Software Uninstallation and Reinstallation
VisionWorks® Acquisition and Analysis and Doc-It Colony Count

Overview

The purpose of this Technical Bulletin is to explain the process of uninstalling and reinstalling UVP software on a single computer system. Since multiple instances of UVP's software (VisionWorks Acquisition and Analysis and Doc-It Colony Counter) cannot be simultaneously installed and operated on one system, it is necessary to uninstall one package before installing another.

Additionally, a user may wish to update from one version of the same software to another (for example, VisionWorks Acquisition and Analysis 6.8 to VisionWorks Acquisition and Analysis 7.1). In this case, the user will need to follow the steps below to avoid installation and operational errors.

NOTE: To ensure compatibility, be sure to verify computer hardware and software requirements prior to installing new software.

IMPORTANT: Note that following the instructions outlined in this document will result in the removal of all existing templates and settings!

Procedure (*References to **Windows 7 64-bit** are interchangeable with **Windows 8 and 10**)*
To cleanly install the new software, make sure you have new software available to install before beginning. Then, uninstall the existing software using the "Add or Remove Programs" or "Uninstall a program" utility in Windows.

After completely uninstalling the existing software but before continuing with the new software installation process, follow these steps based on the software version you are currently uninstalling:

For VisionWorks Acquisition and Analysis Software:
Windows 7 32-Bit: Browse to C:\Program Files\Analytik Jena\VisionWorks\
(if it exists)
Windows 7 64-Bit: Browse to C:\Program Files (x86)\Analytik Jena\VisionWorks\
(if it exists)

➔ Delete all files and folders *except* the "Archive" folder (do NOT delete the "Archive" folder)

For Doc-It Colony Counter Software:
Windows 7 32-Bit: Browse to C:\Program Files\UVP LLC\Doc-It Colony Counter (if it exists)
Windows 7 64-Bit: Browse to C:\Program Files (x86)\UVP LLC\Doc-It Colony Counter (if it exists)

➔ Delete all files and folders *except* the "Archive" folder (do NOT delete the "Archive" folder)

To complete the following step, you will need to enable viewing hidden folders on your computer:

Windows 7: Click the Windows "Start" logo on the taskbar. Type "Search" in the search box. Click on "Change search options for files and folders" → "View" tab → "Show hidden files, folders, and drives" → "Apply" → "OK".

This can be reversed by selecting "Change search options for files and folders" → "View" tab → "Don't show hidden files, folders, drives" → "Apply" → "OK".

Note that some of the folders below may not appear on your system. If they do not appear, make sure you have completed the "Show hidden files and folders" process above. If they still do not appear, proceed to the next step.

For Windows 7 32-bit:
Browse to C:\Documents and Settings\All Users\Application Data
Delete the "UVPSettings" folder

Browse to C:\WINDOWS\system32
Delete the "PVUDATA" folder
Delete the "TRDATA" folder

For Windows 7 64-bit:
Browse to C:\Program Data
Delete the "UVPSettings" folder

Browse to C:\WINDOWS\SysWOW64
Delete the "pvudata" folder
Delete the "trdata" folder (if it exists)

Once these steps are completed, attempt to install the new software. **Again, note that this process has removed all of your existing templates and settings!**

Upon reinstallation, you will need to reactivate the software. Should you require additional assistance, UVP Technical Support can assist with this process:

If you are in North America, South America, East Asia or Australia:	If you are in Europe, Africa, the Middle East or Western Asia:
Call (800) 452-6788 or (909) 946-3197, and ask for **Technical Support** during regular business days, between 7:00 am and 5:00 pm, PST.	Call +44(0) 1223-42002, and ask for **Customer Service** during regular business days between 8:30 am and 5:30 pm.
E-mail your message to: info@uvp.com or techsupport@uvp.com	**E-mail** your message to: uvp@uvp.co.uk
Fax Technical Support at **(909) 946-3597**	**Fax** Customer Service at **+44(0) 1223-420561**

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