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Uninstalling VirusScan 4.5.x via the .MSI file

Solution ID : nai24029 Last Modified : 4 MAR 2004

Goal and/or Problem Description

Uninstalling VirusScan 4.5.x via the .MSI file

Unable to uninstall VirusScan via Add/Remove Programs applet of the Control Panel

Uninstall fails using the Add/Remove Programs applet

Problem Environment

McAfee VirusScan Multiplatform 4.5.x

Microsoft Windows 9x

Microsoft Windows ME

Microsoft Windows NT

Microsoft Windows 2000

Microsoft Windows XP

Changes affecting this problem

Change information is not available for this solution

Cause of this problem

Cause information is not available for this solution

Solution 1:

1. Open Windows Explorer.
 2. Select 'View | Options' and enable the option to display hidden system files and folders.
 3. Navigate to 'C:\Windows\Installer' or 'C:\Winnt\Installer'.
 4. Check the properties of each .MSI file located in the '..\Installer' directory and locate the VirusScan .MSI file.
 5. Right-click the VirusScan .MSI file and select 'Uninstall'.
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