# Uninstalling the Agent.exe and Iap.exe Applications

**Document number:** 719-00739A-EN Rev A

## Product

- *Kodak Prinergy* Evo workflow system
- *Kodak* Print Console software

## Background

The **Agent.exe** application is part of the InstallShield Update Service. It is installed by the Sonic software used in *Optiplex* workstations to write to the DVD. Unfortunately, *Prinergy* Evo software also installs this application.

The **Iap.exe** application is installed by Dell OMCI software and is specific to the *Optiplex* workstations.

These applications use large amounts of handles and memory, which eventually will crash the applications running on the workstation.

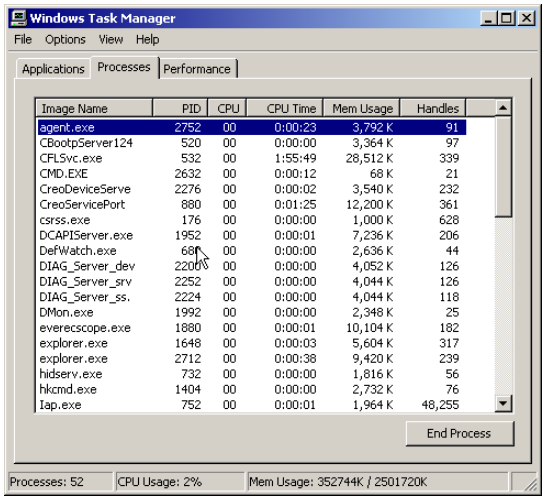
## Solution

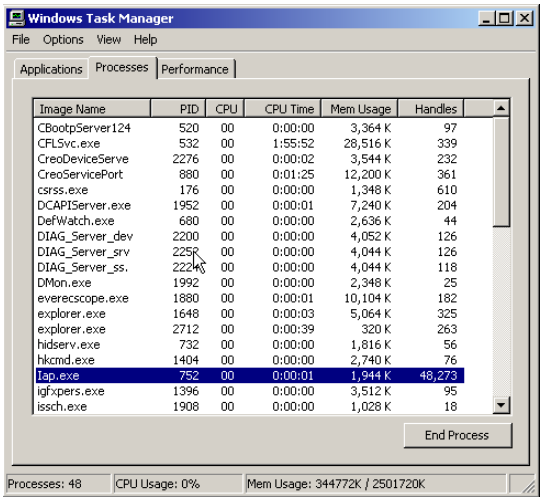
Uninstall the **Agent.exe** application and the **Iap.exe** application using the **Add or Remove Programs** feature in the Control Panel.

## Procedure

1. Confirm that the **Agent.exe** application and the **Iap.exe** application are installed on the workstation.

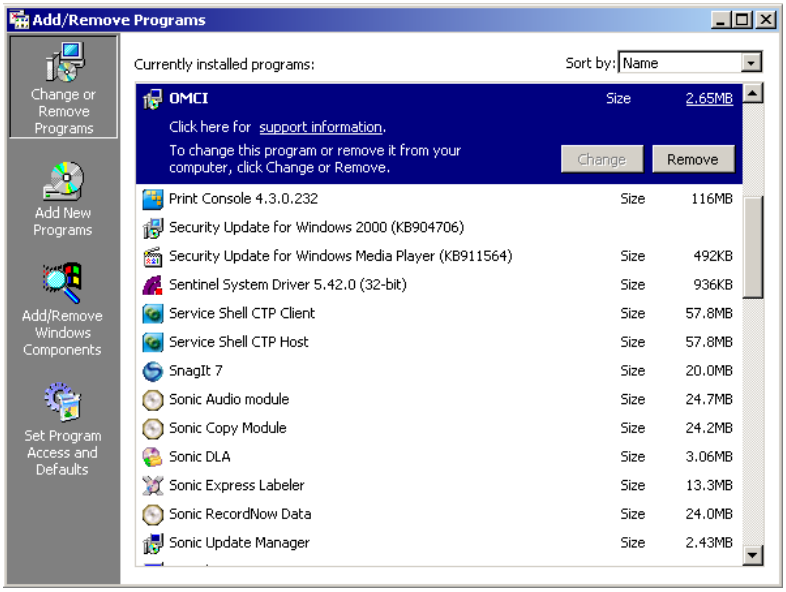
   In the latest Ghost images for Windows 2000, the OMCI has been updated and the DVD service update has been removed.



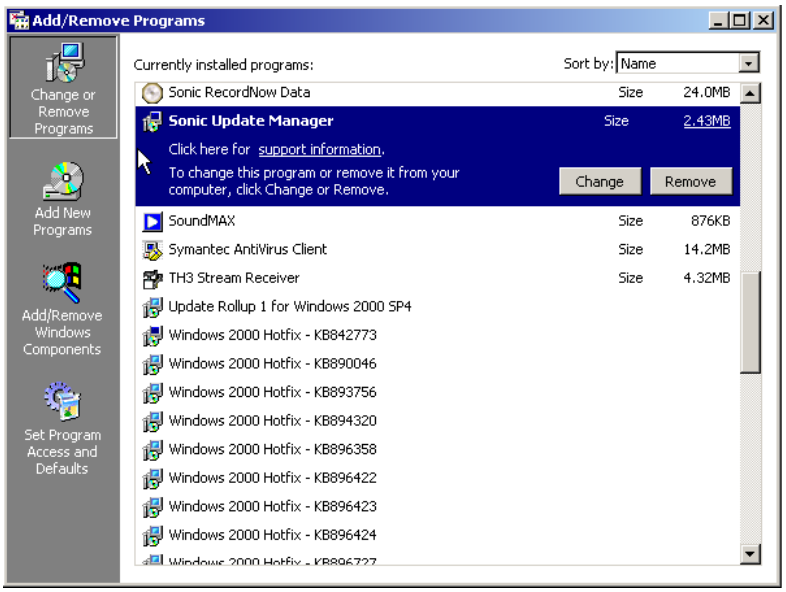




2. Select **Start** > **Settings** > **Control Panel** > **Add or Remove Programs**.
3. Select **OMCI** and click **Remove**.

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4. Select **Sonic Update Manager** and click **Remove**.




5. Reboot the workstation.

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