

# Un-Installing Pcounter for Windows and Netware (NDPS)

Revised April 17, 2007

## The Goal

The Goal of this document is to provide step by step Un-Install instructions for Pcounter for Windows and Pcounter for Netware (NDPS).

## Common Un-Install Mistakes (Windows)

Pcounter comes with a 60 day trial. It is designed to continue to give the appearance of functioning, even when the trial has ended. Because of this Pcounter must be Un-Installed through several steps. If some steps have already been taken use the following common mistakes section to return Pcounter to a state where the Un-Install procedure can be done. **When done correctly Pcounter for windows can be Un-Installed without rebooting the server.**

### Mistake 1

Pcounter for Windows was Un-Installed under Add/Remove programs in windows but the services and ports still remain.

#### FIX

Re-Install Pcounter for windows on the server and follow the instruction below for un-installing it properly.

### Mistake 2

One or more of the Pcounter services were manually disabled by the administrator, but the jobs are still being paused.

#### FIX

Use the Un-Install Instruction below to Un-Install Pcounter. The Services will be removed as part of the procedure.

## Common Un-Install Mistakes (Netware NDPS)

Pcounter comes with a 60 day trial. After the trial has expired Pcounter will not load when the NDPS manager loads each time. An error will be displayed on the server console stating the trial period has expired. If steps have already been taken to remove Pcounter for NDPS, please follow the corrections below to return Pcounter to a state where it can be removed completely. **When done correctly Pcounter for Netware NDPS can be Un-Installed without rebooting the server.**

### Mistake 1

Pcounter for Netware was Un-Installed under Add/Remove programs on the windows workstation, but the NLMs still try to load.

#### FIX

Re-Install Pcounter for Netware on the workstation and follow the instruction below for un-installing it properly.

### Mistake 2

The Pcountdp.nlm was deleted or renamed but the NDPS manager still tries to load Pcounter.

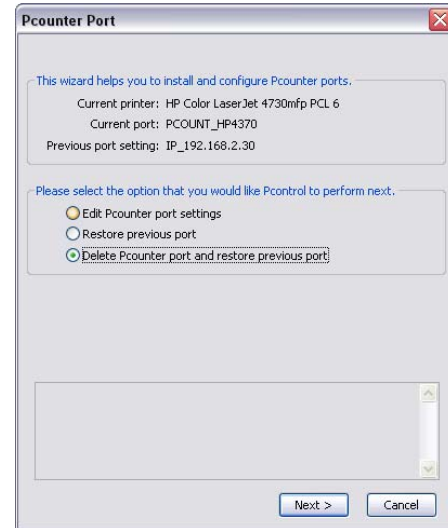
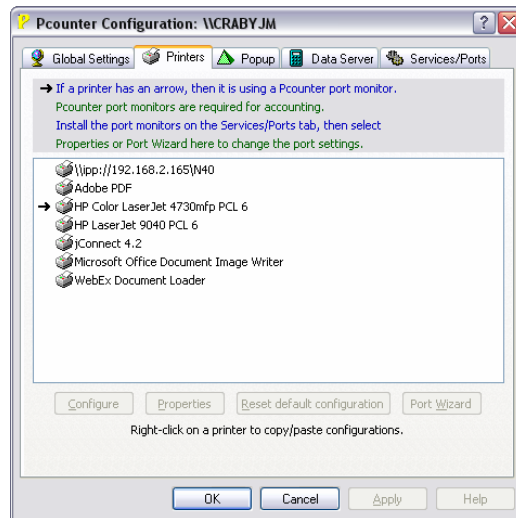
#### FIX

Use the Un-Install Instruction below to Un-Install Pcounter. The NLM and references will be removed as part of the procedure.

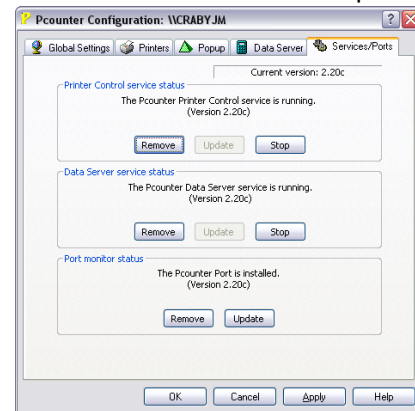
## Un-Install Procedure (Windows)

In order to Un-Install Pcounter for windows, all printers must be put back to normal Microsoft printing ports. After ports have been put back to Microsoft ports, Pcounter services can be removed and the Pcounter program Un-Installed through Add/Remove Programs. The following instructions assume the Pcounter Program was not removed through Add/Remove programs. If Pcounter has been removed in this manner, please run the setup of Pcounter again and take the following steps.

- 1) Open PControl and find your server object by browsing the Microsoft network in the left pain. Right Click on the server object and select Pcounter → Configuration
- 2) Go to the *Printers Tab*, select a print that has an arrow next to it and click on the port wizard button below.
- 3) In the port wizard select *Delete Pcounter Port and restore previous port* (as shown below)



- 4) Click *Next* and the windows should disappear and the arrow should no longer be there.
- 5) Repeat this procedure for all arrowed printers. Once there are no more arrowed printers proceed to step 6
- 6) Click on the *service/Ports Tab*
- 7) Click **Stop** on both the *Pcounter printer Control Service* and the *Pcounter Data service*
- 8) Click **Remove** on both the *Pcounter printer Control Service* and the *Pcounter Data service*
- 9) Click **Remove** in the *Pcounter Port monitor Status* area. **\*\*note\*\*** If you receive an error saying ports are in use go back to step 2 and begin those procedures again.
- 10) Close Pcontrol and remove Pcounter using Add/remove Programs in windows.
- 11) Browse your hard drives and look for the Pcounter Share. Delete the Pcounter share folder.



Pcounter for Windows has been successfully Un-Installed. We hope you try Pcounter again in the future.

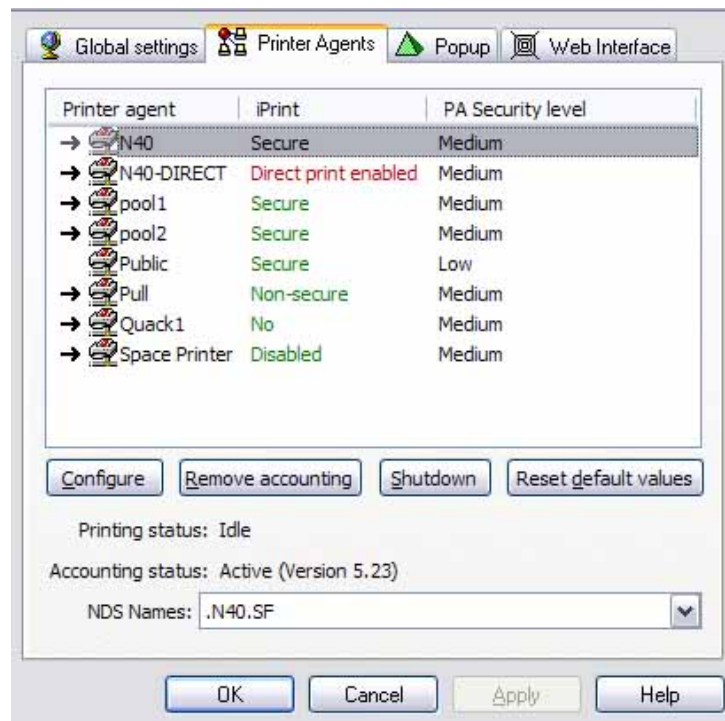
## Un-Install Procedure (Netware NDPS)

In order to Un-Install Pcounter for NDPS Netware, Accounting must be removed from all NDPS printers. After all printers are removed from accounting the server files can be removed and the Pcounter program files can be Un-Installed through Add/Remove programs on the administrative workstation. The following instructions assume the Pcounter program files were not removed through Add/Remove programs on the administrative workstation. If Pcounter was removed in this manner, please run the setup of Pcounter again on the administrative workstation and take the following steps.

### Special Note

If you are having problems with the NDPS manager still trying to load the Pcountdp.nlm and failing because of a expired trial period or you have renamed the file, you will still need to do the steps below.

- 1) Open PControl and find your NDPS manager object by browsing the NDS tree in the left pain. Right Click on the NDPS manager object and select Pcounter → Configuration
- 2) Go to the *Printer agents tab*, select a printer that has an arrow next to it and click on the remove account button.



- 3) Click on the shutdown button, and then the Startup button (same button)
- 4) Repeat Steps 3 and 4 for each arrowed printer. After the last print has been removed from accounting the Pcounter screen should go away on the server console.
- 5) Go to the *web interfaces* tab and *Unload* then *Uninstall* the Pcountwi.nlm.
- 6) Go to the *Global Settings Tab* and click on the *Uninstall server files* link.
- 7) Close PControl and remove the Pcounter software components by using add/remove programs in Windows.

Pcounter for Netware NDPS has been successfully Un-Installed. We hope you use it again some day.