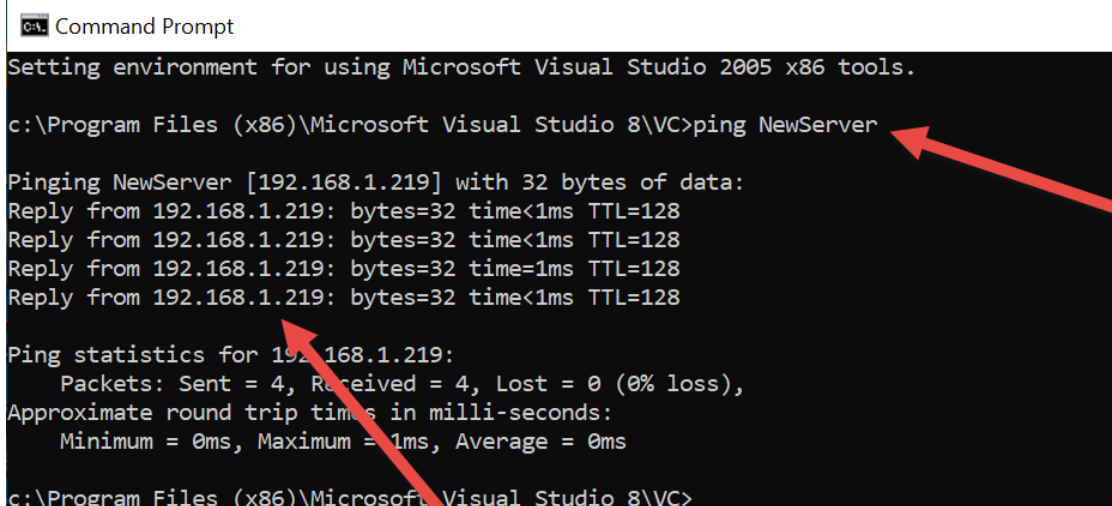


TaiRox™ Tech Note

Uninstalling TaiRox Products After a Shared Folder Name Change

Summary: This Tech Note explains how to uninstall TaiRox Products when the Windows uninstaller fails because the network location to the Sage 300 Shared Data Folder has a changed server name ([OldServer](#) was changed to [NewServer](#) in rushed circumstances).

At a command prompt type: [ping NewServer](#). Make a note of the IPV4 address.



```
C:\> Command Prompt
Setting environment for using Microsoft Visual Studio 2005 x86 tools.

c:\Program Files (x86)\Microsoft Visual Studio 8\VC>ping NewServer

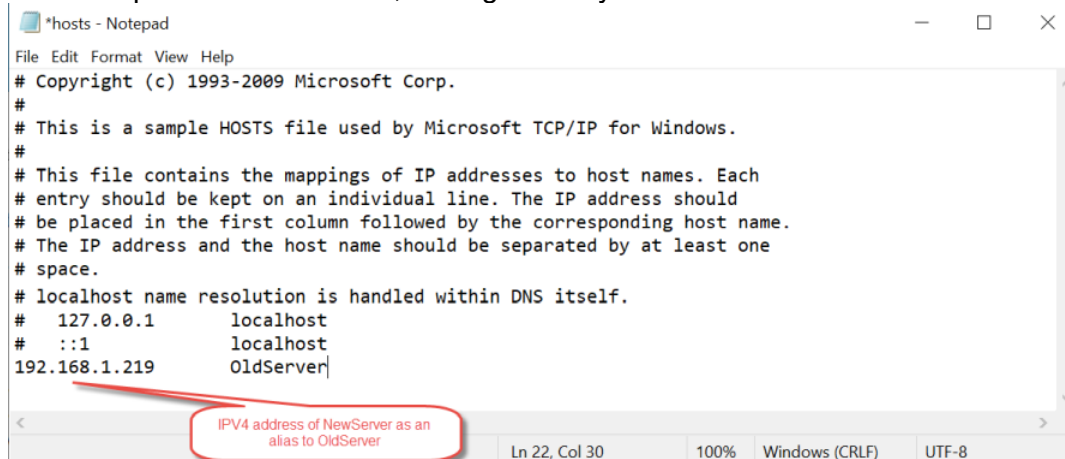
Pinging NewServer [192.168.1.219] with 32 bytes of data:
Reply from 192.168.1.219: bytes=32 time<1ms TTL=128
Reply from 192.168.1.219: bytes=32 time<1ms TTL=128
Reply from 192.168.1.219: bytes=32 time=1ms TTL=128
Reply from 192.168.1.219: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.1.219:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 1ms, Average = 0ms

c:\Program Files (x86)\Microsoft Visual Studio 8\VC>
```

A red arrow points from the text 'Make a note of the IPV4 address' to the IP address '192.168.1.219' in the command prompt output.

Copy file C:\Windows\System32\drivers\etc\hosts to your desktop (you cannot edit this file in place). Use notepad to edit hosts file, adding an entry for [OldServer](#).



```
*hosts - Notepad
File Edit Format View Help
# Copyright (c) 1993-2009 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
# localhost name resolution is handled within DNS itself.
# 127.0.0.1 localhost
# ::1 localhost
192.168.1.219 OldServer
```

A red circle highlights the entry '192.168.1.219 OldServer' in the hosts file. A red arrow points from the text 'IPV4 address of NewServer as an alias to OldServer' to this entry.

Copy the edited hosts file from your desktop to C:\Windows\System32\drivers\etc\hosts (you will be prompted to replace the file). Uninstall the TaiRox product. Remove the entry for [OldServer](#) (restore the hosts file to its original contents).