

Uninstalling ProHelp™ EPM For Windows NT

This application note describes the steps necessary to remove ProHelp™ EPM and all related components from a server. It is intended for internal MATTEC use only and is not targeted to customers. You should only remove an existing ProHelp™ EPM system if you intend to discard all system and configuration data and want to re-install the system from scratch.

1. Uninstall SQL Server 6.5

EPOS EPM, Release 4.03 and earlier, systems utilize Microsoft SQL Server 6.5. To remove SQL Server 6.5, follow these steps:

- Execute the SQL Server Uninstall program. To do this, click on the **start Menu**, click **Programs**, click **Microsoft SQL Server 6.5**, and select **SQL setup**. Follow the prompts to uninstall SQL Server.
- Manually delete the directory **C:\MSSQL**. If you fail to perform this step, SQL Server 7 may think that SQL Server 6.5 was previously installed on this computer.

2. Uninstall SQL Server 7.0

ProHelp™ EPM, Release 5.00 and later, systems utilize Microsoft SQL Server 7.0. To remove SQL Server 7, follow these steps:

- Execute the SQL Server Uninstall program. To do this, click on the **start Menu**, click **Programs**, click **Microsoft SQL Server 7.0**, and select **Uninstall SQL server 7.0**. Follow the prompts to uninstall SQL Server.

3. Uninstall ProHelp™ EPM

To uninstall any release of ProHelp™ EPM or EPOS EPM, follow these steps:

- Remove the **EPOSPATH** and **POLLPATH** environment variables. To do this, click on the **start Menu**, click **settings**, and select **control panel**. Double-click the **system** icon and select the **Environment** tab. Highlight **EPOSPATH** and press **Delete**. Highlight **POLLPATH** and press **DELETE**. Select the **Path**

variable, remove any reference to **EPOS**, and press **set**. Press **OK** to save your changes.

- Delete the ProHelp™ EPM or EPOS EPM installation and system directories. Typically, the software is installed in the **C:\EPOS**, **C:\EPOS_SYS01**, and/or **C:\Program Files\Mattec** directories. Delete all of these directories.
- Delete any EPOS EPM DLLs that were installed in other directories. In particular, delete any **EPOS*.DLL** file in the **C:\WINNT** or **C:\WINNT\SYSTEM32** directories.
- Delete the desktop icons and start menu shortcuts. These items are stored in the **C:\WINNT\PROFILES** directory.
- Delete the Data Source Name (DSN) that was used to access the database. To do this, click on the **start Menu**, click **Settings**, and select **Control Panel**. Double-click on the **ODBC Data Sources** icon and select the **System DSN** tab. Highlight the DSN that was used (possibly **MATTEC_DB** or **MATTEC_PROHELP**) and press **Remove**. Press **OK** to save your changes.
- Remove all ProHelp™ EPM registry settings. To do this, click on the **start Menu**, select **Run**, specify **Regedit** and press **OK**. In the section **HKEY_LOCAL_MACHINE**, under the heading **SOFTWARE**, delete all **Mattec** and **Mattec Corporation** entries.
- Delete all ProHelp™ EPM or EPOS EPM users. To do this, click on the **Start Menu**, select **Programs**, select **Administrative Tools (Common)**, and select **User Manager for Domains**. Manually delete **MATTEC*** and **EPOS*** users.

4. Reboot the Computer

Before re-installing Microsoft SQL Server or ProHelp™ EPM, you must reboot the computer to ensure that your changes take effect.