Kodak

Service Shell Client/Host

Uninstall Procedure

FileName
C:\Service Shell\SS_client_host_uninstall.doc

20 Mar 2007

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Revision History

Revision	Date	Author	Comments
1	13 Mar 2007	José Delgado	First draft
2	23 Mar 2007	Janet Waterman	Edited for branding, format, style guidelines

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1. BACKGROUND

This procedure explains how to remove the Service Shell Host and/or Client software when the uninstallers used by the Add/Remove function in Microsoft® Windows® fail.

2. BACK UP THE REGISTRY

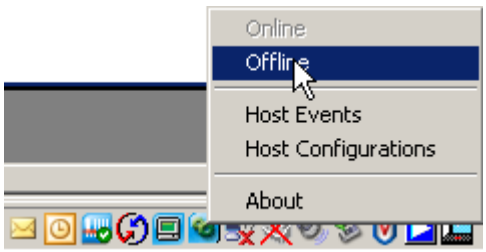
You must back up the entire registry in case something goes wrong.

To export all of the registry to a text file:

1. In Windows, **Start > Run**, click **regedit.exe** to open the Registry Editor.
2. In the File menu, click **Export**.
3. In **File name**, enter a name for the registry file.
4. In **Export range**, click **All.**
5. Click **Save**.

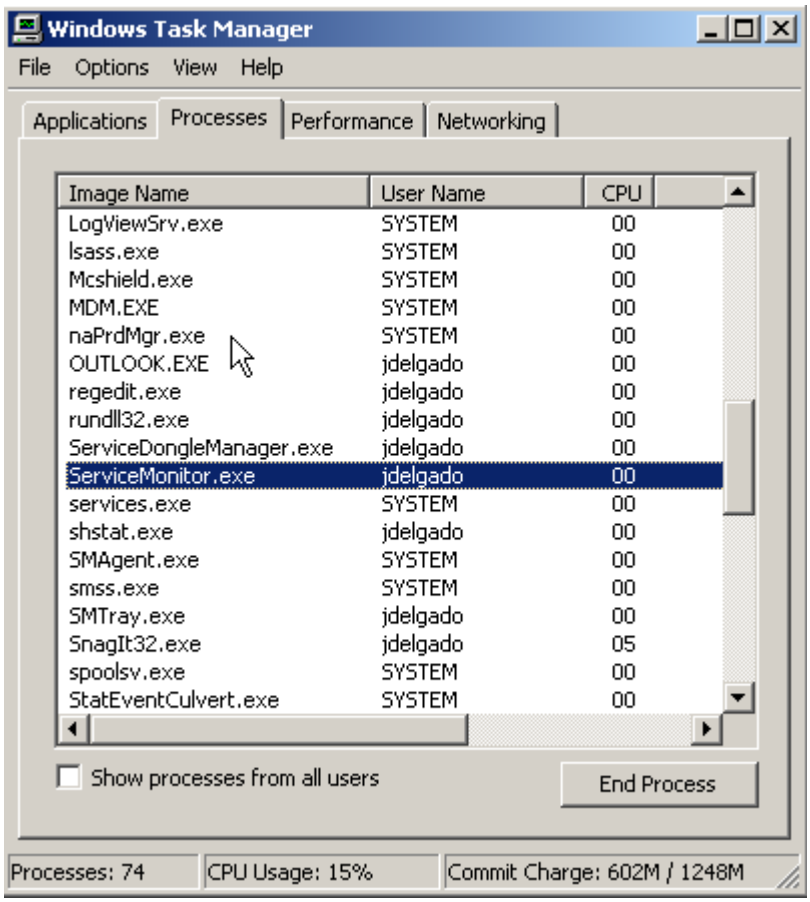
3. STOP THE SERVICE SHELL HOST

On the system tray, right-click the **Service Host** icon and select **Offline**.



4. STOP SERVICEMONITOR.EXE.

1. In Windows Task Manager, select the Processes tab.
2. Select **ServiceMonitor.exe**.
3. Click **End Process**.

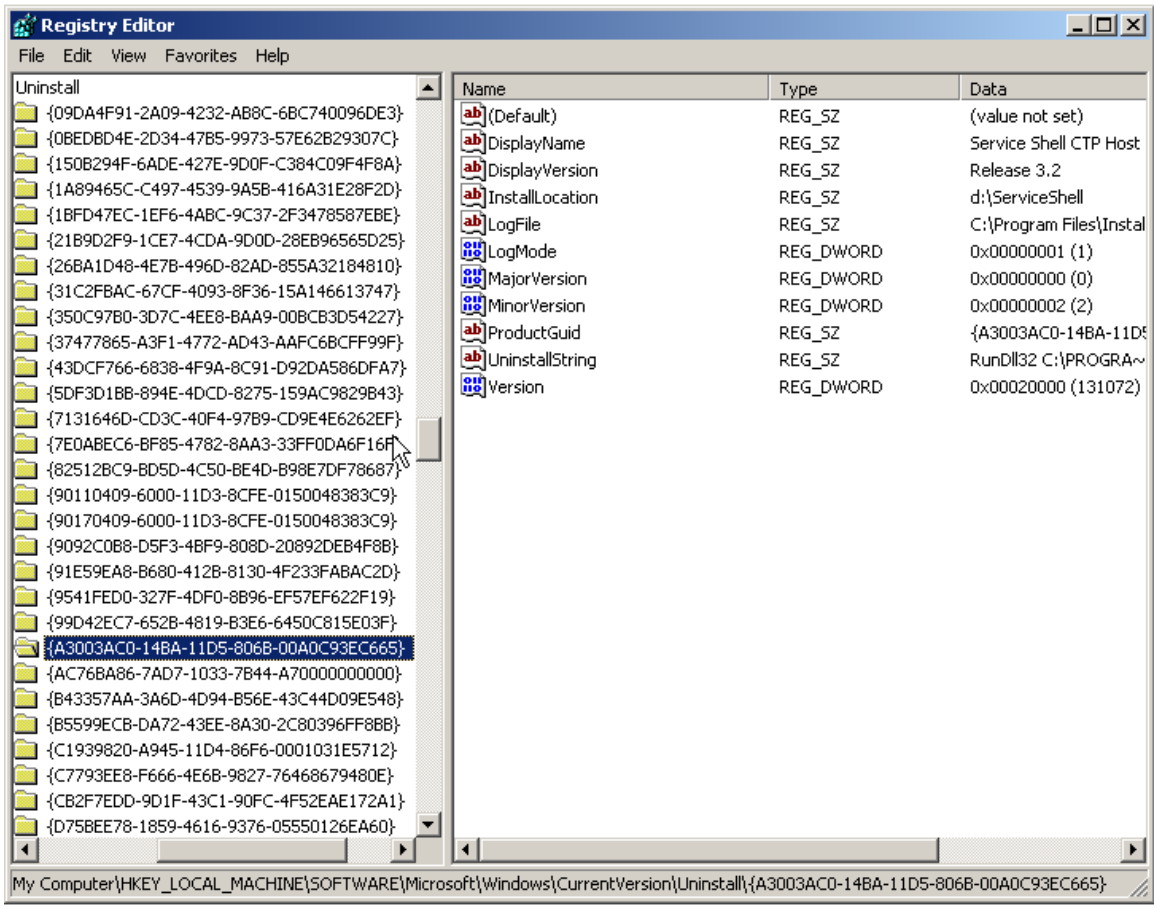


5. EDIT THE REGISTRY

1. To open then Registry Editor, click **regedit.exe**.
2. Find the GUID for the Service Host and/or Client listed under **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{GUID}** where **GUID** is a unique number assigned to an application component such as Service Shell Host or Client
3. Select each item in the **Uninstall** list until the **DisplayName** key value is **Service Shell CTP Host** or **Service Shell CTP Client**.
4. If the GUIDs do not match the following numbers, then delete them. Do not delete GUIDs that match the following numbers.

   Service Shell host: **A3003AC0-14BA-11D5-806B-00A0C93EC665**

   Service Shell client: **7E0ABEC6-BF85-4782-8AA3-33FF0DA6F16F**



6. BACK UP INSTALL SHIELD INFORMATION

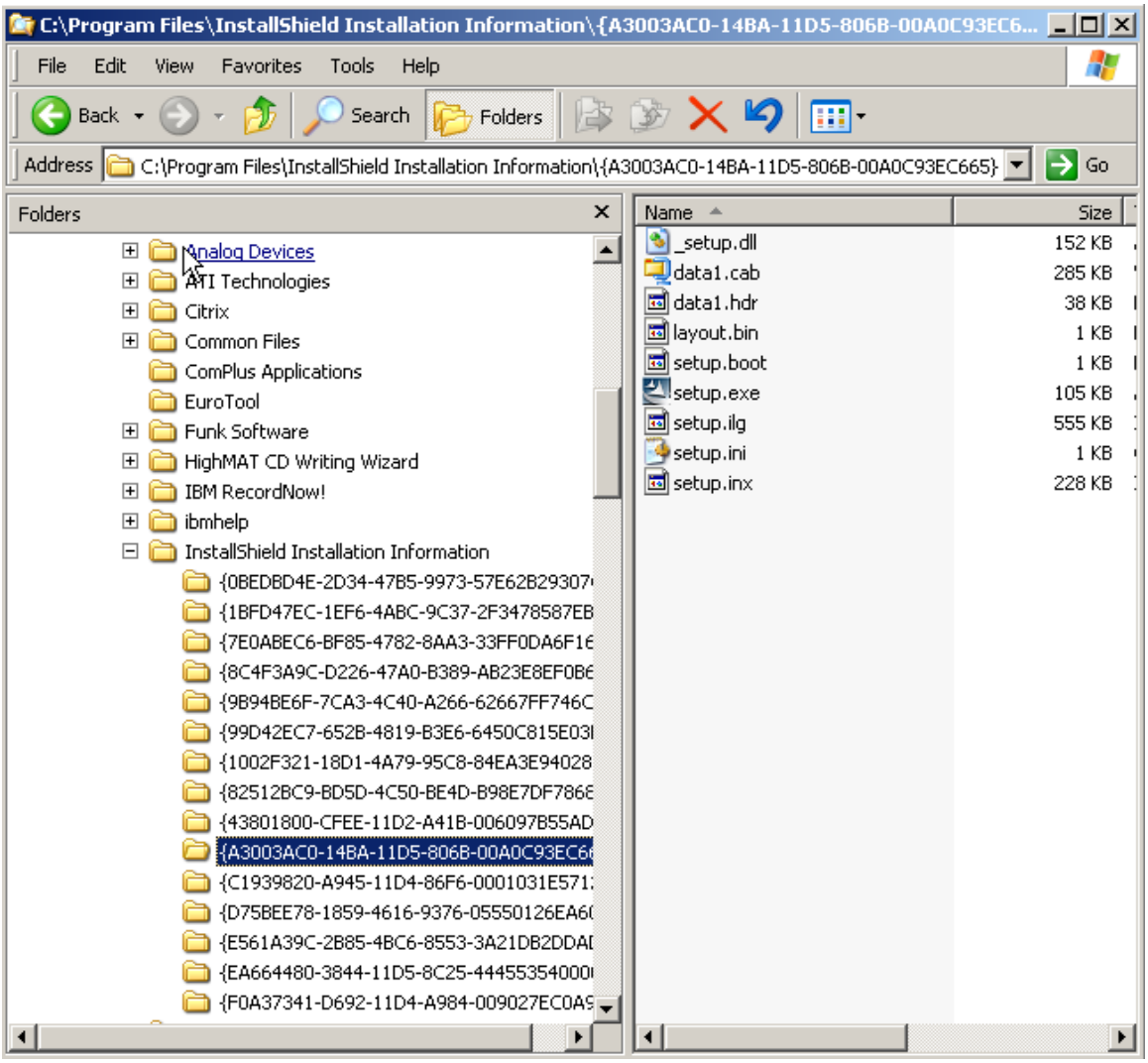
1. In Windows Explorer, go to the hidden directory

<system drive>:\ProgramFiles\InstallShield Installation Information\{GUID}

where GUID is:

Service Shell host: **A3003AC0-14BA-11D5-806B-00A0C93EC665**

Service Shell client: **7E0ABEC6-BF85-4782-8AA3-33FF0DA6F16F**



2. If you do not see the InstallShield Installation Information folder, type the following in the Address field: **<system drive>:\Program Files\InstallShield Installation Information**.

3. Make a backup copy of the folder then delete it.

WARNING: Deleting this folder may damage other installations on your machine; therefore, use caution when performing this step. It may be helpful to make a backup copy of this folder before deleting it entirely from the machine

7. DELETE ALL SERVICE SHELL ITEMS

1. Delete all files and folders in **<system drive>:\ServiceShell**, including the **ServiceShell** folder itself.

2. Delete the following registry entries:

HKEY_LOCAL_MACHINE\SOFTWARE\Creo\ServiceShell

HKEY_LOCAL_MACHINE\SOFTWARE\Creo\Service Shell CTP Client

HKEY_LOCAL_MACHINE\SOFTWARE\Creo\ Service Shell CTP Host

3. Delete the Service Shell shortcuts on the desktop.