



## **Manual Uninstall of WinSuite (WinSuite 3.51, WinSuite 2000 NT/2K Networks Edition 3.x, WinSuite 2000 NT/2K Networks Edition 2.xx)**

What I am sending you here is the definitive info on how to remove WinSuite 2000/WinSuite 3.51 \*manually\*, from \*all\* Windows Client OS'.

This information applies to:

- WinSuite 3.51
- WinSuite 2000 NT/2K Networks Edition 3.x
- WinSuite 2000 NT/2K Networks Edition 2.xx

PLEASE BE AWARE THAT THIS INFORMATION IS FOR NDI's INTERNAL USE ONLY.

HOWEVER, IN THOSE RARE CIRCUMSTANCES WHERE YOU DO NEED TO E-MAIL CUSTOMERS INSTRUCTIONS, ONLY E-MAIL THE INSTRUCTIONS BETWEEN THE STARRED \* SECTIONS BELOW.

Catastrophic Server problems. In these situations, most companies would have a backup policy whereby they simply restore the Server from backup tapes. In this scenario there is no issue as WinSuite 2000/WinSuite 3.51 would also be restored during the backup process. If, however, the Server has had to be re-installed, then provided the Server re-install used the same "Computer Name"

\*and\* "Domain Name" as the previous Server build, WinSuite 2000/WinSuite 3.51 can simply be re-installed on the Server. You would then need to re-create all the users/groups etc. Once you had done that, you could simply copy the contents of the C:\Program Files\WinSuite\Config folder from \*any\* WinSuite 2000/WinSuite 3.51 Client, to the same location on the Server, then run the WinSuite Administrator and check that all the WinSuite 2000/WinSuite 3.51 settings are as expected. The key here is to ensure that the Global Groups that are re-created, have exactly the same names as they had on the previous Server (and all these Global Groups contain at least one user account, this user account does not have to be the same as a user account that previously existed). This is important, as WinSuite 2000/WinSuite 3.51 restrictions are associated with Global Groups, rather than users.

First of all, when the Server is unavailable, WinSuite 2000/WinSuite 3.51 Client computers \*can\* still be used, \*and\* protected by WinSuite 2000/WinSuite 3.51. However, \*only\* users who have previously logged on, will be able to successfully logon, with the following caveats:

Caveat 1: Win95/98/Me computers - Only users who have previously logged on \*since\* WinSuite 2000/WinSuite 3.51 was installed on

\*that\* 95/98/Me computer can logon. If a Domain Admins account was never used to logon to the 95/98/Me computer, since WinSuite 2000/WinSuite 3.51 was installed, then the username "Administrator" can be used with the "Bypass Password", as mentioned in the WinSuite 2000/WinSuite 3.51 documentation. However, it is best practice to change this "Bypass

Password" as soon as WinSuite 2000/WinSuite 3.51 is installed on the Server (WinSuite Administrator | Logon Settings tab | Change Logon Bypass Password...).

Caveat 2: WinNT/2K/XP - Any user who has "cached credentials" (note that this is *\*not\** the same as a "Profile") on that NT/2K/XP computer can logon. Now, by default (a Windows default, not a WinSuite 2000/WinSuite 3.51 default), the number of "cached credentials" (or users) that are cached is 10. That's 10 *\*different\** usernames. If one of those cached usernames, happens to be a Domain Admins account, then you will be able to logon as one of those Domain Admins accounts. If you cannot logon in this way, then you can logon as the username "Administrator", and use the *\*local\** password that is for the *\*local\** "Administrator" account.

If you now want to subsequently remove WinSuite 2000/WinSuite 3.51 from the client computers, because the Server is no longer available, then:

Again, this information should only be known to yourself and where at all possible, *\*never\** be e-mailed/printed/spoken over the phone to customers. It should *\*only\** be used when *\*all\** other means of trying to uninstall WinSuite 2000/WinSuite 3.51 Client software have *\*failed\**. These are *\*not\** "...un-install instructions...". They are manual instructions of how to remove *\*most\** of the WinSuite 2000/WinSuite 3.51 programs, Registry settings and Services in the situations when *\*all\** other *\*proper\** methods of WinSuite 2000/WinSuite 3.51 Client software un-installation have categorically failed.

PLEASE DO NOT USE THESE METHODS AS A PERMANENT WAY OF REMOVING WINSUITE 2000/WINSUITE 3.51 CLIENT SOFTWARE, AND PLEASE DO NOT MAKE THIS INFORMATION "COMMON KNOWLEDGE".

**Manual Removal of WinSuite 2000/WinSuite 3.51 from an NT/2K/XP CLIENT computer (\*not\* a SERVER, or 9x/Me computers**

- Logon to the WinSuite 2000/WinSuite 3.51 Client computer as a member of the Domain Admins Global Group (or see Caveat 1
- Start | Run and type Regedit.exe, click OK
- Navigate (in the left pane) to HKEY\_LOCAL\_MACHINE\SOFTWARE\Dacoll\WinSuite
- Double click the Userinit entry in the above)
- Click right pane, from the resulting Edit String dialog, select (highlight) and COPY all of the Value data, click Cancel (see \*\*Note below)
- Navigate (in the left pane) to HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon
- Still in HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows Double click the Userinit entry in the right pane, from the resulting Edit String dialog, highlight the current Value data, and PASTE in the new Value data
- NT\CurrentVersion\Winlogon, there will be an entry in the right pane for GinaDLL
- Select (highlight) the GinaDLL entry
- Press the Delete key on the keyboard
- Close Regedit.exe
- Restart the computer
- The native Windows logon should now appear
- Logon as a member of the Domain Admins Global Group
- Click Start | Run and type: smntreg.exe -remove click OK
- Open Windows Explorer
- Go to C:\Program Files\WinSuite
- Select (highlight) the C:\Program Files\WinSuite folder (\*not\* the C:\Program Files folder!)
- Press the Delete key on the keyboard
- Empty the Recycle Bin
- Click Start | Run and type Regedit.exe, click OK
- Navigate (in the left pane) to HKEY\_LOCAL\_MACHINE\SOFTWARE\Dacoll
- Select (highlight) the Dacoll key
- Press the Delete key on the keyboard
- Close Regedit.exe

\*\*Note: The Userinit Value data, should be \*something\* like (this example is from an XP computer):

C:\WINDOWS\system32\userinit.exe,

(yes, that is a comma at the end).

WinSuite 2000/WinSuite 3.51 Client software is now \*mostly\* removed from that NT/2K/XP computer.

**Manual Removal of WinSuite 2000/WinSuite 3.51 from a 9x/Me CLIENT computer (\*not\* a SERVER, or NT/2K/XP computers)**

- Logon to the WinSuite 2000/WinSuite 3.51 Client computer as a member of the Domain Admins Global Group (or see Caveat 2 above)
- Click Start | Run and type Regedit.exe, click OK (see Note: below)
- Navigate(in the left pane) to H\_KEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\MSNP32\NetworkProvider
- There will be an entry on the right pane for ProviderPath
- Double click the ProviderPath entry
- Change the value FROM smnp32.dll TO msnp32.dll
- Close Regedit.exe
- Restart the computer
- The native Windows logon should now appear
- Logon as a member of the Domain Admins Global Group
- Open Windows Explorer
- Go to C:\Program Files\WinSuite
- Select (highlight) the C:\Program Files\WinSuite folder (\*not\* the C:\Program Files folder!)
- Press the Delete key on the keyboard
- Empty the Recycle Bin
- Click Start | Run and type Regedit.exe, click OK
- Navigate (in the left pane) to HKEY\_LOCAL\_MACHINE\SOFTWARE\Dacoll
- Select (highlight) the Dacoll key
- Press the Delete key on the keyboard
- Close Regedit.exe

WinSuite 2000/WinSuite 3.51 Client software is now \*mostly\* removed from that 9x/Me computer.

Note: In those situation where you cannot edit the registry (for 9x/Me computers \*ONLY\*), but you can get to an MS-DOS Prompt, simply type:

```
copy c:\windows\system\smnp32.dll smnp32.old
copy c:\windows\system\msnp32.dll smnp32.dll
```

and restart the 9x/Me computer.