

Technical Support:

## UNINSTALL RADAROPUS: TO DO A CLEAN INSTALLATION

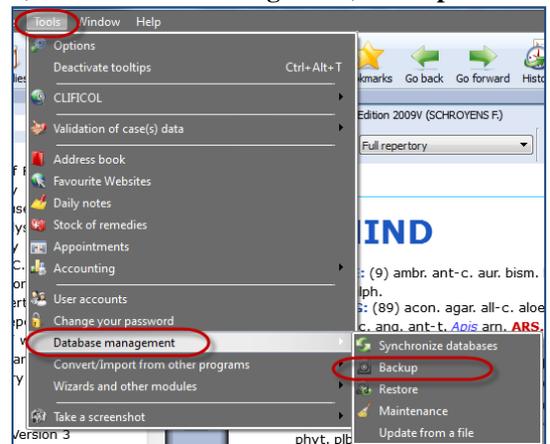
If you want to uninstall a RadarOpus **1.35 – 1.41** completely, to make sure you can do a clean installation follow the below steps. (To un-installation of older versions before 1.35 please contact the support for advice).

In this document you will find the following topics:

- How to make a Backup of your Patient information stored in RadarOpus
- Uninstall on Windows version 1.35 - 1.41
- Uninstall on MAC version 1.35 - 1.41
- New installation Tips for MAC
- How to contact support
- Manual and Tutorial videos

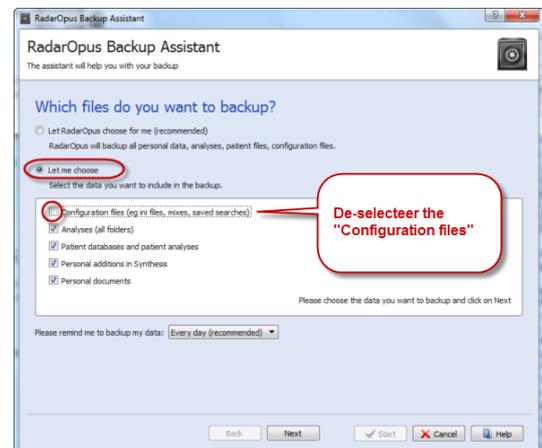
### Make a Backup of your patient info stored in RadarOpus

Step 1: From inside your RadarOpus program, go to the menu **Tools**, then **Database management, Backup**.



Step 2: Then select “**Let me choose**”, and de-select the option for “**Configuration files...**”

And continue with **Next**.



Step 3: Then you need to select a location where the backup should be stored.

It is advised to save directly (or later also) on an external medium: memory stick, external harddisk.

Then close RadarOpus.

## Uninstall on Windows of version (1.35 - 1.41)

Step 1: Unplug the program USB key from the computer.

Step 2: Go to **Start, Control Panel, Programs and Features**, and in the list select **RadarOpus**, then click on **Uninstall**.



**Attention:**

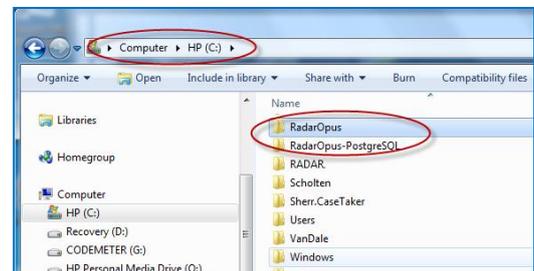
- You must click to confirm the uninstall.  
A window may be hiding at the background. Minimize the top window to check if a dialog window is at the background, if so, click on Yes to accept the uninstall.
- It will take several minutes to complete the uninstall, it may seem that nothing is happening (but check if a windows is waiting at the background, asking you to confirm the uninstall).

Step 3: Check in the list of software if also **RadarOpus-PostgreSQL** was deleted, if not also Uninstall it also.

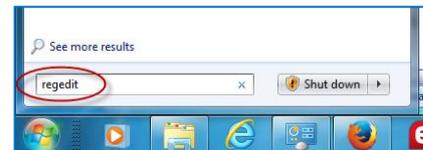
Step 4: Check also in the list if also the **Codemeter** is deleted, if not also Uninstall it.

Step 5: Open the **Windows explorer**, and check in the C:\ if the two folders **RadarOpus** and **RadarOpus-PostgreSQL** are deleted, if not delete them.

- You can use the key combination **Shift+Del** to delete the folder immediately, without it being placed in the Recycle bin.
- If they refuse to be deleted, restart you computer and try again.



Step 6: Click on the Start button, then type **regedit** <enter>



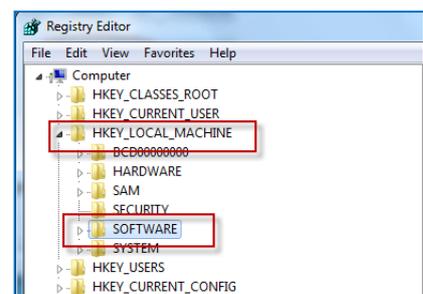
Step 7:

For 32 bit computers:

First open the folder: **HKEY\_LOCAL\_MACHINE**, then open: **SOFTWARE** and delete: **Archibel** (right mouse click, select Delete) (**Attention do not delete: Archibel SA**)

For 64 bit computers:

First open the folder: **HKEY\_LOCAL\_MACHINE**, then open **SOFTWARE - WOW6432Node** and delete: **Archibel** (right mouse click, select Delete) (**Attention do not delete: Archibel SA**) (**and do not delete: Archibel Installation Infos**)



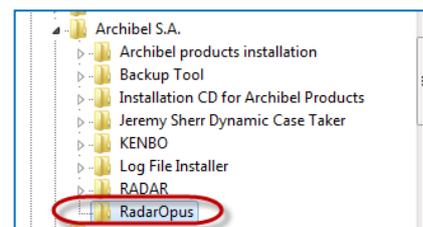
Step 8:

For 32 bit computers:

First open the folder: **HKEY\_LOCAL\_MACHINE**, then open: **SOFTWARE - ARCHIBEL S.A.** and delete: **RadarOpus** (right mouse click, select Delete)

For 64 bit computers:

First open the folder: **HKEY\_LOCAL\_MACHINE**, then open **SOFTWARE - WOW6432Node - ARCHIBEL S.A** and delete: **RadarOpus** (right mouse click, select Delete)



When you are done, close the Regedit window.

Step 9: Open the **Windows Explorer** (Right mouse click on Start, then Windows Explorer).  
Go to This computer, then the **harddisk C:**  
Check in the list if the folder **RadarOpus** is gone. If not delete it with Shift+Del.

- *If the folder cannot be deleted, then you restart the computer and try again.*

Step 10: Stay in the Windows Explorer in the harddisk C:\  
Check also if the folder **RadarOpus-PostgressSQL** is gone. If not delete it with Shift+Del.

- *If the folder will not be deleted, then you should restart the computer, and try again*

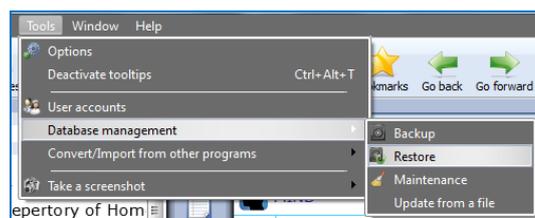
Step 8: **Restart** the computer. Then first temporarily turn of the **Anti-Virus program** (until restart of the computer). Then install the latest RadarOpus “**program dvd**” again.

The installation will between 20 – 60 minutes depending on the speed of the computer and harddisk.

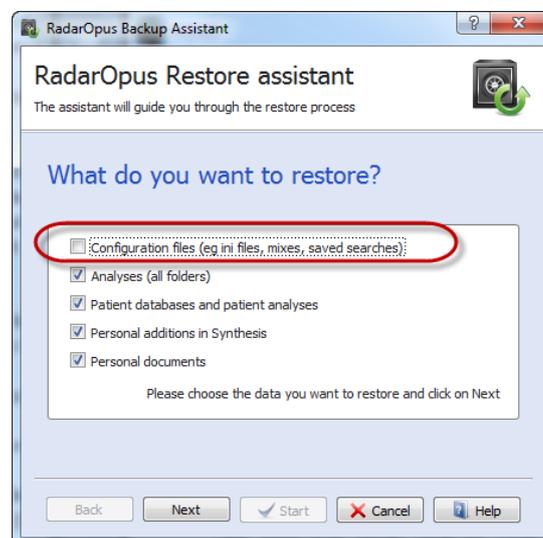
**Attention:** Always **download** and install the most recent available full RadarOpus program dvd.  
See the separate installation instructions.

Step 9: Afterwards **Restart** the computer. Then place the RadarOpus **USB key** on the computer and start RadarOpus.

Step 10: You can restore the backup via:  
**Tools, Database management**, then select **Restore**.



It is best **not** to install also the previous **Configuration files**,  
(which contain the previous personal color scheme, the size of  
windows, and other settings in your previous version of Opus).



## Uninstall on MAC of a version (1.35 - 1.40)

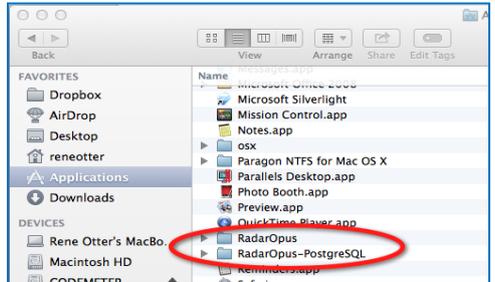
Step 1: With the Finder, go to the folder **Applications**, then select the **CodeMeter**, and delete it (move to trash).



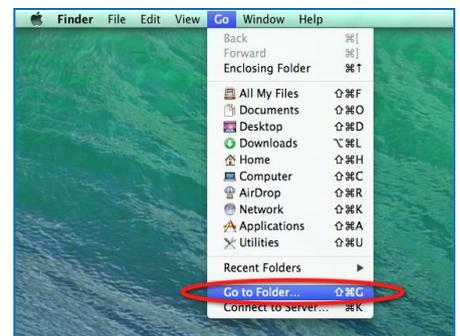
Step 2: With the Finder, go to the folder **/Applications/RadarOpus** run the **uninstall.app** file and follow the instructions.

If there is no **uninstall.app** available, or it does not work fully, then move the **RadarOpus** folder to the trash.

The same for the folder **RadarOpus-PostgreSQL** folder, move it to the trash.



Step 3: With the Finder, click on **Go**. Then **Go to folder** and type **/etc** there delete the file **radarpostgresql-reg.ini**



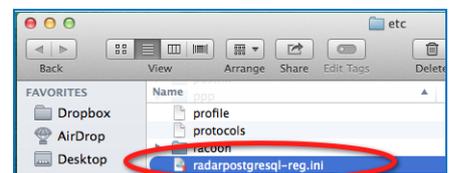
Step 4: With the Finder, click on **Go**. Then **Go to folder** and type **/System/Library/PreferencePanes** and there delete the **Codemeter.prefPane** file.

Step 5: Open **Terminal app (\*)** window and type: **sudo dscl . delete /Users/radarpostgres** (enter)

(\*)The **Terminal window**, can be found in **Programs, Tools**, then **Terminat.app**

Enter your Mac password (enter)

Step 6: Open Finder and go to the folder **Users**. If **radarpostgres** is there, delete it.



Step 7: Open **Terminal** window and type: **sudo rm /etc/radarpostgres-reg.ini** (enter)

Enter your Mac password (enter)



Step 8: Empty the **Trash**. Open the Trash, and click on the button **Empty**.

Attention: If you have a problem to empty the trash:

- Remove the RadarOpus **usb key** (or program stick).
- Restart the computer and then retry.

Step 9: Restart the MAC and start the installation of the RadarOpus **program**: it is advised to **always use the most recent program download**.

(If you use a RadarOpus program DVD, please check if this is the most recent version available)

**Attention:**

Always **download** and install the most recent available RadarOpus full program. See the separate installation instructions.

After installation please view the RadarOpus manual with many tutorial video links.

## How to contact technical support

Contact your local technical support for assistance or directly contact the technical support.

The fastest way to get help is to enter a technical support request via our **Ticket system**:

Go to: [www.archibel.com/archibel-get-support.html](http://www.archibel.com/archibel-get-support.html)

Then select: “**Please click to contact support via our Contact Customer Service**”

STEP 2 - Your question is not answered

► [Please click here to contact support via our Contact Customer Service](#)

You will receive from the technical support, most of the time within 24 hours (working days) an email.

The technical support will often propose that you contact **Live support**.

- Then you should go to the website **support.archibel.com**
- And click on the **name of the support person** who has contacted you.
- **Download** a small file, then **double click** on it to start it
- Wait until the technical support person starts to write.
- When requested, click **Allow**, to allow technician access to your computer.

## RadarOpus: Manual and Tutorial

- See the webpage with recent RadarOpus manual & tutorial videos ([English](#)) ([Dutch](#)).

All tutorial videos links are available from the manual itself.

A few videos which are very interesting and helps you to get started are mentioned directly:...

- Optimal settings for the Quick search: [tutorial video](#)
- Save the symptom clipboards separately (not connected to a patient file): [tutorial video](#)
- Save the symptom clipboards connected to a patient: [tutorial video](#)
- How to navigate (browse) in any materia medica document: [tutorial video](#)