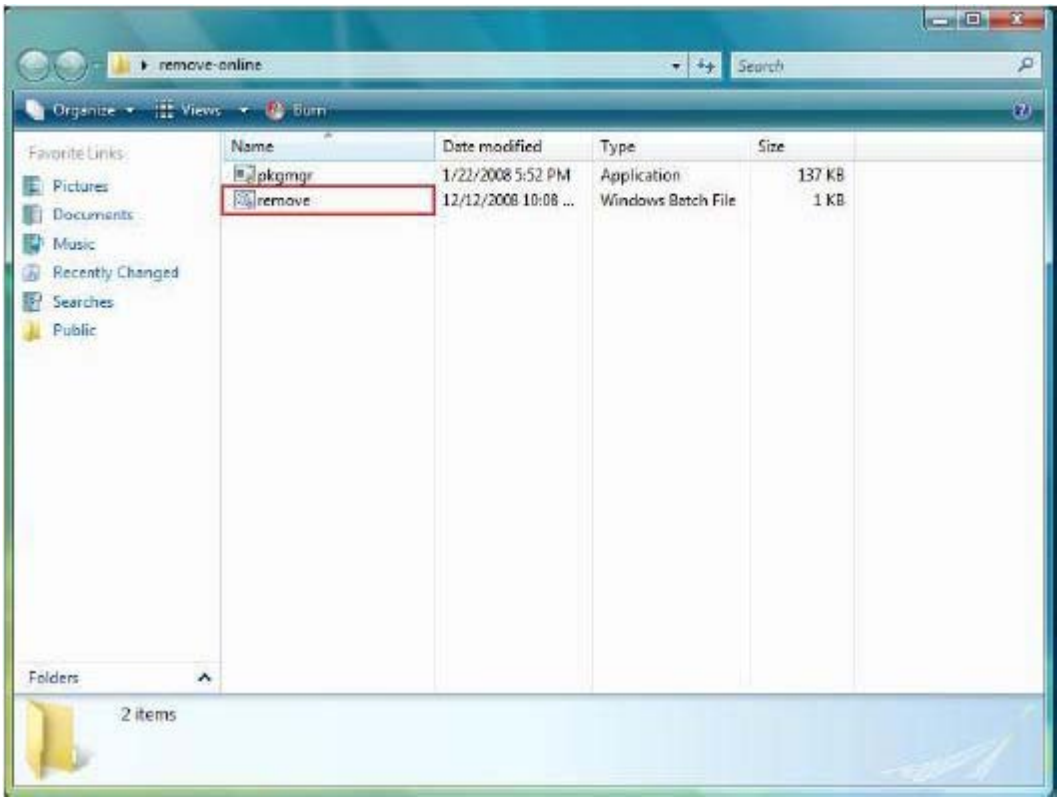
Q: I cannot access Control Panel properties namely: network properties, user properties, system properties. What do I need to do?

A: Please follow either one of the two methods provided below to resolve the issue.

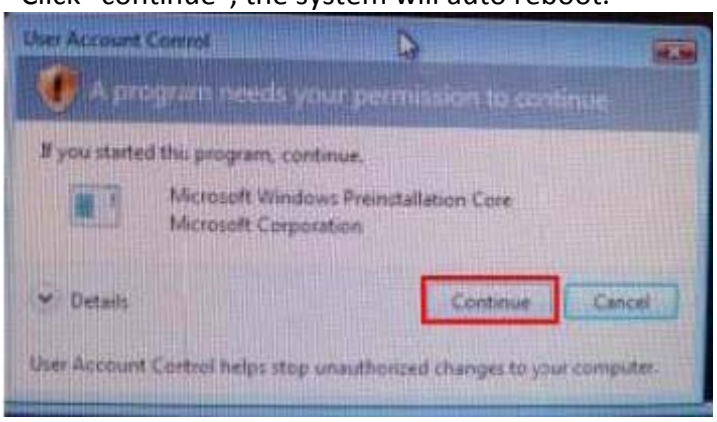
Method 1: Using Removal Tool

- Please download the “removal tool” from MSI web followed by unzipping the tool.
http://download1.msi.com/files/downloads/uti_exe/remove-online.zip

- Click “remove.bat”

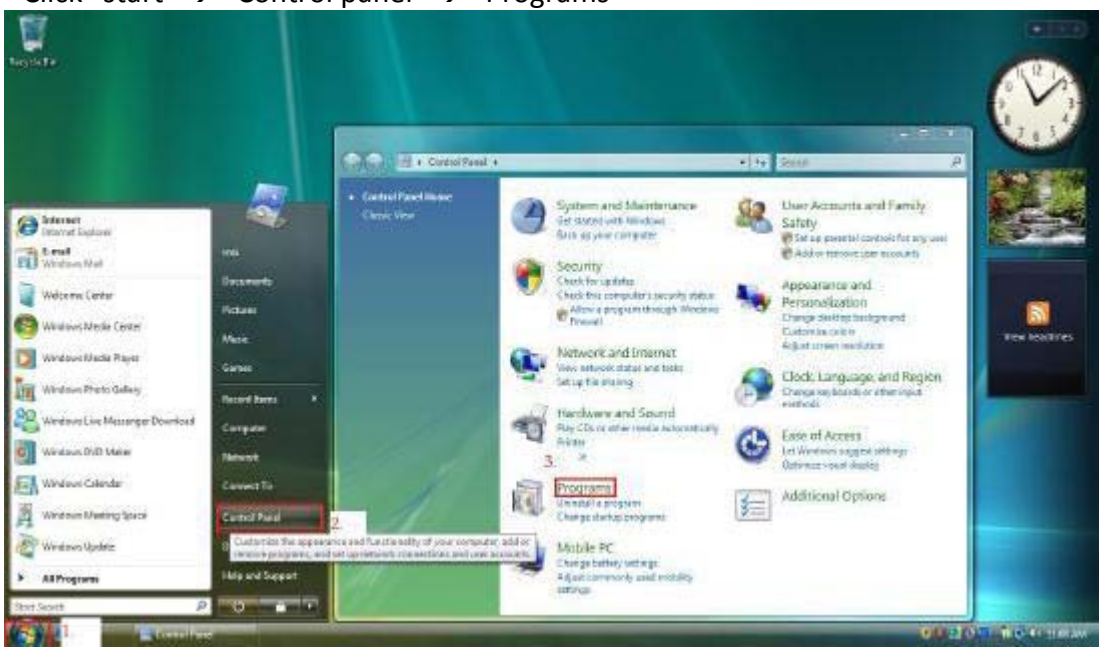


- Click “continue”, the system will auto reboot.



Method 2: Using Manual Uninstall

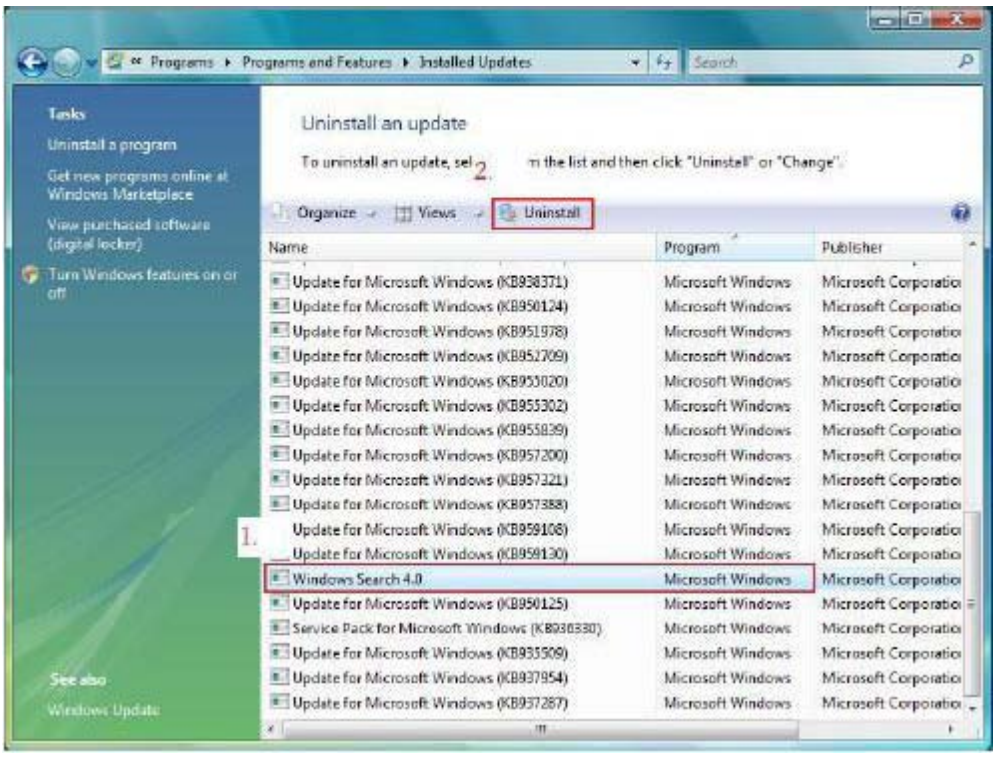
- Click “start” → “Control panel” → “Programs”



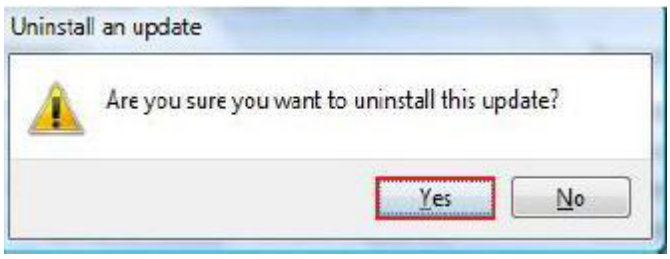
- Click “View installed updates”



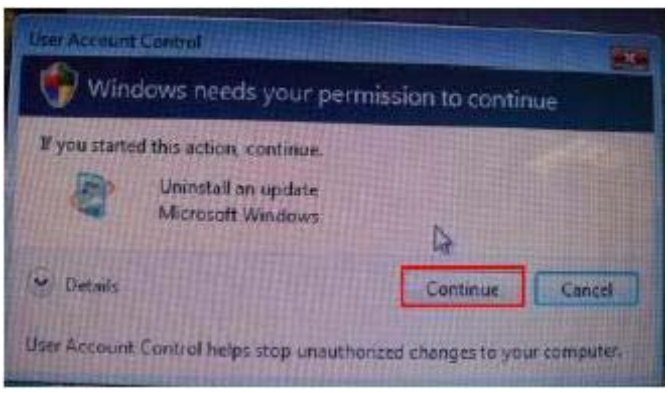
- Select “Windows search 4.0” and click “Uninstall”



- Click “Yes”



- Click “Continue”



- Removing Windows search 4.0
- Windows search 4.0 is removed and click “Restart now”

