

CONDITION: *How to remove the Alexander SPK when the InstallShield/Windows Installer process does not succeed*

If you ran into a problem with the installation of the Alexander SPK and need to reinstall, or simply need to remove it, run the Windows Add/Remove Programs option. If after running it, the SPK is not fully and properly removed, then follow these instructions. If for any reason even these instructions fail, then contact Alexander LAN directly via email or telephone (see contact information at the bottom of this sheet).

Remove AgentS

1) Services

Make sure the services are not installed. You can check that by going to Start->Control Panel->Administrative Tools->Services. In there you can see a list of the services on the computer. The Alexander SPK service is called "AgentS". If the "AgentS" service is there then it must be removed manually if not continue to step 2. To remove the service manually open a command console then go to where the "Alexander SPK\Agent" folder is placed (Default is "C:\Program Files\Alexander SPK\Agent"). From there type "Agent_S -remove". This will remove the service.

Exit System Tray

2) System Tray

If there is an "SPK" icon in your system tray then "right-click" on it and press "Exit" If not continue to step 3.

Delete Program Folder

3) Folder

Delete the "Alexander SPK" folder if it is on your machine. Default path is "C:\Program Files\Alexander SPK\".

Delete Hidden Folder

4) Hidden Folder

Under "Program Files" there is a hidden folder called "InstallShield Installation Information". In that folder you will find a folder called "{D7603AD6-51AB-410E-ACD3-0C25AC19BC67}". This folder must be deleted.

Reinstall SPK

5) Reinstall

After that you should be able to reinstall the program.

Windows Installer

6) Windows Installer CleanUp Utility

If reinstalling the program gives an error code of "-1741" you must download a program from Microsoft. <http://download.microsoft.com/download/office2000pro/util20/1/NT4/EN-US/msicuu.exe>

This is called "Windows Installer CleanUp Utility". It finds any hidden information in the registry on installations. If after running the program you find anything that has to do with Alexander SPK you can have "Windows Installer CleanUp Utility" remove it.

For additional information

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