

1.1 Overview

Under certain circumstances, the uninstaller generated by the InstallShield packaging and deployment wizard can leave files behind, which are most likely still registered. If these files are older than files being installed by an InstallShield installer, but they have the same version number, the files will not be replaced and they will be out of date. In such cases the software and all drivers will have to be manually uninstalled. There are also cases when an attempt to install or uninstall an InstallShield installation that has been tampered with could also require a manual uninstall.

Most of the manual uninstall process involves unregistering and deleting previously installed Cameleon components. This process will be simplified by using the regunreg.reg utility that can be downloaded from www.360surveillance.com.

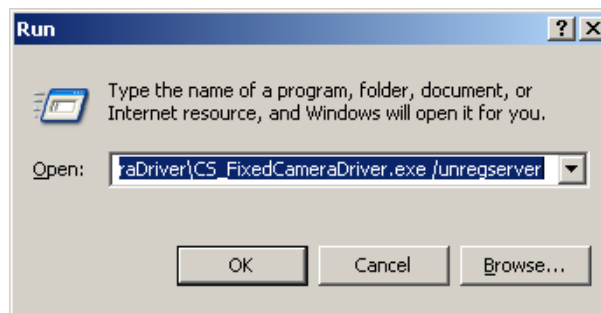
- ✱ **NOTE** Regunreg can be used to unregister .dll and .ocx files, but not ActiveX .exe files.
- ✱ **NOTE** It is important to uninstall all driver packs, in addition to uninstalling Cameleon, before you use the manual install.

1.2 Unregister Cameleon Files Without Regunreg

To unregister an ActiveX.exe file:

1. Navigate to the Start menu » **Run**.
⇒ The Run dialog box will open.
2. Drag ActiveX.exe file into the Open field of the Run dialog box and append / **unregserver**.

Figure 1.1 Unregister an ActiveX.exe file



3. Click **OK**.

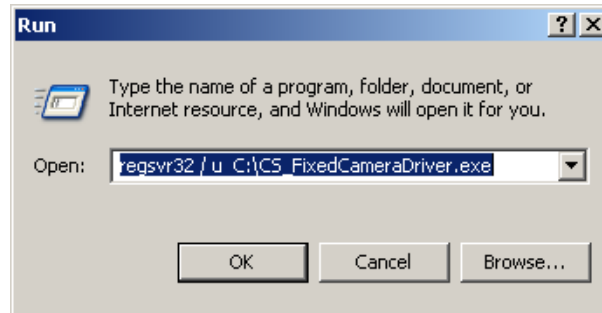
To unregister a .dll or .ocx file:

1. Navigate to the Start menu » **Run**.
⇒ The Run dialog box will open.

2. Type **regsvr32 /u <fully qualified file name>** in the Open Field.

✓ **TIP:** The file can be dragged into the Open field instead of typing the fully qualified file name.

Figure 1.2 Unregister a .dll or .ocx file



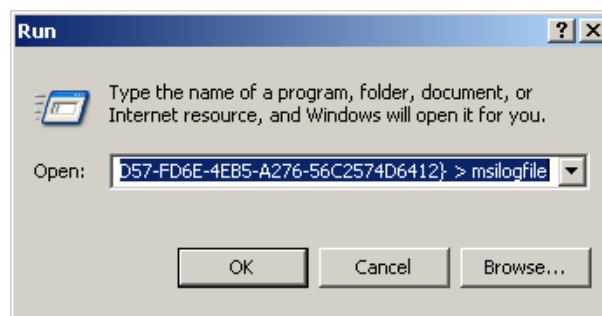
3. Click **OK**.

1.3 Previous InstallShield Installation

To manually remove, unregister and uninstall a Cameleon installation:

1. Copy the file MsiZap.exe from www.360Surveillance.com into the root directory (C:\).
2. Type **msizap TW {product_code} > msilogfile** at the command line or run dialog. Where *product_code* is the InstallShield Product Code for the installed major release or Cameleon (not patch) supplied by the packaging and deployment administrator.

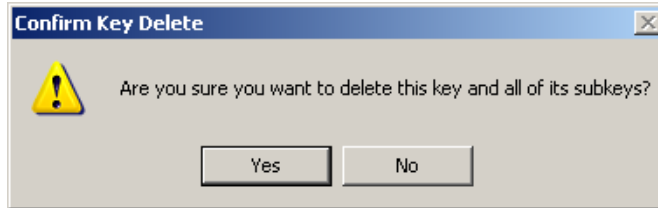
Figure 1.3 MsiZap.exe file



3. **RUN REGEDIT:**
 - (a) Go to C:\WINDOWS\regedit.exe and open Regedit.
 - (b) Delete the key under **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\InstallShield Uninstall Information\product_code**.

✱ **NOTE:** Do not delete any other keys, even if they have *product_code* in their name.

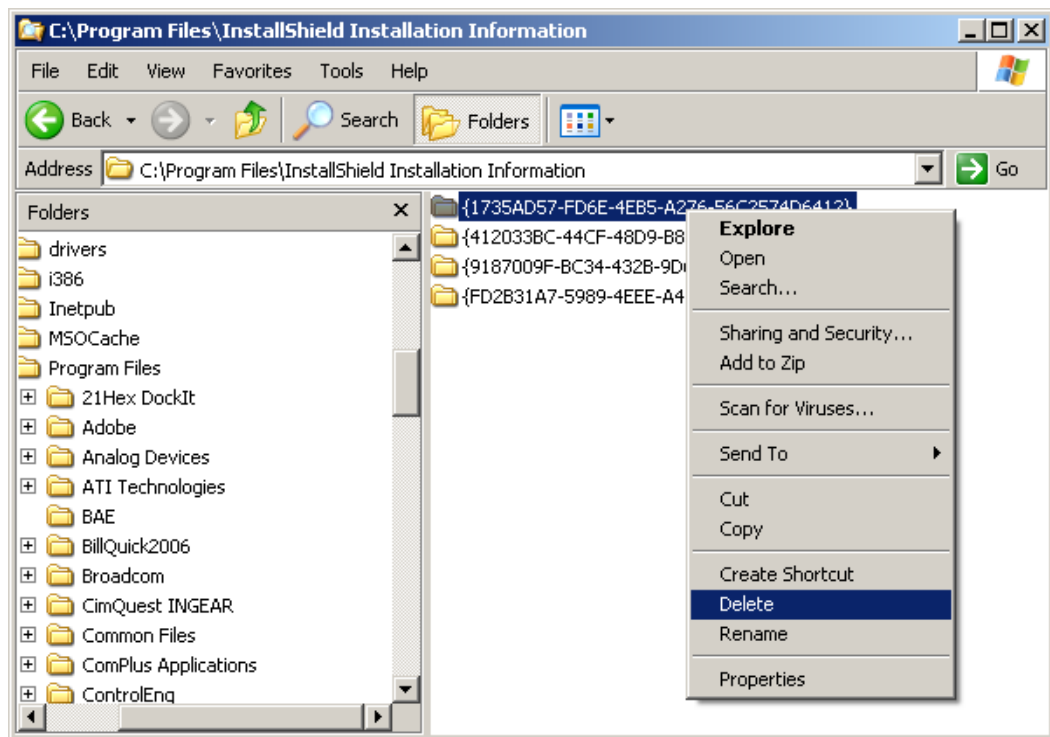
Figure 1.4 Confirm key delete



(c) Click **Yes**.

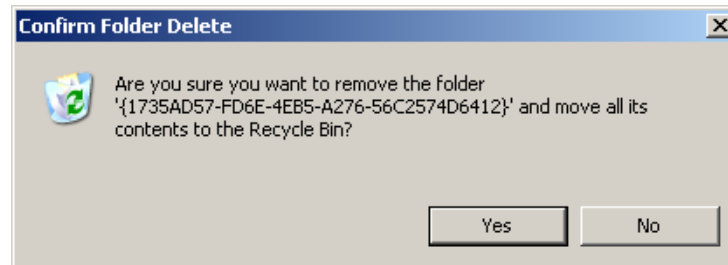
4. Run Windows Explorer, and go to the hidden directory: **C:\PROGRAMFILES\InstallShield Installation Information\{product_code}** and select **Delete**.

Figure 1.5 Delete product code



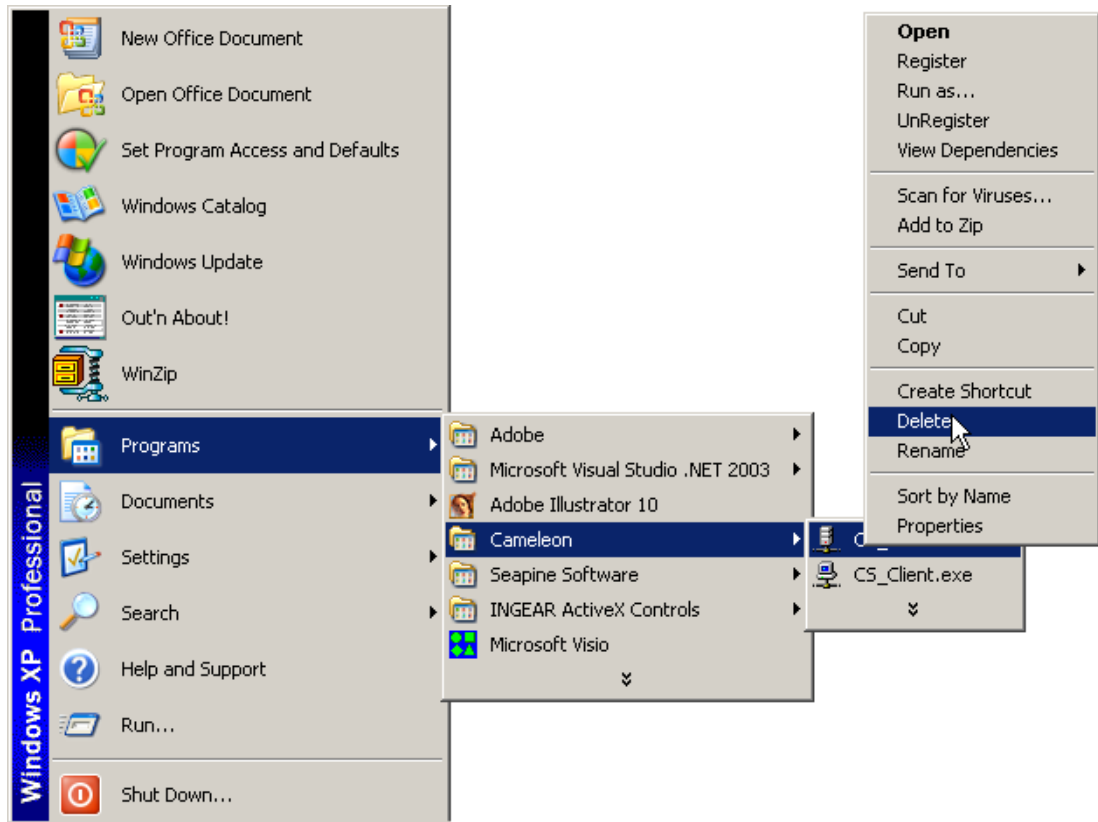
5. Click **Yes**.

Figure 1.6 Confirm folder delete



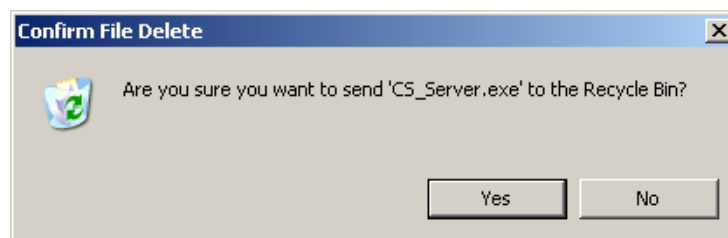
6. Go to **Control Panel > Add/Remove Programs** and click **Change or Remove Programs**.
7. Unregister and/or delete previously installed Cameleon files from C:\Program Files\CS_ProgramFiles*.exe and c:\Windows\System32\CS_Components\COF\. Do not delete database files from the COF folder.
8. Run "regedit" and search on "SharedDLLs". Find all Cameleon references within that folder and delete them. The files are listed per directory so it is only necessary to look in the winnt or Windows and system32 directories, etc. All references to CS_Components files can be deleted.
9. Delete shortcuts from start menu (optional).
 - (a) Right click on the Start menu shortcut. Select **Delete** from the drop down menu.

Figure 1.7 Delete Start menu shortcuts



(b) Click **Yes**.

Figure 1.8 Confirm file delete



10. Restart the computer.