

MultiRIP

Instructions for a Thorough Uninstall of Existing MultiRIP Version and Install New Version

Problem: After installing the MultiRIP software, you are able to receive a Validation Code from the iProof System's website. However, you receive an "Invalid Code" message when you try to put the validation code into the MultiRIP interface.

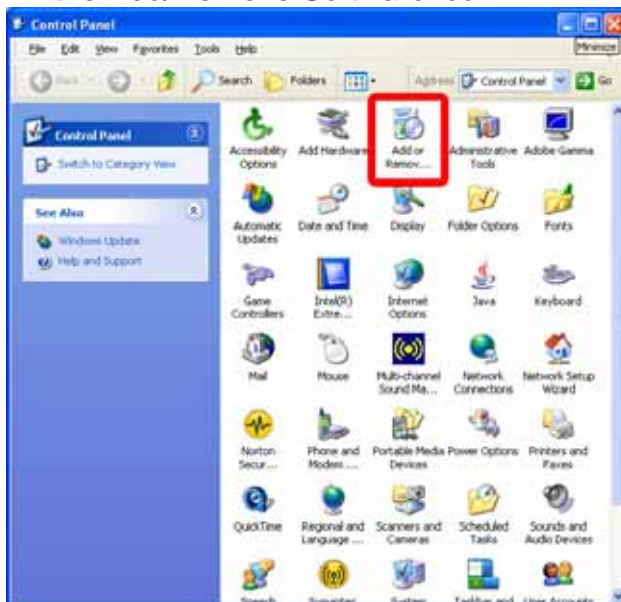
Answer: During the installation process, something might have happened to interfere with the software installing correctly or you choose the wrong version of the software to install. To correct this problem, you must do a thorough uninstall of the software as listed below and reinstall the software.

If all you want to do is install the latest version of MultiRIP, you will not want to do Steps 9-12.

Note: Please make sure that you know what version you are installing and you insert the Product Code into the field labeled Serial Code during the installation process.

Below are the instructions a MultiRIP User would follow only if they are having difficulty getting their software to accept a validation code.

1. Close ALL applications. This is very important to make sure that the following steps occur correctly.
2. Un-install MultiRIP by going to your Start button → to the Control Panel and click on the Add/Remove Software icon.

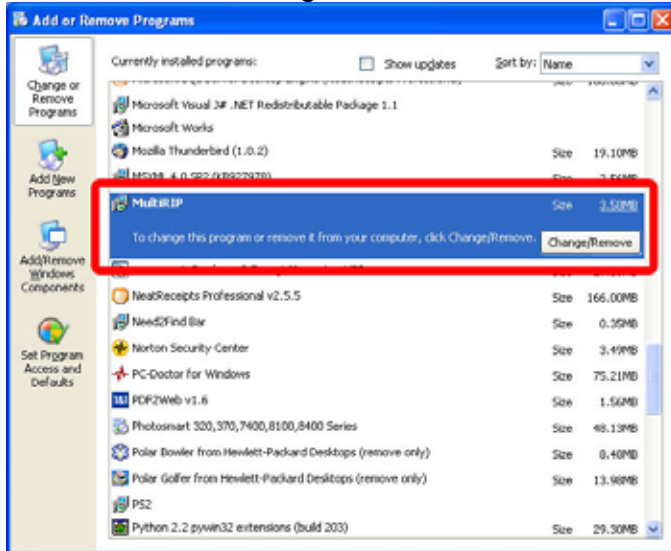


For up-to-date information, please visit the online User Forum at www.multipusers.com.

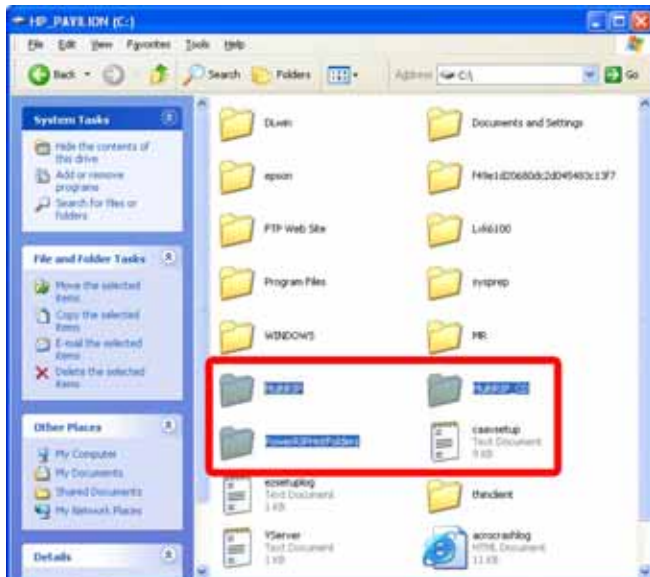
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3. Scroll through the list and click on MultiRIP. The area will become highlighted and click on the Change/Remove button.



4. Once this process is completed, minimize (don't close) the Control Panel window. Go to the Start Button and open the C:/ Drive window. You will need to delete any folders that contain MultiRIP or PowerRIP like the following: MultiRIP, MultiRIP_CD, PowerRIPLayouts and PowerRIPHotFolders. You can delete these folders by holding the Control key down and left click on each folders and then click on the Delete button.



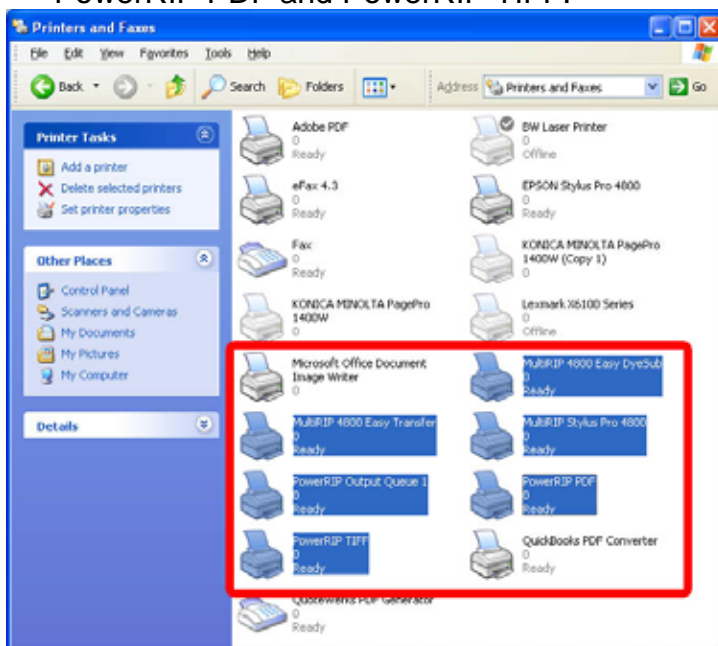
5. Go back into the Control Panel (the window that is minimized) and click on the icon for Printers & Faxes.

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6. You will now need to delete the following Printers: MultiRIP x800 Easy Dye Sub, MultiRIP x800 Easy Transfer, MultiRIP Stylus Pro x800, PowerRIP Output Queue 1, PowerRIP PDF and PowerRIP TIFF.

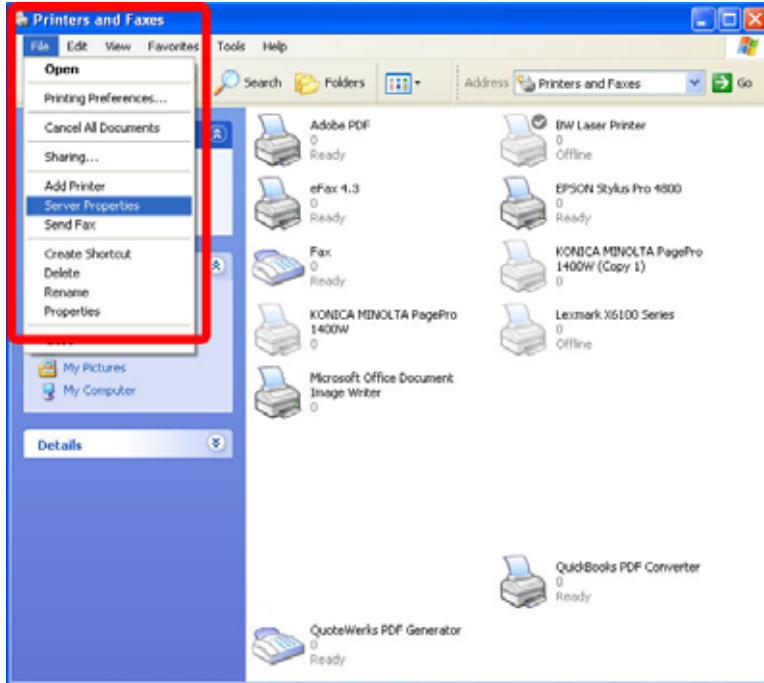


7. Once the MultiRIP Printers are deleted, you will need to go to the File Menu (located at the top left side of the screen) and click on Server Properties.

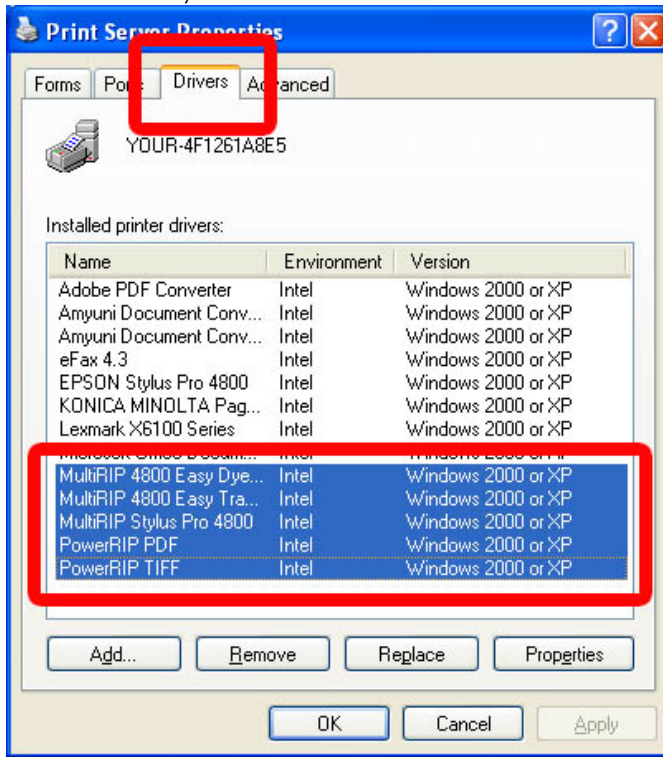
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8. In the Server Properties window, click on the Drivers tab and delete the following drivers: MultiRIP x800 Easy Dye Sub, MultiRIP x800 Easy Transfer, MultiRIP Stylus Pro x800, PowerRIP PDF and PowerRIP TIFF.

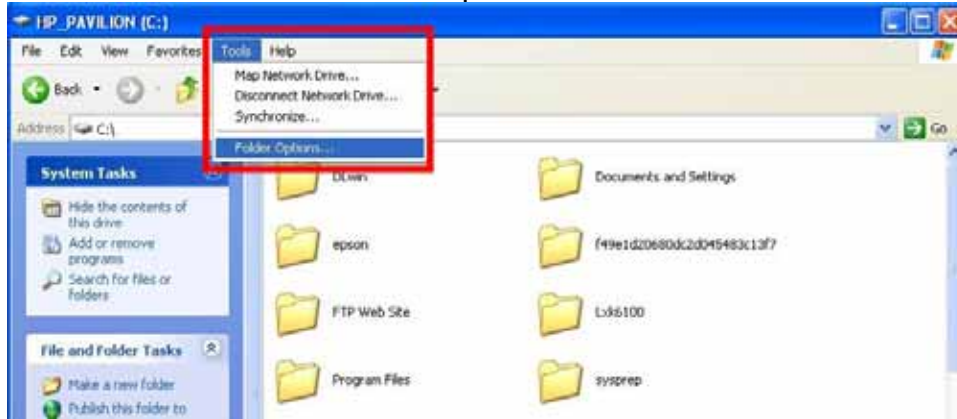


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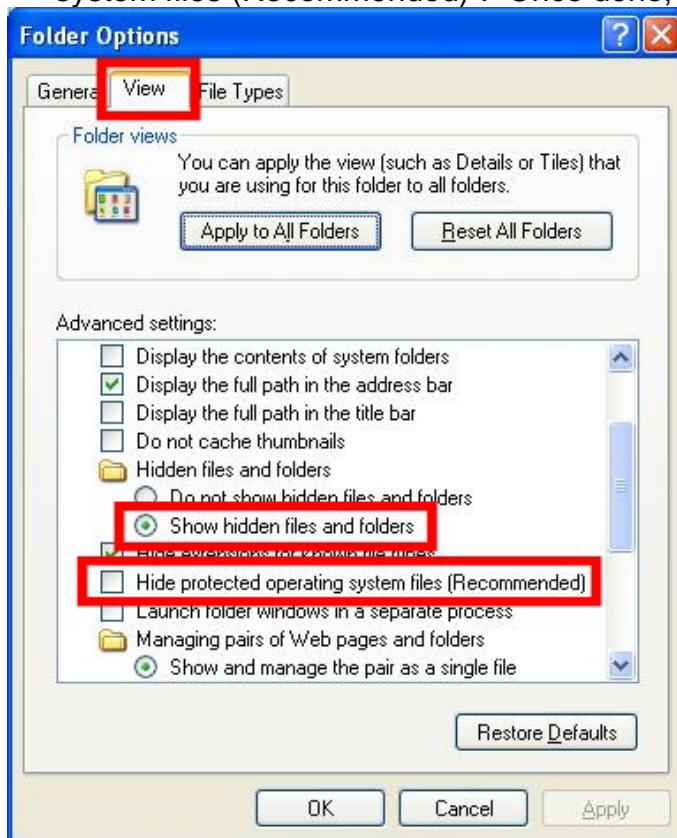
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9. Now go to your C:/ Drive on your computer. Go to the Tools menu at the top of the screen and click on Folder Options.



10. Click on the View tab in the Folder Options window. Scroll down till you see the Hidden files and folders options. Check the radio button for "Show hidden files and folders". You will also need to uncheck the button for "Hide protected operating system files (Recommended)". Once done, click the OK button.

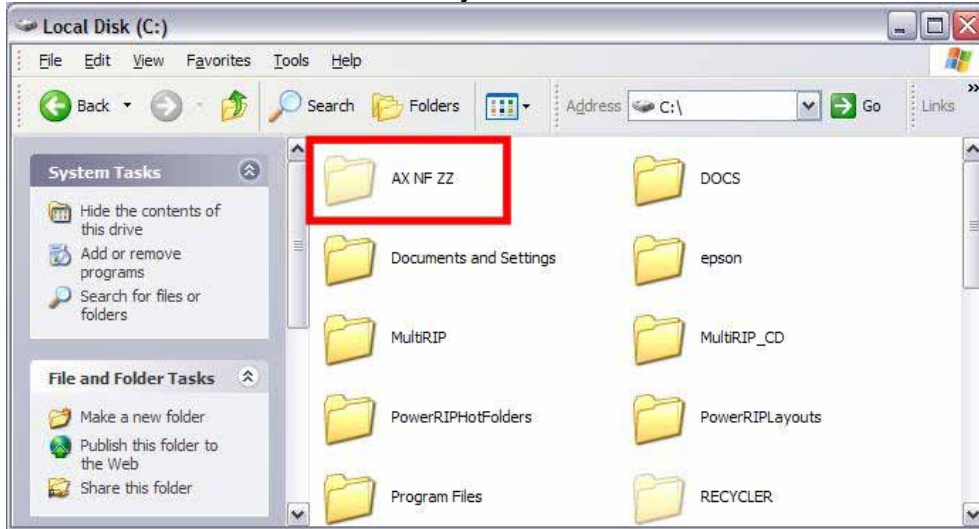


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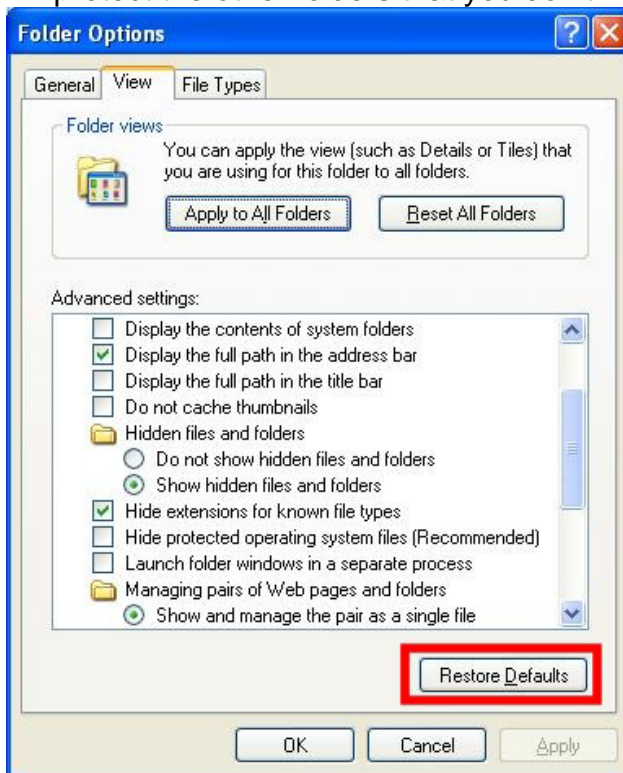
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11. You will now see the some folders on your C:/ Drive that are lighter in color. These are the hidden folders. You will need to delete the folder called AX NF ZZ. This is the hidden folder that stores your Authorization Code to validate the software.



12. Now, you will need to go back to the Tools menu and into Folder Options. You will want to click on the "Restore Defaults" button at the bottom of the screen. This will protect the other folders that you don't want to delete.



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13. Once this is completed, closed all the windows and restart your computer. Then, click on the link below and save the file you your desktop before you install the latest version of MultiRIP. www.iproofsystems.com/multirip/multirip_cd.exe

NOTE: Please make sure that you when you go to reinstall the software you follow the Install and Validation Instructions. [Click here for these instructions](#). You are going to need to re-validate your software in order to remove the watermark.

If you have any questions with this process, please email us at support@multirip.com.

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