

Important Product Alert

Potential Problems When Uninstalling MultiVOIP Software

February 17, 2004

Multi-Tech Systems has recently discovered a potential problem that could be encountered when attempting to uninstall older versions of its MultiVOIP software. Please be sure to read this document carefully prior to downloading or installing any new software releases.

If you are a Multi-Tech Distributor or Reseller of MultiVOIP products, please be sure to forward this document to your customers that will be affected by this product alert.

Problem

Windows Registry entries can be corrupted by uninstalling MultiVOIP software on computers running Windows® XP and 2000 operating systems. The result is desktop shortcuts become '.lnk' files and all file type associations are lost. The data files remain intact but the computer has limited functionality. The computer will boot up and allow network access to its shared resources, however application programs cannot be executed.

Affected Software Versions

Standard Product Releases

MVP130	Version 1.04
MVP210, MVP410, MVP810	All versions prior to 6.05 (version 6.05 is not affected)
MVP2400, MVP2410, MVP3010	All versions prior to 4.05 (version 4.05 is not affected)

Avaya® Releases

MVP130-AV	All versions prior to 2.05 (version 2.05 and all install CDs/files shipped or downloaded after February 17, 2004 will not be affected)
MVP210-AV, MVP410-AV, MVP810-AV	All versions prior to 9.06 (version 9.06 and all install CDs/files shipped or downloaded after February 17, 2004 will not be affected)

Solution

An Uninstall update is available and should be applied to all MultiVOIP software installations that are susceptible to the problem. After applying the update, the user can then proceed to safely uninstall the previous versions. Please note the update will NOT be effective for users that have already initiated the uninstall process. **The uninstall process must take place only after installing the update or later versions of the software.**

The firmware updates can be [downloaded](#) from our web site.

Note: Be sure to view the README file prior to proceeding.

Recovery Process for Users Who Have Invoked the Uninstall Process

Users who have encountered this problem should immediately copy and save all data files to a network drive or a secondary hard drive. You will need to rebuild the system by reinstalling the operating system, as well as all the application programs. Complete the process by restoring the saved data files.

If you should have any questions or need assistance, please contact our Technical Support Department toll-free at 1-800-972-2439, option 2 or 763-785-3500.