



MasterMine Software Uninstall Instructions

Steps for Thorough Uninstall (and Reinstall of MasterMine)

Use this procedure if you get errors after installing MasterMine over an existing earlier version and those errors are not corrected using simpler procedures found under "Support" on MasterMine's online knowledgebase at www.mastermine.net.

Note: Before you start, if you will be reinstalling MasterMine on a SQL-based GoldMine, **know your SQL username and password.**

Uninstall:

1. In Windows Add/Remove Programs, uninstall all instances of MasterMine in descending version order. In most cases, only one version is there.
2. Find the application folder for MasterMine (by default, c:\program files\mastermine) and delete it and sub-folders
3. Remove Excel addins from all versions of Excel
 - a. Close all instances of Excel (use Windows Manager if necessary to be sure)
 - b. Navigate to the Microsoft Office/Library folder(s) on your machine. Typically, these are under c:\program files\Microsoft Office\OfficeXX\Library where "OfficeXX" corresponds to your version of Office as follows:
 - i. Office12 = Office 2007
 - ii. Office11 = Office XP
 - iii. Office 10 = Office 2000
 - iv. Office = Office 97 and earlier versionsYou may have more than one installed version of Office, so check in all of the Office\Library subfolders.
 - c. Find and delete any instances of MasterMineLib_v2.xla and MMUpdater.xla in any of the "Library" folders.
If these refuse to delete, there is likely an active instance of Excel holding them open.
 - d. Launch Excel from your Windows "Start" button (Start, Programs, Microsoft Office, Excel)
 - e. On launching, you may see a message that says: "The addin MasterMineLib_v2.xla could not be found. Remove it from the list?" Answer YES.
 - f. Repeat for the add-in MMUpdater.xla
4. Office 2003 and earlier users may need to do the following:
 - a. On the Excel "Tools" menu, click "Add-ins".
 - b. In the list of add-ins, if you see MasterMine or MMUpdater, click on the name (NOT the checkbox) once. You will see a message like "The addin MasterMineLib_v2.xla could not be found. Remove it from the list?" Answer YES.
 - i. When finished, Close Excel
5. (If not reinstalling afterwards) Remove GM menu items
 - a. In the GoldMine application folder, find and delete any files of the form *Username.msn* where *Username* is a GoldMine username.
 - b. In the GoldMine application folder, find the user's *Username.ini* file and open it in a text editor. Under the section [FileMenu] find the lines that include "MasterMine" and delete them. If there were any other "Options" sequentially after the MasterMine ones, be sure to re-sequence them so they are numerically contiguous with previous ones. (Opt1=..., Opt2=..., Opt3=..., etc.)



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Reinstall:

1. Log into GoldMine as the user who will use MasterMine
2. Use Windows Manager to verify there are NO Excel processes running on the machine
3. Run the current MasterMine installer as a Windows Admin user, if possible. Download if needed from www.mastermine.net
4. If the user has full licensing (Create capability) create a test report before opening any existing reports.

You are probably finished but...

5. If opening a report raises errors (especially when using the MasterMine toolbar in Excel) the add-ins may not be properly installing into Excel. If so, try the following:
 - a. Open Excel without MasterMine. Are there any (non-MasterMine) errors? Deal with those first.
Then close Excel.
 - b. Copy the *.xla files from the Support folder (c:\program files\MasterMine\Support) into the Microsoft Office "Library" folder for the active version of Office (see 3b above)
 - c. Open Excel again.
 - i. Office 2003 and earlier:
 1. On the Tools menu, click "Add-ins"
 2. Check on the two MasterMne addins, "MasterMineLib_v2.xla" and "MMUpdater.xla". If you don't see them, then you did not copy to the correct Library folder in step b above.
 3. Click "OK", exit Excel, and try opening your MasterMine report again.
 - ii. Office 2007:
 1. Click the Office button (top left) and, at the bottom, click "OK"