

Installation Information Cleanup Guide for ScanSnap Home

1. About This Document

This document contains the procedures to be followed when ScanSnap Home is not installed successfully due to errors occurred with uninstallation of ScanSnap Home products or ScanSnap products. The procedures for recovering from the uninstallation error contains the following cleanup operations:

- To delete installation information by using the Remove Installation Information tool
- To delete manually files and folders that are supposed to be deleted automatically during uninstallation

2. About Cleanup Procedures

Follow the procedures in this document in the following cases:

Case 1 When ScanSnap Home installation fails with error after automatic uninstallation of ScanSnap software, which runs by ScanSnap Home installer when ScanSnap Home is being installed onto a system where ScanSnap software is already installed, fails. In this case, refer to *4.1 Case 1*.

Case 2 When ScanSnap Home cannot be uninstalled successfully from [Programs and Features] in [Control Panel]; or When ScanSnap Home cannot be reinstalled with the message saying ScanSnap Home is already installed even though it is already uninstalled. In this case, refer to *4.2 Case 2*.

Note: Do not perform the operations in this document in any other cases.

3. About Remove Installation Information Tool

3.1 Tool name

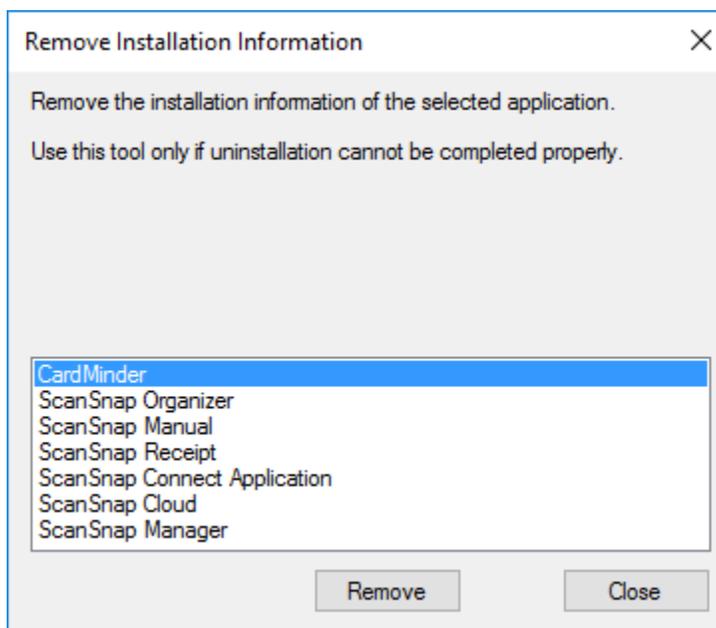
Remove Installation Information (File name: SSHomeClean.exe)

3.2 How to use the tool

- 1) Sign in Windows as a user with administrator privileges.
- 2) Run the Remove Installation Information tool (SSHomeClean.exe).
When "User Account Control" appears, press the [Yes] button to run the tool.

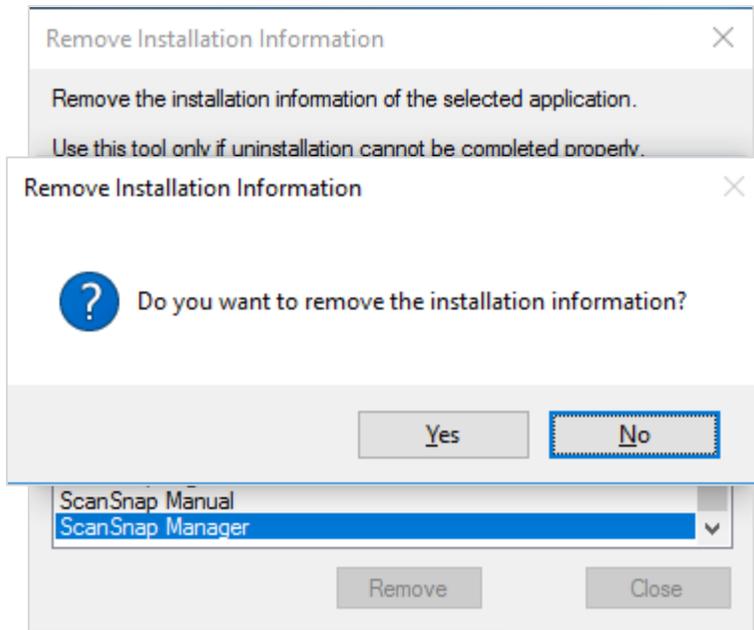


- 3) Select a software product to remove listed in the tool window.

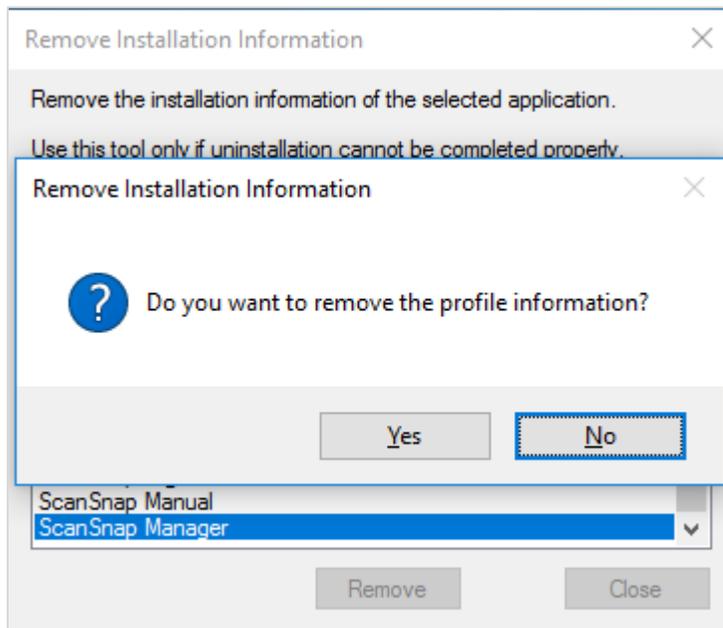


If ScanSnap Home and ScanSnap Manager were used together, and "ScanSnap Home/ScanSnap Manager" is found in the list, select and delete it.
If "ScanSnap Manager" or "ScanSnap Home" is found separately in the list, select each and delete it.

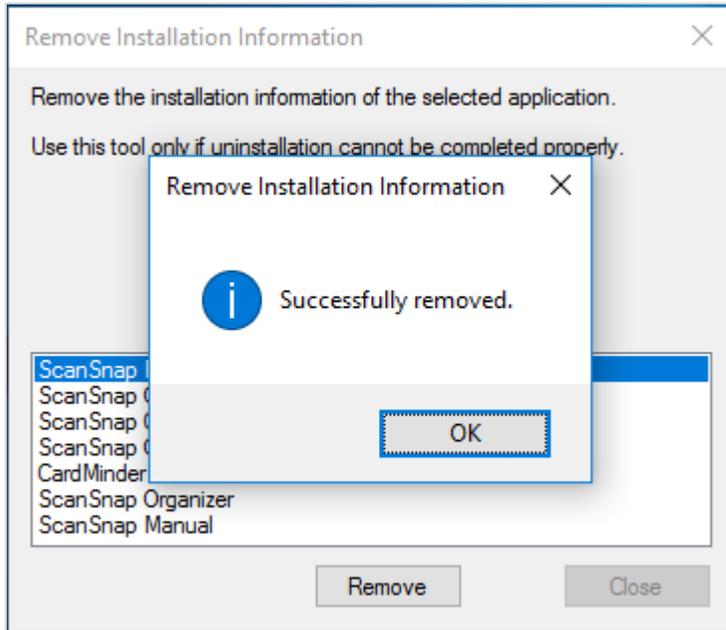
- 4) Click the [Remove] button.
- 5) Click the [Yes] button to the message shown saying "Do you want to remove the installation information?"



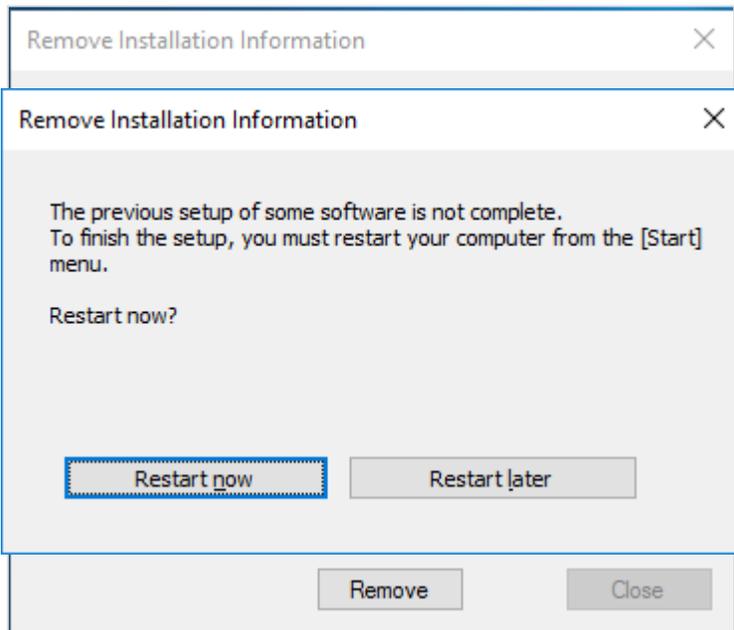
Note: When removing installation information on ScanSnap Manager with the tool, a message appears saying "Do you want to remove the profile information?" Click the [Yes] button to remove it.



- 6) Once the installation information is removed, a message appears saying “Successfully removed.” Click the [OK] button.



Note: If you are required to restart your computer, the following message will be displayed: “The previous setup of some software is not complete. To finish the setup, you must restart your computer from the [Start] menu. Restart now?” Click the [Restart now] button. The computer will restart automatically, so repeat the steps from 1). If you clicked the [Restart later] button, proceed to the next step.



- 7) Repeat the steps from 3) through 6) to all the products in the list.
- 8) Click the [Close] button to exit the tool.
- 9) Restart the computer from the [Start] menu.

3.3 System requirements

The system requirements for the tool conform to the OS supported by ScanSnap Home.

4. How to Clean Up Installation Information

Perform different cleanup procedures for different cases as described below.
Be sure to read through all the steps before putting them into practice.

4.1 Case 1

Follow the procedures below when ScanSnap Home installation fails with error after automatic uninstallation of ScanSnap software, which runs by ScanSnap Home installer when ScanSnap Home is being installed onto a system where ScanSnap software is already installed, fails.

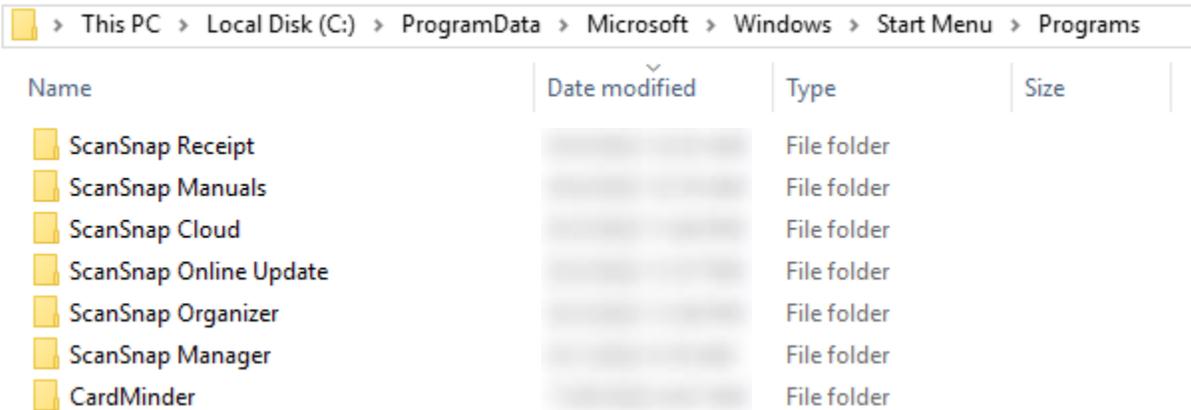
- 1) Sign in Windows as a user with administrator privileges, and then quit any ScanSnap software products that are running on the computer.
- 2) Disconnect the computer from any scanner if it is connected.
- 3) Go to [Programs and Features] in [Control Panel] and try uninstalling all ScanSnap products installed.
 - ScanSnap Manager
 - ScanSnap Organizer
 - CardMinder
 - ScanSnap Cloud
 - ScanSnap Receipt

 ScanSnap Cloud	PFU Limited		33.4 MB	V1.2L11
 ScanSnap Organizer	PFU			V5.6L42
 ScanSnap Manager	PFU			V7.2L50
 CardMinder	PFU			V5.3L42
 ScanSnap Receipt	PFU			V1.5L41

- 4) If uninstallation of any product is not successful, follow the steps from 5) through 8) to uninstall the remaining products in the following order:
 1. Deleting the remaining files and folders of the products.
For details, refer to 5).
 2. Removing the remaining installation information on the products by using the tool, and then restart the computer from the [Start] menu.
For details, refer to 6) and 7).
 3. Deleting the remaining installation folders of the products, and then restart the computer from the [Start] menu.
For details, refer to 8).
 4. Reinstall the ScanSnap products deleted at steps 1 through 3.
For details, refer to 10).
 5. Go to [Programs and Features] in [Control Panel] and uninstall all ScanSnap products installed at step 4, and then restart the computer from the [Start] menu.
For details, refer to 11) and 12).

5) Sign in Windows as a user with administrator privileges, and then delete the following files and folders of the products.

- Folders stored at C:\ProgramData\Microsoft\Windows\Start Menu\Programs
 - ScanSnap Manager
 - ScanSnap Organizer
 - CardMinder
 - ScanSnap Cloud
 - ScanSnap Receipt
 - ScanSnap Online Update
 - ScanSnap Manuals



Name	Date modified	Type	Size
ScanSnap Receipt		File folder	
ScanSnap Manuals		File folder	
ScanSnap Cloud		File folder	
ScanSnap Online Update		File folder	
ScanSnap Organizer		File folder	
ScanSnap Manager		File folder	
CardMinder		File folder	

- Desktop shortcuts:
 - ScanSnap Organizer
 - CardMinder
 - ScanSnap Receipt

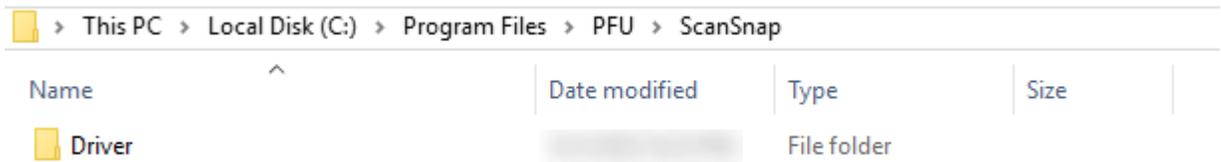


6) Using the Remove Installation Information tool, remove the following installation information on the products.

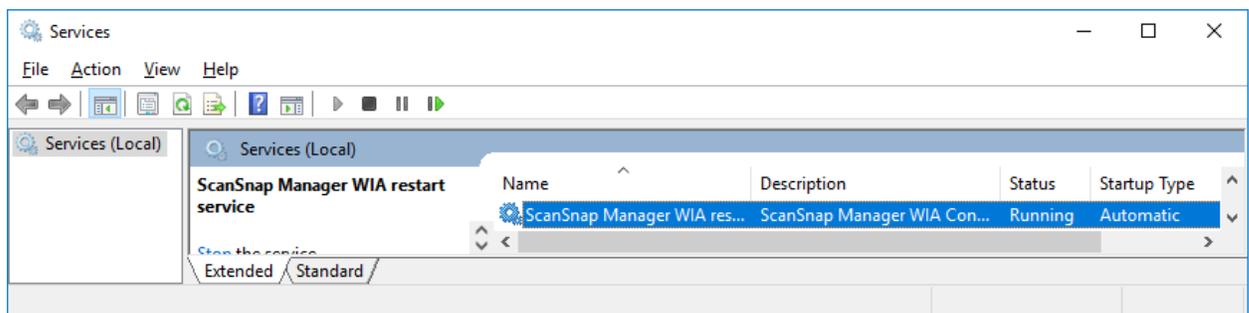
For details, refer to 3.2 *How to use the tool*.

- ScanSnap Manager
- ScanSnap Organizer
- CardMinder
- ScanSnap Cloud
- ScanSnap Online Update
- ScanSnap Receipt
- ScanSnap Manual
- ScanSnap OCR LangPack

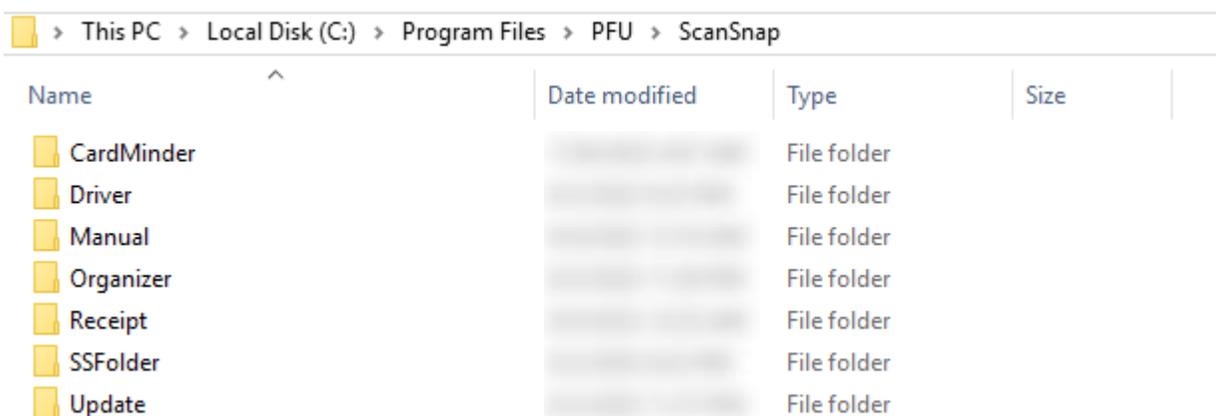
- 7) Restart the computer from the [Start] menu.
- 8) Sign in Windows as a user with administrator privileges, and then delete the following files and folders of the products whose installation information was removed at the step 6).
 - %PROGDIR%\PFU\ScanSnap\Driver



Note: If the folder fails to delete with the error shown as folder in use, go to [Administrative Tools] in [Control Panel], select [Services], and open the Services window. Select [ScanSnap Manager WIA restart service] from the list of services, stop the service by clicking [Stop] in the right-click menu, then delete the folder.



- %PROGDIR%\PFU\ScanSnap\CardMinder
- %PROGDIR%\PFU\ScanSnap\Manual
- %PROGDIR%\PFU\ScanSnap\Organizer
- %PROGDIR%\PFU\ScanSnap\Receipt
- %PROGDIR%\PFU\ScanSnap\SSFold
- %PROGDIR%\PFU\ScanSnap\Update



- %PROGDIR%\PFU\ScanSnapCloud

 > This PC > Local Disk (C:) > Program Files > PFU >			
Name	Date modified	Type	Size
 ScanSnap		File folder	
 ScanSnapCloud		File folder	

Note: If folder deletion fails with the error saying the folder is in use, click the taskbar and run [Task Manager] from the context menu. Go to the [Processes] tab, select "sCloudWacth.exe", and press the [End task] button. After that, delete the folder.

- %PROGDIR%\Common Files\PFU\CardMinder

 > This PC > Local Disk (C:) > Program Files > Common Files > PFU >			
Name	Date modified	Type	Size
 CardMinder		File folder	
 ScanSnap		File folder	

- %PROGDIR%\Common Files\PFU\ScanSnap>manual
- %PROGDIR%\Common Files\PFU\ScanSnap\OCR
- %PROGDIR%\Common Files\PFU\ScanSnap\ScanToCrop
- %PROGDIR%\Common Files\PFU\ScanSnap\ScanToHome
- %PROGDIR%\Common Files\PFU\ScanSnap\ScanToOffice

 > This PC > Local Disk (C:) > Program Files > Common Files > PFU > ScanSnap >			
Name	Date modified	Type	Size
 manual		File folder	
 OCR		File folder	
 ScanToCrop		File folder	
 ScanToHome		File folder	
 ScanToOffice		File folder	

Note: ScanSnap programs are installed under the %PROGDIR% folder.

For example, the folder is as follows when the operating system is in the C drive and the program is installed onto the default destination:

- C:\Program Files (32-bit OS)
- C:\Program Files (x86) (64-bit OS)

Note: When a message appears saying you will need to provide administrator permission to delete the folder, press the [Continue] button to delete the folder.

- 9) Restart the computer from the [Start] menu.
- 10) Sign in to Windows as a user with administrator privileges, and then reinstall all ScanSnap products deleted at steps 6) through 8).

As for ScanSnap Cloud and ScanSnap Receipt, "Change, repair, or remove installation" window may be displayed after starting an installer for reinstallation.

In this case, by choosing [remove], the reinstallation and the operation of 11) for uninstallation will be unnecessary.

- 11) Go to [Programs and Features] in [Control Panel] and uninstall ScanSnap products installed at step 10).
- 12) Restart the computer from the [Start] menu.

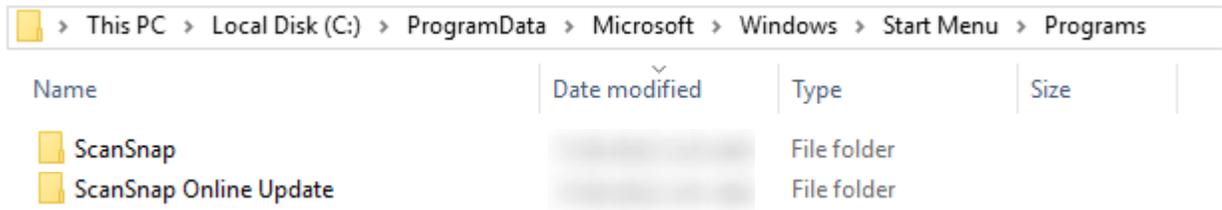
This completes the cleanup procedures. Install ScanSnap Home again.

4.2 Case 2

Follow the procedures below when ScanSnap Home cannot be uninstalled successfully from [Programs and Features] in [Control Panel]; or when ScanSnap Home cannot be reinstalled with the message saying ScanSnap Home is already installed even though it is already uninstalled.

- 1) Sign in Windows as a user with administrator privileges, and then quit any ScanSnap software products that are running on the computer.
- 2) Disconnect the computer from any scanner if it is connected.
- 3) If ScanSnap Home is found in [Programs and Features] in [Control Panel], uninstall it. Also, if ScanSnap Manager is found in [Programs and Features] in [Control Panel], uninstall it too.
- 4) If uninstallation is not successful, follow the steps from 5) through 12) to uninstall ScanSnap Home (and ScanSnap Manager) in the following order:
 1. Deleting the remaining files and folders of ScanSnap Home.
For details, refer to 5).
 2. Removing installation information on ScanSnap Home by using the Remove Installation Information tool, and then restart the computer from the [Start] menu.
For details, refer to 6) and 7).
 3. Deleting the installation folder of ScanSnap Home, and then restart the computer from the [Start] menu.
For details, refer to 8) and 9).
 4. Reinstall the ScanSnap products deleted at steps 1 through 3.
For details, refer to 10).
 5. Go to [Programs and Features] in [Control Panel] and uninstall all ScanSnap products installed at step 4, and then restart the computer from the [Start] menu.
For details, refer to 11) and 12).

- 5) Sign in Windows as a user with administrator privileges, and then delete the following files and folders of ScanSnap Home located at
C:\ProgramData\Microsoft\Windows\Start Menu\Programs
- ScanSnap
 - ScanSnap Online Update



Name	Date modified	Type	Size
ScanSnap		File folder	
ScanSnap Online Update		File folder	

If uninstallation of ScanSnap Manager is not successful, also delete the following folders

- ScanSnap Manager
- ScanSnap Manual

If the following shortcut appears on your desktop, delete it.

- ScanSnap Home



- 6) Using the Remove Installation Information tool, remove the installation information below.
For details, refer to 3.2 *How to use the tool*.
- ScanSnap Home
 - ScanSnap Home OCR LangPack
 - ScanSnap Online Update

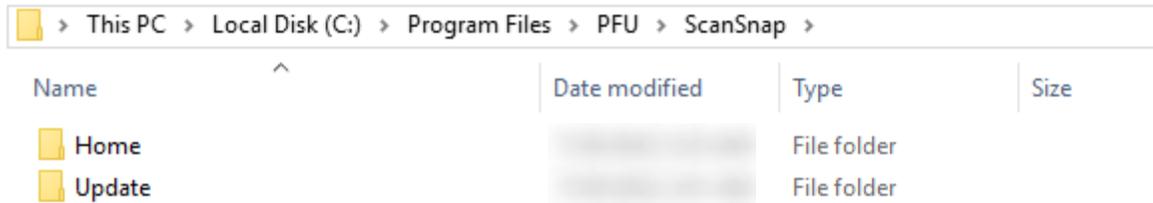
If uninstallation of ScanSnap Manager is not successful, also remove the following products.

- ScanSnap Manager
- ScanSnap Manual
- ScanSnap OCR LangPack

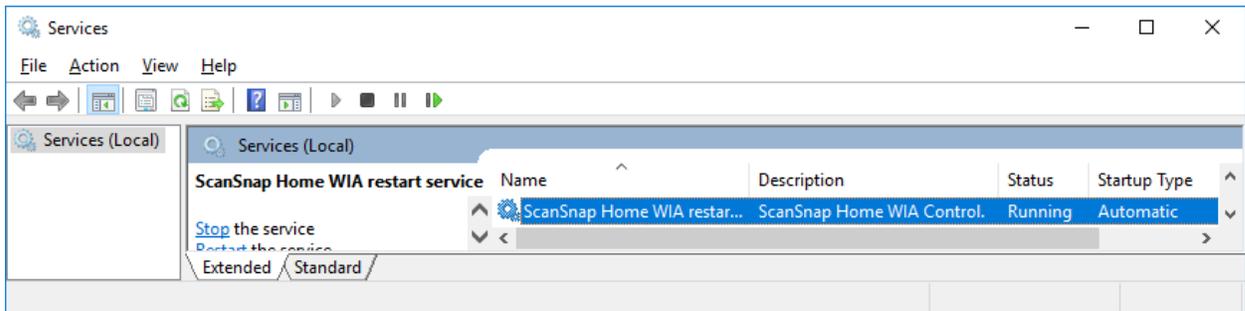
If ScanSnap Home and ScanSnap Manager were used together, and "ScanSnap Home/ScanSnap Manager" is found in the list, select and delete it.

- 7) Restart the computer from the [Start] menu.

- 8) Sign in Windows as a user with administrator privileges, and then delete the following files and folders of ScanSnap Home whose installation information was removed at the step 6).
- %PROGDIR%\PFU\ScanSnap\Home
 - %PROGDIR%\PFU\ScanSnap\Update



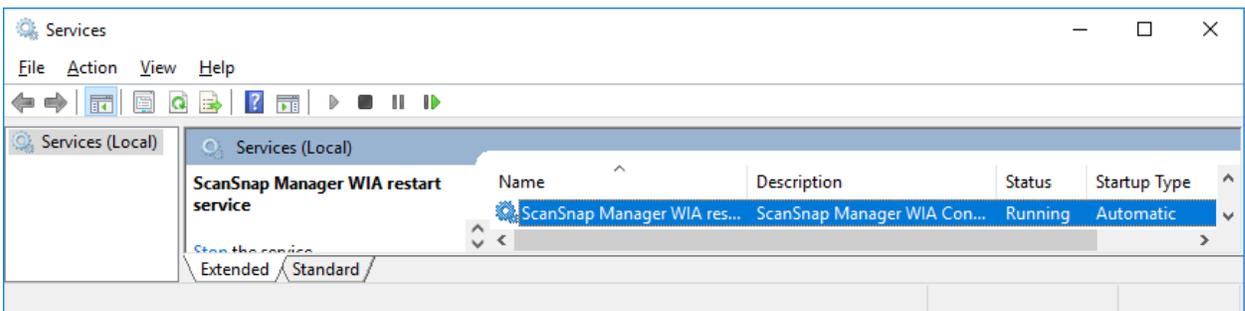
Note: If the folder fails to delete with the error shown as folder in use, go to [Administrative Tools] in [Control Panel], select [Services], and open the Services window. Select [ScanSnap Home WIA restart service] from the list of services, stop the service by clicking [Stop] in the right-click menu, then delete the folder.



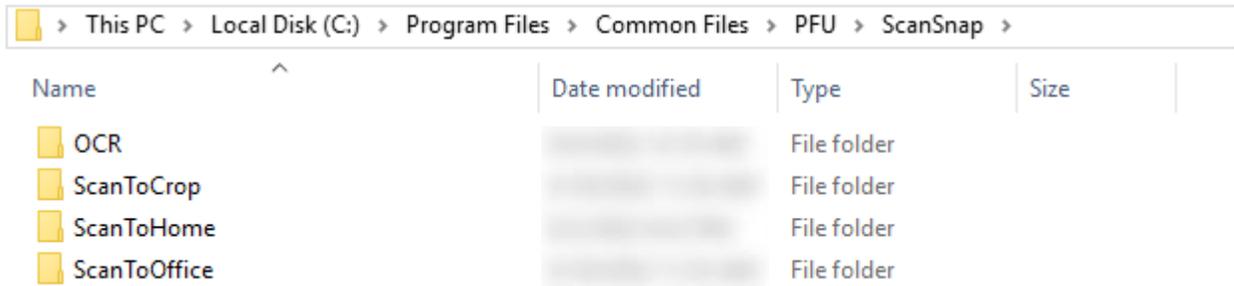
When also deleting installation information of ScanSnap Manager, delete the following files and folders of ScanSnap Manager.

- %PROGDIR%\PFU\ScanSnap\Driver
- %PROGDIR%\PFU\ScanSnap\SSFolder

Note: If the folder fails to delete with the error shown as folder in use, go to [Administrative Tools] in [Control Panel], select [Services], and open the Services window. Select [ScanSnap Manager WIA restart service] from the list of services, stop the service by clicking [Stop] in the right-click menu, then delete the folder.



- %PROGDIR%\Common Files\PFU\ScanSnap\OCR
- %PROGDIR%\Common Files\PFU\ScanSnap\ScanToCrop
- %PROGDIR%\Common Files\PFU\ScanSnap\ScanToHome
- %PROGDIR%\Common Files\PFU\ScanSnap\ScanToOffice



Note: ScanSnap Home is installed under the %PROGDIR% folder.

For example, the folder as follows when the operating system is in the C drive and the program is installed onto the default destination:

- C:\Program Files (32-bit OS)
- C:\Program Files (x86) (64-bit OS)

Note: When a message appears saying you will need to provide administrator permission to delete the folder, press the [Continue] button to delete the folder.

- 9) Restart the computer from the [Start] menu.
- 10) Sign in to Windows as a user with administrator privileges, and then reinstall all ScanSnap products deleted at steps 6) through 8).
- 11) Go to [Programs and Features] in [Control Panel] and uninstall ScanSnap products installed at step 10).
- 12) Restart the computer from the [Start] menu.

This completes the cleanup procedures. Install ScanSnap Home (and ScanSnap Manager) again.