

## How to manually remove Sage 50 ACT! 2008 and Sage 50 ACT! Premium 2008

### Summary

How to manually remove Sage 50 ACT! 2008 and Sage 50 ACT! Premium 2008

### Answer

**Note:** We recommend that you uninstall Sage 50 ACT! using the Add/Remove Program option and only manually uninstall if you are unable to complete this successfully. For further information about this, please refer to Ask Sage - Step by Step Articles:

[17732](#) To uninstall Sage 50 ACT!2008

[17741](#) To uninstall Sage 50 ACT! Premium 2008.

If you are unable to uninstall Sage 50 ACT! using the Add/Remove Programs option or by running the uninstaller file, you can manually remove the files.

This article explains how to remove Sage 50 ACT! 2008 and contains the following sections:

Preparation Tasks - Before removing Sage 50 ACT! 2008 you need to complete the preparation tasks. For example, create backup files, end processes and configure Windows Explorer.

To manually Remove Sage 50 ACT! 2008- To remove Sage 50 ACT! 2008 you need to remove files and folders, program shortcuts and registry keys.

Post Uninstall Tasks - After removing Sage 50 ACT! 2008 you need to remove the Microsoft Installer links and temporary files.

**Note:** If you have attempted to uninstall Sage 50 ACT! 2008 from the Add/Remove Programs option, you may not find all of the files, folders and registry keys described in this article. If so, please move on to the next step.

### Preparation Tasks

Before removing Sage 50 ACT! 2008 you must back up your ACT! Database, personal files and if required email database. For further information about this, please refer to the following Ask Sage - Step by Step Articles:

[14516](#) - How to back up and restore an ACT! Database

[14515](#) - How to back up and restore personal files

[14514](#) - How to back up and restore your ACT! email database

**Note:** If you are using Internet Mail, Outlook Express, Eudora or local ACT! folders for email, you **must** create an email backup.

To prepare to remove Sage 50 ACT! 2008 you need to:

To download the Microsoft Installer Clean Up utility

To check the ACT7 Instance MSSQL number

To stop the SQL Server ACT7 service

To end running processes

To Configure Windows Explorer or My Computer



#### To download the Microsoft Installer Clean Up utility

Download this utility from the following link:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;290301>

Double-click msicuu2.exe and follow the on-screen instructions for the installation process. The Microsoft Installer Clean Up utility is used near the end of the manual uninstall.

#### To check the ACT7 Instance MSSQL number

**Note:** Each Microsoft SQL named instance is assigned a MSSQL number. This is used by the SQL Server to identify the named instance and it is required for the uninstall.

Open the Start menu then click Run, in the Open box, enter **regedit** then click OK.

The Registry Editor window appears.

Navigate to the following location:

HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Microsoft SQL Server > Instance Names > SQL

Note the value in the Data column for ACT7, for example, MSSQL.1

To close the Registry Editor window and return to the Windows desktop, open the File menu then choose Exit.

#### To stop the SQL Server ACT7 service

**Note:** You must stop the ACT7 service before you can manually uninstall.

Open the Start menu then choose Run, in the Open box, enter **net stop "sql server (act7)"** then click OK.

A DOS window appears briefly.

The SQL ACT7 service stops.

#### To end running processes

**Note:** You may not be able to end all processes, do not be concerned if this happens, end as many processes as possible.

To open the Windows Task Manager, press Ctrl+Alt+Delete on the keyboard then click Task Manager.

The Windows Task Manager window appears.

From the Windows Task Manager window, click Processes, from the Image Name column select Act.Outlook.Service.exe then click End Process.

The Task Manager Warning window appears.

To continue, click Yes.

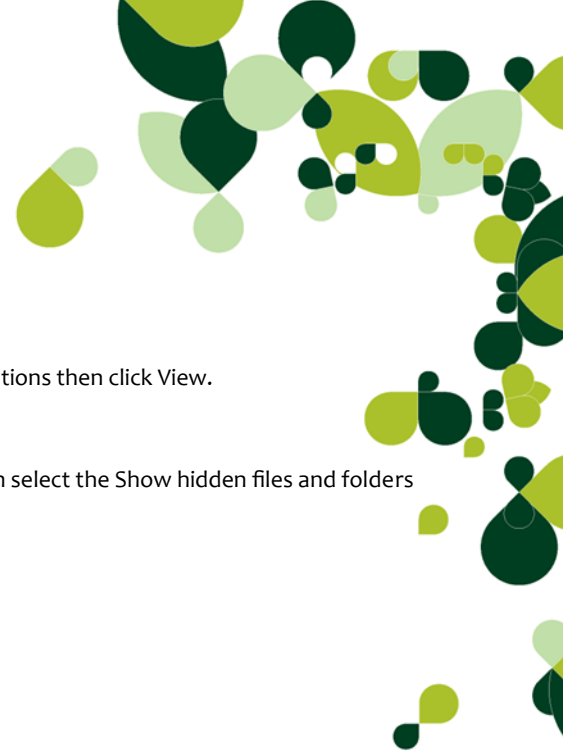
The Windows Task Manager window appears.

From the Image Name column, select Act.Scheduler.UI.exe then click End Process.

The Task Manager Warning window appears.

To continue, click Yes then to return to the desktop, open the File menu and choose Exit Task Manager.

You have now ended the required processes.



#### To configure Windows Explorer or My Computer

Open Windows Explorer or My Computer then from the Tools menu, choose Folder Options then click View.

The View window appears.

From the Advanced settings pane, open the Hidden files and folders folders folder then select the Show hidden files and folders option.

A dot appears next to the option.

To continue, click Apply then click OK.

The Windows Explorer or My Computer window appears.

To return to the Windows desktop, open the File menu then choose Close.

You have successfully completed all the preparation tasks and can now remove Sage 50 ACT! 2008.

#### manually remove Sage 50 ACT!

Open Windows Explorer or My Computer then navigate to the ACT! Preferences folder in the following location:

C:\Documents and Settings\user\_name\Application Data\ACT

The ACT folder appears in the folder list.

Right-click the ACT folder, choose Rename then rename this folder to ACTold.

The folder name changes.

**Note:** To rename the ACT for Windows folder located in C:\Program Files\ACT, repeat steps 1 and 2.

Navigate to C:\Program Files\Microsoft SQL Server locate and select MSSQL.number, where number is the number noted when determining the ACT7 Instance MSSQL number earlier in this article. Right-click MSSQL.number then choose Delete.

The MSSQL.number clears from the list.

To delete folders named with the ACT! Globally Unique Identifier (GUID), navigate to the following locations, right-click the appropriate folder then choose Delete. For example, C:\Program Files\InstallShield Installation Information\{71B038DB-C1F0-45A1-B387-F6C3BE28154D}.

C:\Program Files\InstallShield Installation Information

ACT! 2008 GUID numbers:

ACT! 10.0.0.214 Standard - {71B038DB-C1F0-45A1-B387-F6C3BE28154D}

ACT! 10.0.0.227 Premium - {0E99D7D9-A9A8-497A-9982-AB7ABA3841F8}

The folder is deleted.

Navigate to the following files, right-click the appropriate file then choose Delete.

C:\WINDOWS\system32\Act7AB32.dll

C:\WINDOWS\system32\Act7Ext.dll

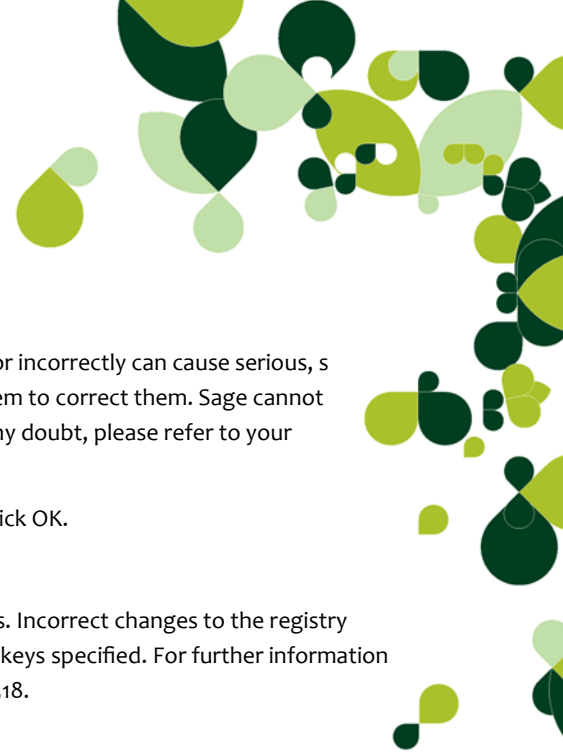
C:\WINDOWS\system32\Act9AB32.dll

C:\WINDOWS\system32\Act9Ext.dll

The file is deleted.

To return to the Windows desktop, open the File menu then choose Close.

You have successfully removed the program files, please continue to remove the Sage 50 ACT! registry keys.



#### To remove the Sage 50 ACT! registry keys

**Note:** This involves making changes to the Microsoft Windows registry. Using Registry Editor incorrectly can cause serious, system-wide problems that may require a reinstall of the Microsoft Windows operating system to correct them. Sage cannot guarantee that any problems resulting from the use of Registry Editor can be solved. If in any doubt, please refer to your IT Administrator.

Open the Windows Start menu, choose Run then in the Open box, enter **regedit** and click OK.

The Windows Registry Editor launches.

**Note:** We recommend that you back up the system registry before making any changes. Incorrect changes to the registry could result in permanent data loss or corrupted files. Ensure you only modify the keys specified. For further information about back up of the Windows Registry, please refer to Ask Sage - Brief Article 14518.

Navigate to and select the following folders in turn, right-click then choose Delete.

- HKEY\_LOCAL\_MACHINE > SOFTWARE > ACT

HKEY\_LOCAL\_MACHINE > SOFTWARE > Clients > Mail > ACT!7 Mail

The folders are deleted.

Navigate to the following folder:

HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Microsoft SQL Server

From the right-hand pane, select the InstalledInstance with ACT7 in the Data column, right-click then choose Modify.

The Edit Multi-String window appears.

To remove ACT7, from the Value data pane, right-click ACT7, choose Delete then click OK.

ACT7 clears from the list.

Navigate to the following folders, select ACT7 with the MSSQL.number, right-click then choose Delete. If required to confirm the deletion, click Yes.

- HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Microsoft SQL Server > Instance Names > SQL

HKEY\_LOCAL\_MACHINE\SOFTWARE > Microsoft > Microsoft SQL Server

ACT7 clears from the list.

Navigate to and select the following folders, right-click then choose Delete.

HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > App Paths > ActDiag.exe

Sage 50 ACT! 2008 with Microsoft SQL Server 2005 Express -

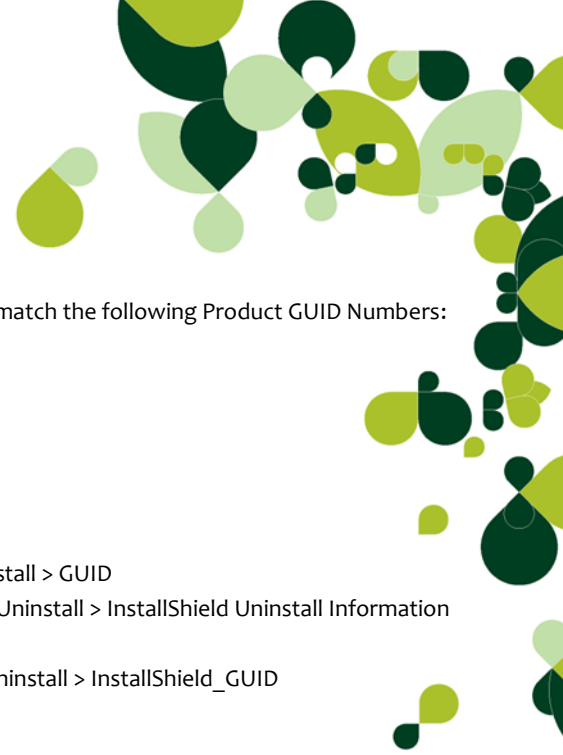
HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > Installer > UserData > S-1-5-18 > Products > 7DD-FFFA258DE09A4C825D59ABECDB9F8

or

ACT! by Sage Premium 2008 with Microsoft SQL Server 2005 Standard -

HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > Installer > UserData > S-1-5-18 > Products > 7A87AFF15DB552448074C4D8AB5945F

The folder clears from the list.



Navigate to the following locations, right-click then choose Delete on any folders that match the following Product GUID Numbers:

- ACT! 2008 GUID numbers:
- ACT! 10.0.0.214 Standard - {71B038DB-C1Fo-45A1-B387-F6C3BE28154D}
- ACT! 10.0.0.227 Premium - {0E99D7D9-A9A8-497A-9982-AB7ABA3841F8}

If Sage 50 ACT! was installed with the Anyone who uses this computer option -

- HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall > GUID
- HKEY\_LOCAL\_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall > InstallShield Uninstall Information > GUID
- HKEY\_LOCAL\_MACHINE\SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall > InstallShield\_GUID

If ACT! was installed with the Only me option -

- HKEY\_CURRENT\_USER > SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall > GUID
- HKEY\_CURRENT\_USER > SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall > InstallShield Uninstall Information > GUID
- HKEY\_CURRENT\_USER > SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall > InstallShield\_GUID

The folder clears from the list.

Navigate to HKEY\_LOCAL\_MACHINE > SYSTEM select the appropriate folder, right click then choose delete. For further information on the folders to be deleted, please refer to the following table.

**Note:** You may not have all of the following Control Sets. Remove the Sage 50 ACT! folders from the available sets. For example, ControlSet001 > Services, right-click ACT!Scheduler then click Delete.

ControlSet001	Services	ACT!Scheduler		
ControlSet001	Services	Eventlog	Application	MSSQL\$ACT7
ControlSet001	Services	Eventlog	Application	SQLCTR\$ACT7
ControlSet001	Services	Eventlog	Application	SQLAgent\$ACT7
ControlSet001	Services	MSSQL\$ACT7		
ControlSet001	Services	SQLAgentACT7		
ControlSet002	Services	ACT!Scheduler		
ControlSet002	Services	Eventlog	Application	MSSQL\$ACT7
ControlSet002	Services	Eventlog	Application	SQLCTR\$ACT7
ControlSet002	Services	Eventlog	Application	SQLAgent\$ACT7
ControlSet002	Services	MSSQL\$ACT7		
ControlSet002	Services	SQLAgentACT7		
ControlSet002	Services	ACT!Scheduler		



The folder clears from the list.

You have successfully removed the Sage 50 ACT! registry keys.

#### To remove Program Shortcuts

**Note:** If you want to reinstall Sage 50 ACT!, please proceed to the section [Post Uninstall Tasks](#) later in this article.

Locate the Sage 50 ACT! shortcut on your desktop, right-click and choose Delete then to confirm the deletion, click Yes.

The shortcut is removed.

Locate the Sage 50 ACT! shortcut on the task bar, right-click and choose Delete then to confirm deletion, click Yes.

The shortcut is removed.

Open the Start menu, select All Programs or Programs, right-click Sage 50 ACT! or Sage 50 ACT! Premium and choose Delete. To confirm the deletion, click Yes.

Sage 50 ACT! is removed from the list of programs.

You have successfully removed Sage 50 ACT! 2008, the SQL Server instances, registry keys and shortcuts. You now need to remove the Microsoft Installer links and temporary files. For further information about this, please refer to the following section.

#### Post Uninstall Tasks

##### To remove Microsoft Installer (MSI) Links

**Note:** After removing Sage 50 ACT! 2008, you must remove MSI links to Sage 50 ACT! The following information is a guide, Sage (UK) Limited does not provide support for Microsoft Products. For further information about this, please refer to [Microsoft.com](http://Microsoft.com).

Open the Windows Start menu, choose All Programs or Programs then choose Windows Install Clean Up.

The Windows Installer Clean Up window appears.

From the list of Installed Products, select the appropriate Sage 50 ACT! [10.0.0.0] or Sage 50 ACT! 2008 and all Microsoft SQL Server 2005 items that include (ACT7), then click Remove.

For example, (All Users) Sage 50 ACT! Premium 2008 (10.0) [10.0.0.0] and (All Users) Microsoft SQL Server 2005 Express Edition (ACT7) [9.2.3042.00].

**Note:** Ensure you only select Microsoft SQL Server 2005 items that include (ACT7) otherwise other SQL instances may become corrupted and no longer work.

The selected items clear from the list.

To return to the Windows desktop, open the File menu then choose Exit.

You have successfully removed Microsoft Installer Links to Sage 50 ACT!

##### To remove Temp Files

**Note:** You must delete all files in the two Windows Temp folders.



Open the Windows Start menu, choose Run then in the Open box, enter %temp% and click OK.

The C:\Documents and Settings\User\_Name\Local Settings\Temp folder window appears.

Open the Edit menu then choose Select All.

All the files in the folder are highlighted.

Open the File menu, choose Delete then to confirm the deletion, click Yes.

The files are all removed.

To return to the Windows desktop, open the File menu then choose Close.

Open Windows Explorer or My Computer, browse to C:\Windows\Temp then open the Edit menu and choose Select All.

All the files in the folder are highlighted.

Open the File menu, choose Delete then to confirm the deletion, click Yes.

All the files are cleared.

To return to the Windows desktop, open the File menu then choose Close.

You have successfully removed Sage 50 ACT! and all associated files from the PC.



For further advice or technical queries

Please contact us on:

01603 516350

[enquiry@mintmis.com](mailto:enquiry@mintmis.com)

[www.mintMIS.com](http://www.mintMIS.com)