

Article ID: 1142
Publish date: 8/5/2005
Revision: 1.0
INTERNAL

Subject: How to Manually Remove RTE

Classifications: RTE

The information is this article applies to: All eToken RTE versions, in case of installation or removal failure.

Step by step instructions:

When a standard installation\removal of RTE fails, you can use the following steps:

1. Open System32\drivers
Delete: aksifdh.sys and aksup.sys
2. Open the INF folder (XP under \WINDOWS\INF)
Delete all .inf and correspondent .pnf files which related to AKS. (Open all OEM.inf files and wherever you find AKS, you should delete this file and the PNF file). For instance, the title of the file can be: "Windows XP/W2K INF file for AKSIFDH" – there should be total 2 files pairs (inf and pnf)
3. Delete the entire folder of : \system32\Setup\Aladdin\eToken
4. Open the registry and delete the 0529 entries under:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Enum\USB – should look like this: Vid_0529&Pid_0412
5. Delete all logs from %temp% directory
6. Make sure you are not prohibited by an Anti Virus to access the system directory
7. Reboot

Key words: RTE, failure installation.