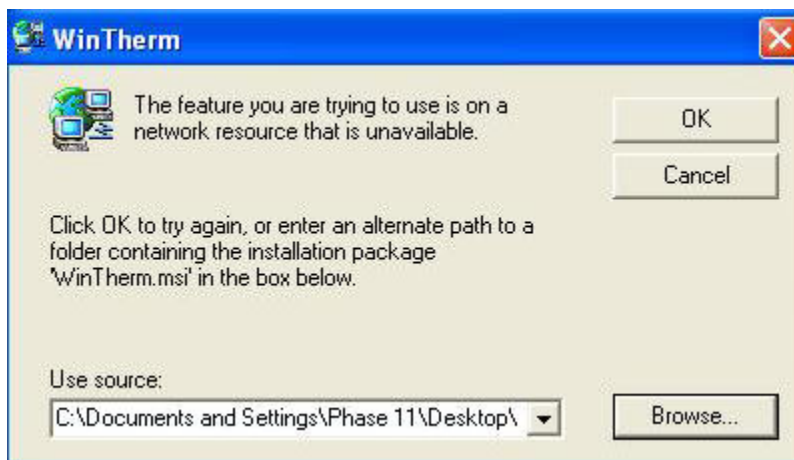


Resolving WinTherm Windows Installer Issues

October, 2010

Starting with WinTherm v4.6.0, the data directory, and a number of system files, have been relocated from the original program directory to the Windows Application Data directory. This move has been made to bring WinTherm software into full compliance with Microsoft Windows software guidelines, and to ensure Microsoft *Windows 7* compatibility. These directory/file location changes are made automatically when the new version of WinTherm (beginning with v4.6.0) is executed for the first time.

On some machines, these changes may cause WinTherm to become inoperative. When WinTherm is launched following the update to WinTherm v4.6.0, the following dialog may be shown:

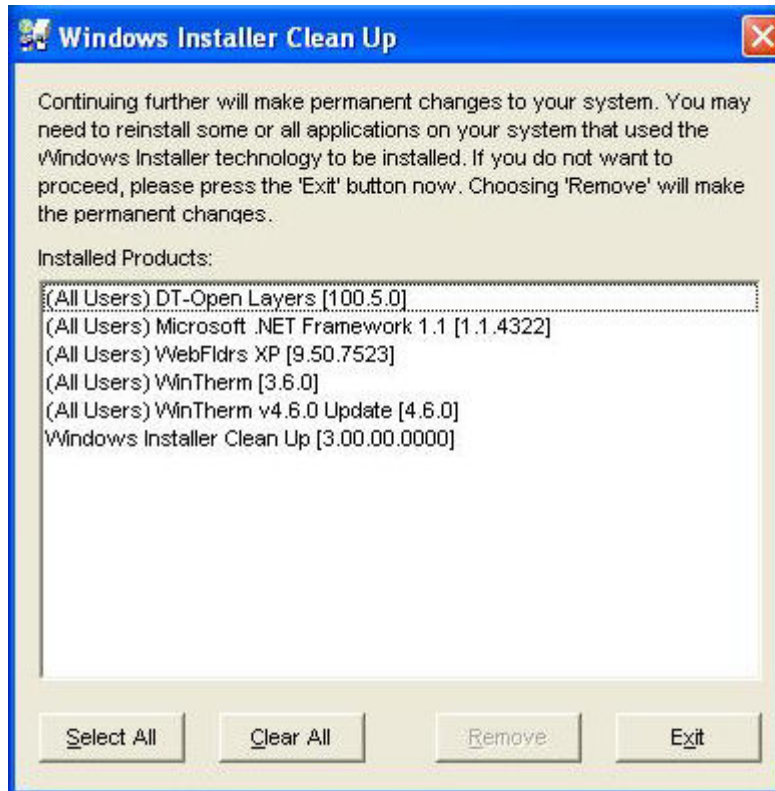


The problem is that the original Windows Installer package used to install WinTherm initially detects the directory/file changes, and attempts to undo them.....

There are a number of methods to correct this problem. Experience has shown that the most effective method is to run the Microsoft Windows Installer Cleanup Utility, and to remove all instances of previous WinTherm installer packages. Use the link below to download the Windows Installer Cleanup Utility:

<http://www.analysistech.com/downloads/msicuu2.zip>

Unzip this file to the desktop of the Phase 11, and run the executable of the same name. Once the program is installed, go to Start > Programs and run the utility. You will see (probably) several references to 'WinTherm' when you run the utility. Select each one in turn, and select 'Remove'.



Windows Installer Clean Up Utility

As shown above, there are two instances of previous WinTherm Windows Installer packages, WinTherm [3.6.0], and WinTherm v4.6.0 Update [4.6.0]. Not all installations will look exactly like this. The important thing is to select each WinTherm instance in turn, and select 'Remove'. Once all instances of WinTherm Installer have been removed, select 'Exit'.

This operation removes no software, it simply removes/disables the Windows Installer packages associated with each previous WinTherm version, and allows the changes implemented in WinTherm v4.6 to work as intended.