



TECHNICAL BULLETIN

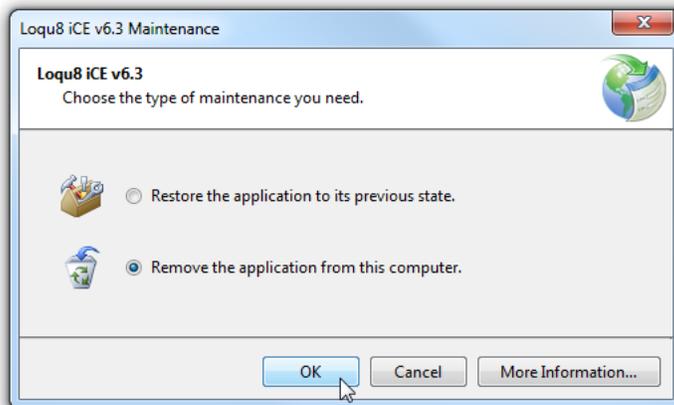
Uninstall Loqu8 iCE 6

A. Windows Control Panel

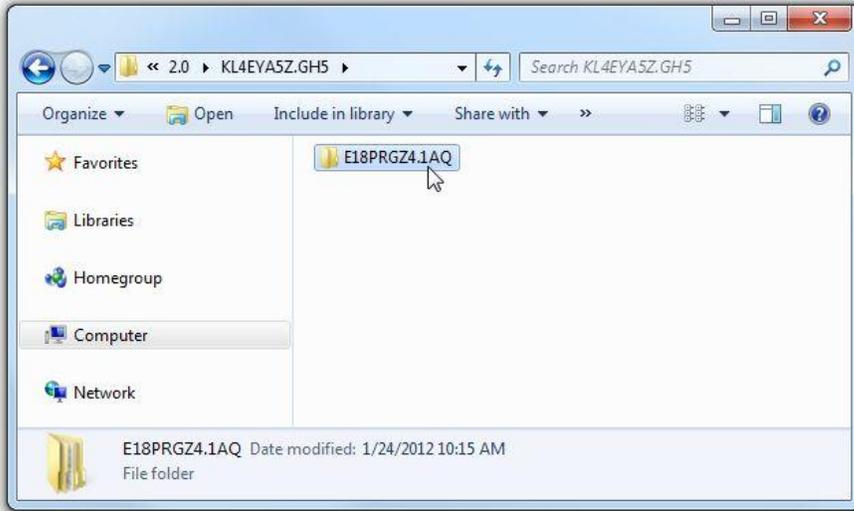
Loqu8 iCE is a standards-based application. Use the Windows **Control Panel** to uninstall the program.



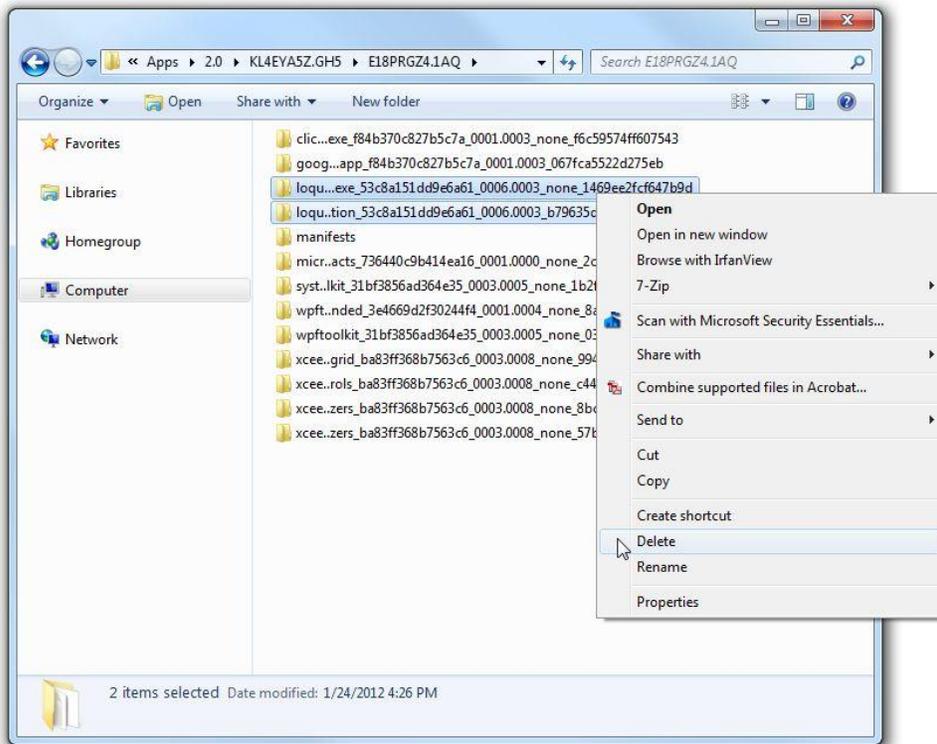
1. Click on the **Loqu8 iCE** program icon
2. Click **Uninstall/Change**
3. Choose **Remove the application from this computer**. Click OK and follow the on-screen instructions



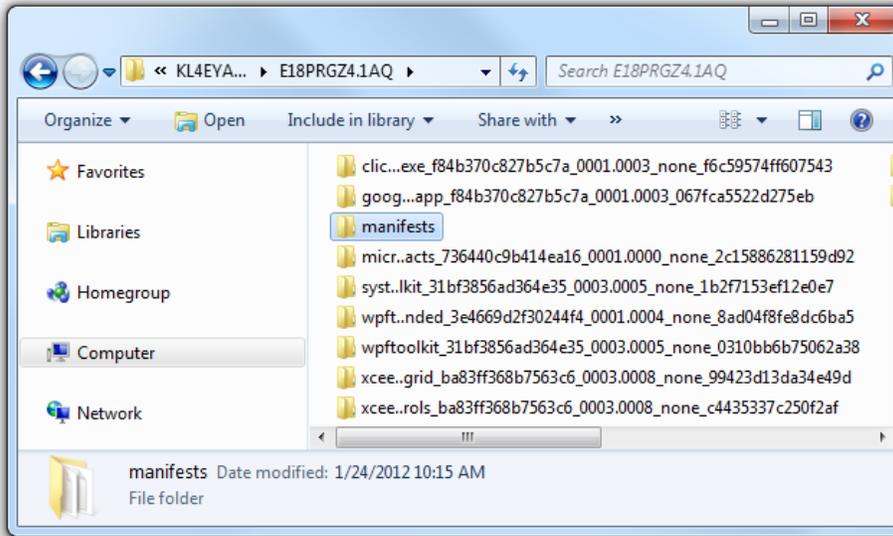
3. Open the next folder with a “random number/name.” In this example, open E18PRGZ4.1AQ



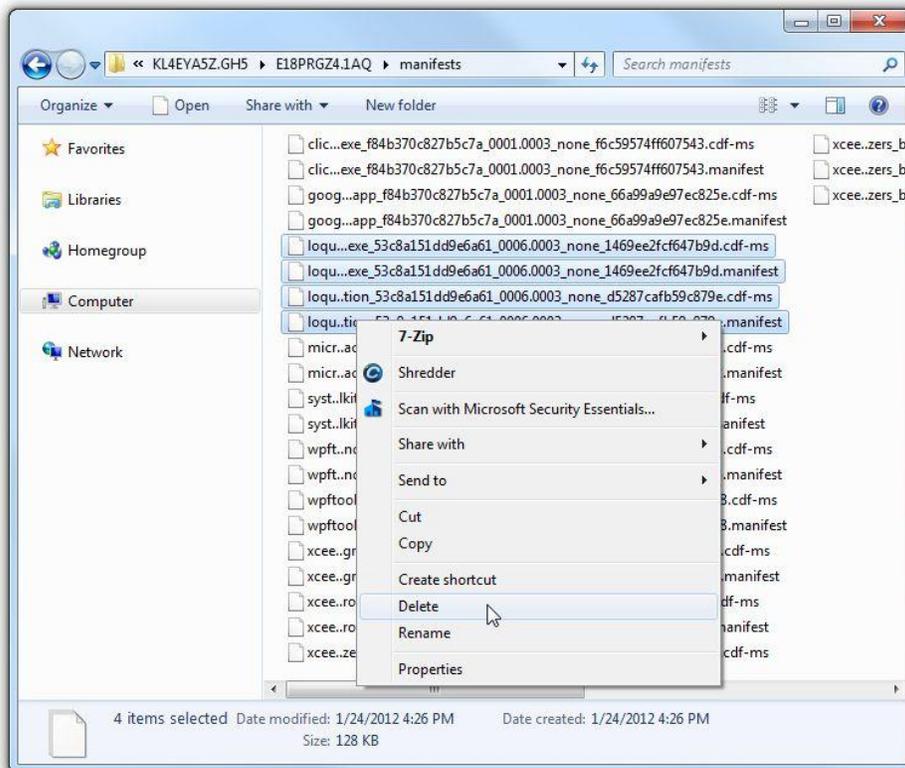
4. Delete the folders starting with loqu...exe and loqu..tion



5. Scroll down and open the **manifests** folder



6. In the manifests folder, delete the files starting with **loqu...exe** and **loqu...tion**



C. Reinstall Loqu8 iCE

From your web browser, download Loqu8 iCE from <http://www.loqu8.com/download/ice6/ice6setup.exe> and follow the on-screen instructions. After the installation is completed, restart your system.

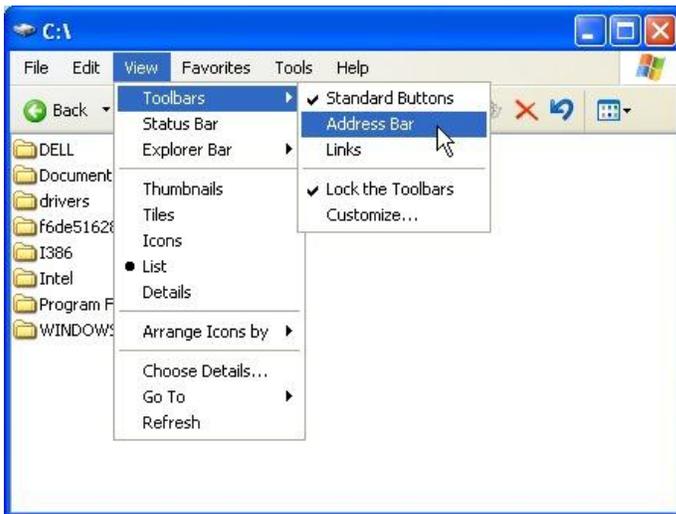
D. Clean Uninstall for Windows XP

Loqu8 iCE uses Microsoft's ClickOnce technology to install and update program files. If this installer becomes corrupt:

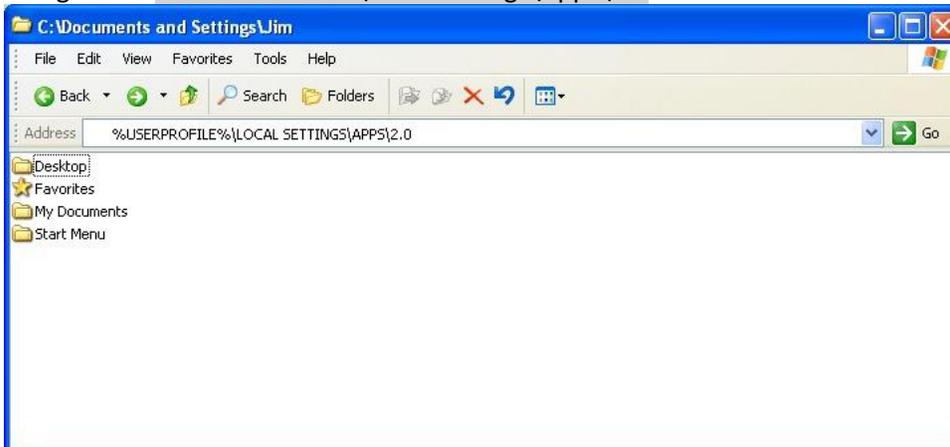
- Uninstall Loqu8 iCE using the Windows Control Panel (described on page 1)
- Delete files and manifests from the ClickOnce folder (this page)
- Re-install Loqu8 iCE (page 9)

To delete the files:

1. Click View > Toolbars and enable the **Address Bar**. If the Address Bar is not visible, un-lock the toolbars and reposition the address bar in your window.

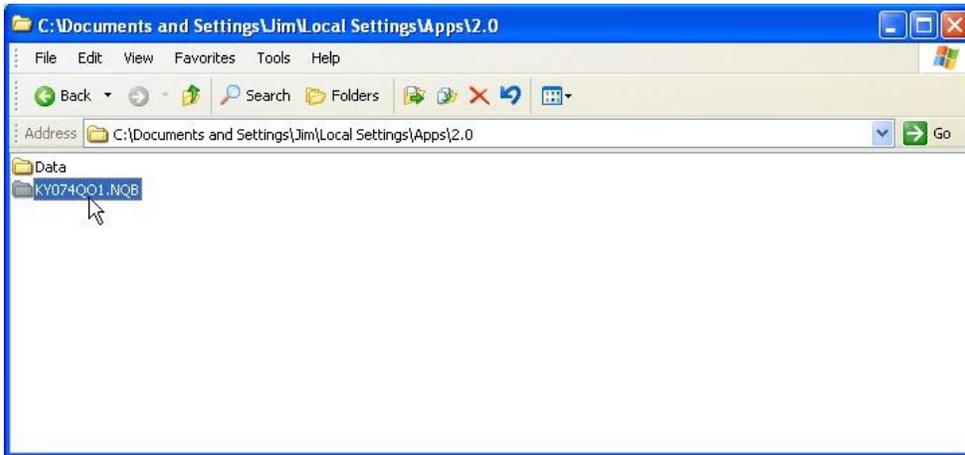


2. Navigate to: %USERPROFILE%\Local Settings\Apps\2.0

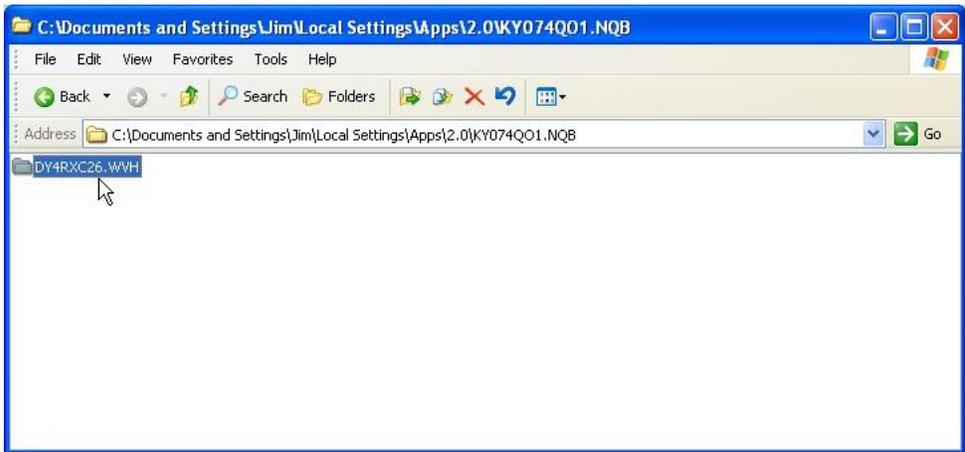


For example if your user name is **Jim**, then navigate to
C:\Documents and Settings**Jim**\AppData\Local\Apps\2.0

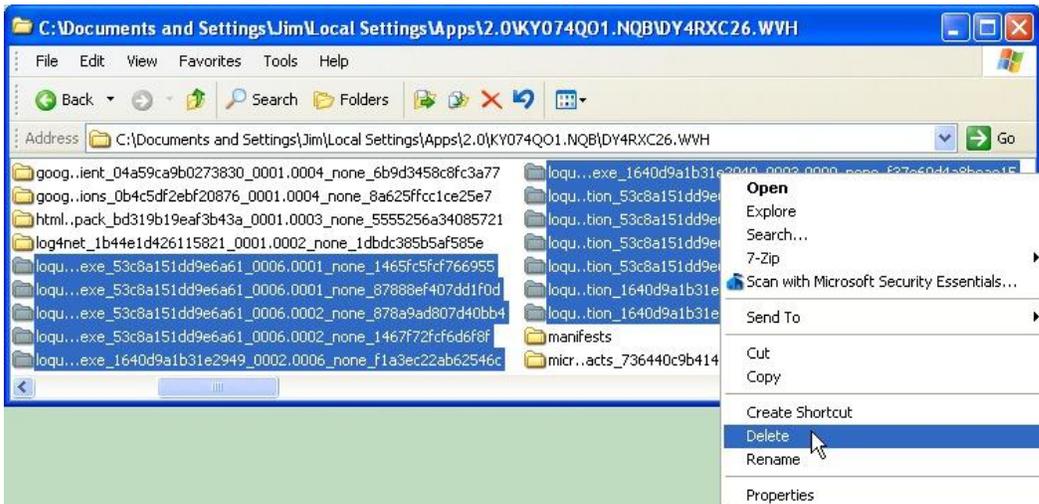
- Open the folder with the “random number/name” (**not** Data). In the example below, open KY074QO1.NQB



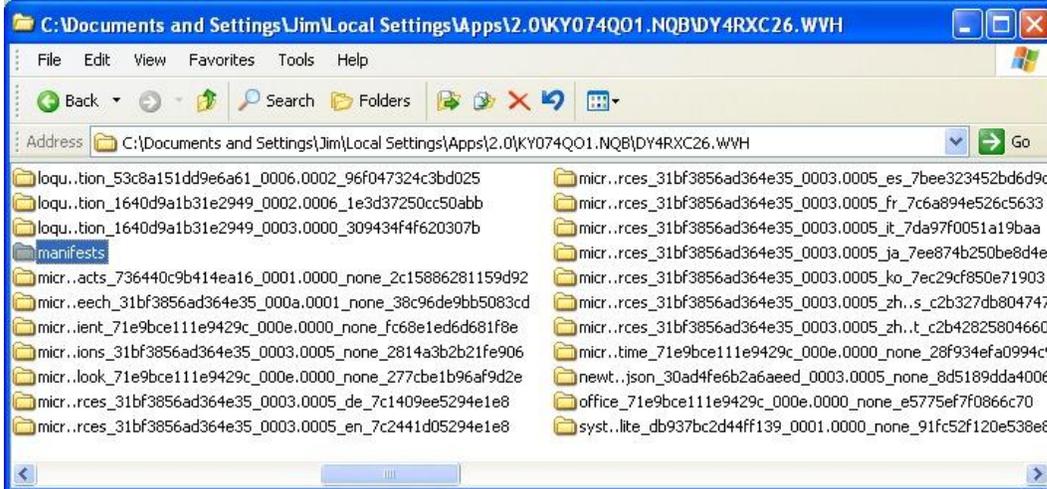
- Open the next folder with a “random number/name.” In this example, open DY4RXC26.WVH



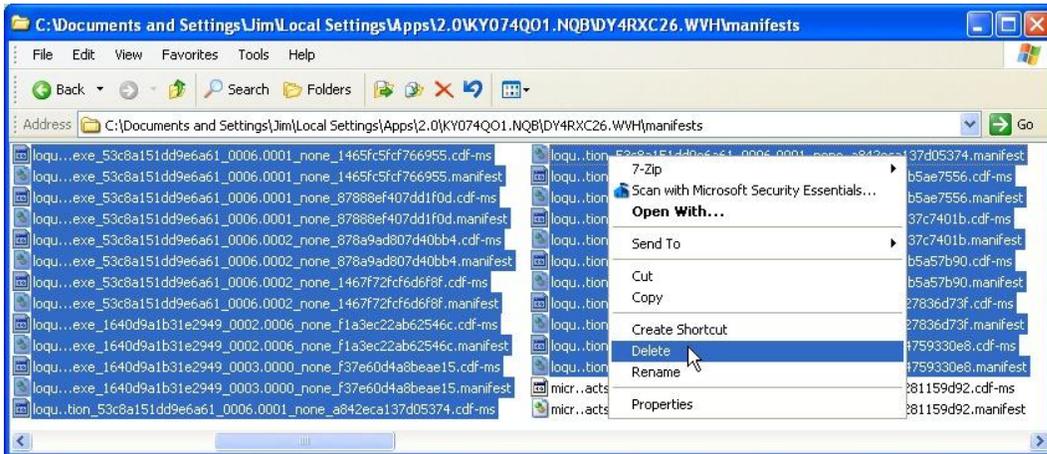
- Delete the folders starting with loqu...exe and loqu..tion



6. Scroll down and open the **manifests** folder



7. In the **manifests** folder, delete the files starting with **loqu...exe** and **loqu..tion**



E. Reinstall Loqu8 iCE

From your web browser, download Loqu8 iCE from <http://www.loqu8.com/download/ice6/ice6setup.exe> and follow the on-screen instructions. After the installation is completed, restart your system.