

ViewBGon Installation & Use

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Abstract

This document describes the steps to uninstall ViewApps (a/k/a TeLANophy™ Applications) completely using the ViewBGon utility. The document serves as a user's manual for ViewBGon versions 2.0 and higher.

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1. Overview

ViewBGon is a standalone utility that can be used to remove previous installations of the following TeLANophy™ applications, also known as ViewApps:

- ViewMail® for Microsoft® Messaging (VMM)
- ViewMail® (VM)
- ViewFax® (VF)
- ViewCall® Plus (VCP)

It also performs some clean up for both the older 16-bit versions and the newer 32-bit versions of ViewApps.

2. Platforms Supported

This section describes the platforms supported with ViewBGon.

2.1 Operating Systems Supported

ViewBGon can run on any of the following operating systems:

- Windows® NT 4.0 with SP 6a
- Windows 2000 Professional
- Windows XP Professional

Note: If you have a Windows 98 Second Edition system, use **ViewBGon_ForWin98** instead.

2.2 ViewApps Versions Supported

ViewBGon can uninstall and/or clean up the following ViewApps versions:

- VMM Qxxx
- ViewMail Qxxx
- ViewFax Qxxx
- ViewCall Plus Qxxx
- VMM version 3.0.x.x
- ViewMail version 3.0.x.x
- ViewFax version 3.0.x.x
- ViewCall version 3.0.x.x

Note: Windows Installer version 2.0 or higher is required for ViewBGon to remove ViewApps 3.0.x.x versions. Removing ViewApps Qxxx versions does not require any Windows Installer.

3. Step-by-step Instructions

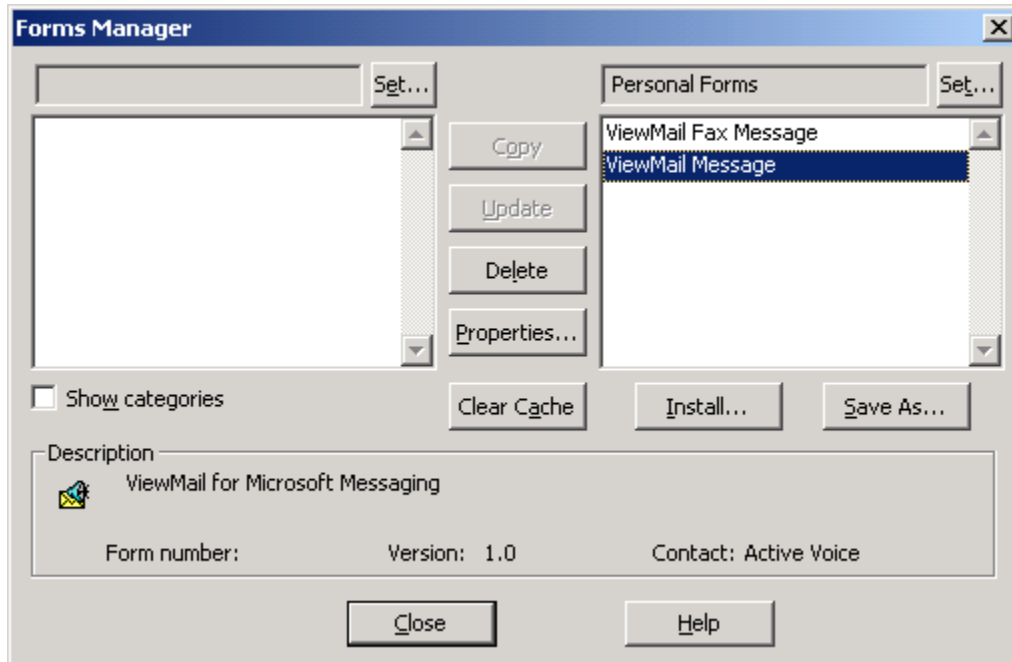
To uninstall existing installations of ViewApps:

1. Restart the computer. This step is recommended to make sure that there are no ViewApps files that are in use by other processes.
2. Login as a system administrator.
3. Copy the ViewBGon executable file (VBG_ x.x.x.exe or VBG_x.x.x_ForWin98.exe) to the root of the local drive (e.g. C:\).
4. Double click on the ViewBGon executable.
5. If you want to enable logging, go to Log→Toggle. By default the logging mechanism is off.
6. If you want to remove the custom forms using ViewBGon, check the “Remove custom form” box. Note: you will need to login to your Outlook account to do this.
7. Click on Remove All.
8. Follow the instruction on the screen.
9. Restart the computer.

Some manual steps might be needed to clean up older version of ViewApps (Qxxx):

To Remove VMM custom forms manually from Outlook:

1. Start Outlook.
2. Go to Tools→Options→Other→Advanced Options→Add-In Manager.
3. If “ViewMail Extensions” exists and checked, uncheck the box.
4. Click OK.
5. Go to Tools→Options→Other→Advanced Options→Custom Forms→Manage Forms.
6. On the right pane, if “ViewMail Fax Message” and “ViewMail Message” exist, delete them by clicking on the Delete button.



7. Click Close.
 8. Close Outlook.
 9. Open Windows Explorer
 10. Right click on My Computer and select search.
 11. Type frmcache.dat and press Enter.
 12. Delete every occurrence of frmcache.dat.
 13. Restart the computer.
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- A. If you are uninstalling a 16-bit version of ViewFax (Qxxx), check the printer's settings by going to Start→Settings→Printers. If "Print-to-Fax" exists, delete it.
 - B. If you installed the 16-bit ViewApps in a folder other than the default installation folder, delete each of the ViewApps installation folders manually.