStar modules.
- You do not need to stop any Ascent Capture modules or services on the Ascent Capture server or any other Ascent Capture workstation.

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Uninstalling the Ascent Capture Product

Use the following procedure to uninstall your Ascent Capture product.

➤ **To uninstall Ascent Capture**

1. Select Add/Remove Programs from the Windows Control Panel.
2. Select Ascent Capture 7.0, and follow the on-screen instructions.

Note: You might be prompted to reboot to delete locked files. If you receive a reboot prompt, choose to reboot.

Ascent Capture Product Uninstallation Failure

If the Ascent Capture uninstall fails and the default MSDE database was used, before the product can be reinstalled, the MSDE database should be backed-up and removed following the [Ascent Capture's MSDE 2000 Backup and Restore Instructions](#) Application Note document.

Uninstalling ImageControls after the Ascent Capture Uninstall

In some situations, after uninstalling Ascent Capture, there are some ImageControls related files that need to be manually removed from the recently uninstalled Ascent Capture PC prior to reinstalling the Ascent Capture program. The instructions describe how to remove these files prior to a reinstallation of the Ascent Capture program.

➤ **To uninstall ImageControls**

1. Browse to the computer's \WINDOWS or \WINNT folder.
2. Locate and execute the ICUnin.exe file to uninstall ImageControls.

Note: If any errors are encountered while the ICUnin program tries to uninstall ImageControls, click through the error messages and attempt to complete the uninstall.

3. If the uninstall does not complete, follow the steps below.
4. Delete the following files and folders.
 - a. Delete the \Ascent folder and all \Ascent subfolders.
 - b. Delete the \WINDOWS\PIXTRAN or \WINNT\PIXTRAN folder.
 - c. Delete the following files, which are located in the \WINDOWS or \WINNT folder.
 - kofaxkim.ini
 - \system32\pixdfn.dll
 - \system32\pixjbn.dll
 - \system32\pixlocn.dll
 - \system32\pixmdlgn.dll
 - \system32\pixmdlIn.dll
 - \system32\pixn12.dll

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- \system32\pixn13.dll
 - \system32\pixpermn.dll
 - \system32\pixtiffn.dll
 - icunin.exe
5. Reboot your computer.
 6. Obtain and run the IPSnooper utility by following the steps below.
 - a. Download the [IPSnooper utility](http://ftp.kofax.com/pub/util/IPSnooperSetup.exe), located at the URL below, to your computer.
[ftp://ftp.kofax.com/pub/util/IPSnooperSetup.exe](http://ftp.kofax.com/pub/util/IPSnooperSetup.exe)
 - b. Extract the downloaded file by double clicking the IPSnooperSetup.exe and selecting the extract button.

Note: By default, the files will extract to the folder where the IPSnooperSetup.exe resides.

- c. When the extraction process is complete, the following 3 files will have been extracted.
 - IPSnooper.CAB
 - setup.exe
 - SETUP.LST
- d. Run the setup.exe file and follow the prompts to install IPSnooper.
- e. Launch IPSnooper by selecting Start | Programs | Kofax IPSnooper.
- f. When the program launches, click the Go button.

IPSnooper will search the computer and display all files that could potentially be related to an installed Kofax product. While the search takes place, the status bar will display “Searching... Press any key to cancel.”
- g. When the status bar displays “Ready”, all the potential Kofax product files will be displayed in the window.
- h. Click on the Company tab to sort the files according to the name of the company who created them.
- i. Highlight all files grouped under the Kofax Company name, right-click, and choose Delete.
- j. There will be files listed where the Company name is blank. Some of these may be Kofax installed files. Any file names that begin with “KPM”, “KFX”, “BIC”, or “310” under the blank Company name group could be Kofax files. If they are, they should be deleted. It is also possible that other file names that begin with “K” are also Kofax files to be deleted.

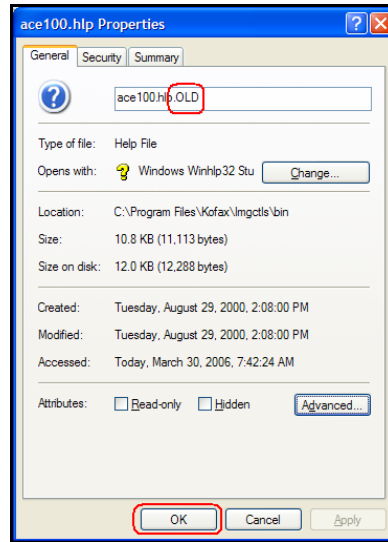
Rename all other files you think, but are not certain, may be Kofax installed files.

 - Highlight and right-click on the file and choose Properties.

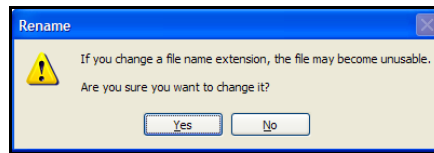
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- Add a **.OLD** to the end of the filename and click OK.



- Answer Yes to the Rename prompt (shown below).



Do not delete or rename any Microsoft or Adaptec files. If there are any files which you are not certain of, please contact Kofax Technical Support for assistance before deleting or renaming them.

- k. After all the indicated files have been deleted or renamed, exit IPSnooper.
7. Remove the Kofax created registry entries by following the steps below.
 - a. Choose Run from the Windows Start menu.
 - b. Type **regedt32** in the Open text entry box and click OK.
 - c. Browse to HKEY_LOCAL_MACHINE\SOFTWARE and delete the following registry keys.
 - Kofax
 - Kofax Image Products
 - d. Browse to HKEY_CURRENT_USER\SOFTWARE and delete the following registry keys.
 - Kofax
 - Kofax Image Products

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- e. Note: You can skip this step if the Ascent Capture database has been moved to SQL Server.

Browse to

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall and locate the following key:

{E09B48B5-E141-427A-AB0C-D3605127224A}

If the above key does not exist then move to the next step.

If the above key does exist then select the key and do the following:

- On the right-hand side of the Registry Editor, locate a subkey named SqlInstanceName and confirm that its value is ASCENTCAPTURE. If the value is not ASCENTCAPTURE then move to step 8 below.
- Locate a subkey named UninstallString and double-click on it.
- Copy the Value data from the Edit String window.
- Click Cancel to close the Edit String window.
- From the Windows taskbar select Start | Run
- In the Run window, paste the value copied from the UninstallString subkey and press Enter.
- Follow the on-screen prompts to uninstall Microsoft SQL Server Desktop Engine (AscentCapture).

- f. Close out of the registry.

8. Reboot the computer.