

ScannerSW_Uninstall ReadMe Instructions Windows2000/XP

Symptom:

This document describes how to clean up your system of any installed Visioneer product and PaperPort software using an uninstall utility. This procedure is recommended by the Technical Support team when there are conflicts or corruptions resulting in errors.

Note: Please thoroughly read the instructions below.

Solution:

The uninstall utility removes the following Scanner Drivers:

Visioneer Strobe XP100	Visioneer Strobe XP200	Visioneer 9450
Visioneer 8650	Visioneer 9120	Visioneer 9220
Visioneer 9320	Visioneer 7300	Visioneer Strobe Pro
Xerox DocuMate 510	Xerox 4800	Xerox 2400

Note: If you have a scanner not listed above, you can still follow these instructions for using the uninstall utility with PaperPort and uninstalling the driver manually.

The uninstall utility removes the following versions of PaperPort:

PaperPort Pro 9.0 Office	PaperPort 9.0 Deluxe	PaperPort 9.0 SE
PaperPort 8.0 Deluxe	PaperPort 8.0 SE	PaperPort 7.02 Deluxe
PaperPort 6.5 Deluxe		

You may want to print these instructions before you continue. The steps in this article will not remove any of your PaperPort files or folders.

Warning for Windows2000 users: If you have PaperPort 9 installed on a Windows 2000 system, you must install PaperPort Service Pack 3 as the very first step or you will get an 'ntloader missing" error when you try to boot up your PC. You can download the patch by going to our Support Knowledgebase. Type in the question "PaperPort 9 Service Pack 3" and follow the instructions for downloading and installing that patch.

1. **Backup your files:** If you have PaperPort versions 7.0/8.0/9.0 you can skip this step if you wish to, uninstalling the software does not remove scanned files. PaperPort 6.5 and earlier, it is recommended that you complete this step.

If you want to backup your scanned files you can save them in another location before removing (uninstalling) PaperPort. The files are usually located at any one of the following locations:

C:\ScanSoft Documents (version 7.0)

C:\PaprPort\Data (Older versions such as 5 to 6.5)

My Documents\My PaperPort Documents (Versions 8 and 9)

C:\Documents and Settings\"*UserName*"\My Documents\My PaperPort Documents

(Versions 8 and 9)

2. **Uninstall the software:** Remove PaperPort and the Visioneer scanner driver from the Windows Control Panel in **Add/Remove Programs**. (This will not work for the PaperPort "1713", "Fatal Error" errors or getting "Invalid Install.log" file error. Please continue on to step 3 if you are getting any of these errors.)

Remove PaperPort:

Select "PaperPort" and click on "Add/Remove" or "Change/Remove" then select "Automatic" and click on "Next".

Remove the Scanner Driver:

Select "OneTouch v2.0/3.0/4.0" or "Visioneer OneTouch" or your scanner model (e.g. Strobe XP200, Xerox DocuMate 510) and click on "Add/Remove" or "Change/Remove" then select "Automatic" and click on "Next".

3. **Unplug the scanner from the computer**

4. **Run the ScannerSW_Uninstall utility:**

This tool is designed to remove PaperPort and the Visioneer scanner driver from your registry. *You must be logged on as a user with Administrator Rights.*

If you have not already done so, please download this utility from our Software Patches & Utilities download page (the web page where you located these instructions).

Double-Click on **ScannerSW_Uninstall.exe** utility then click on "next" to run the utility. The utility will run automatically three times in a row. Just keep clicking on the prompts to continue through uninstall.

5. **After the uninstall utility closes, reboot (restart) the computer.**

Before reinstalling the PaperPort software and scanner driver, please disable any AntiVirus, AntiSpyware, SpamBlockers, Weatherbug and Firewall programs. Occasionally these programs will block parts of the installation and may cause problems using the scanner.

Insert the installation CD into the CD drive and reinstall PaperPort and the Scanner driver. Remember to plug the scanner in when the Installation Wizard prompts you to. Please connect the scanner power directly to the wall (this does not apply to USB powered scanners). Surge protectors, extension cords, UPS (uninterruptible power supply) and the like can cause connection AND image quality issues.

Note: *If you are installing PaperPort 8.0 on Windows XP Service Pack 2, you will see a message at the end of the installation "Installation Terminated. The PaperPort installation was interrupted before PaperPort could be installed. Please close and retry the installation." Ignore this message, click on the "Finish" button, you will be able to use PaperPort.*