**Copernic Desktop Search Version: 3.6.1**

**Description of the problem: During the uptomatic update of the Copernic Desktop Search program under Windows 7, the process got frozen for hours  at the stage of "removing old installation files", when ~50% of the files got cancelled. There was no possibilityto resume the installation**

Here is a manual procedure to remove all traces from any previous installation of Copernic and reinstall from scratch. Then, following our recommendations at the end of the email, we'll be able to solve this issue or at least recover some data from it to analyze and see what is causing the issue.

So, first step is to manually erase traces from CDS. The procedure contains both for XP/vista and 7 procedure.

1. You need to exit CDS completely (with a right click on the tray icon) and the stop both processes of Copernic Desktop Search (DesktopSearch.exe and DesktopSearchService.exe) if they are running in background with Windows Task Manager (Ctrl+Shift+Esc).

2. Delete the program files used by your Copernic software. By default they are installed in: C:\Program Files\<Copernic Software Name>

3. Delete the folder of your Copernic software in your user profile. These folders should be found following these path:
under Windows XP:
    C:\Documents and Settings\%UserName%\\Application Data\Copernic\DesktopSearch2
    C:\Documents and Settings\%UserName%\Local Settings\Application Data\Copernic\DesktopSearch2

under Vista / Windows 7:
          C:\Users\%username%\AppData\Local\Copernic\DesktopSearch2
          C:\Users\%username%\AppData\Roaming\Copernic\DesktopSearch2

It is possible that these folders are "hidden" by Windows so you cannot see them. Here's how to display hidden files and folders:
Windows XP: Start -> My computer -> Tools -> Folder Options -> View -> Enable "Show hidden files and folders" -> Click Apply button.

Under Vista / Windows 7: Start -> Computer -> Organize -> Folder and search options -> View -> Enable "Show hidden files and folders" -> Click Apply button.

4. Modify the Windows registry by deleting the appropriate Copernic keys (see note below).

How to open the registry Editor: Start -> Run -> Type "regedit".

Under XP/Vista/Win 7:
    HKEY\_LOCAL\_MACHINE\SOFTWARE\Copernic\DesktopSearch
    HKEY\_LOCAL\_MACHINE\SOFTWARE\Copernic\DesktopSearch2
    HKEY\_LOCAL\_MACHINE\SOFTWARE\Copernic\DesktopSearch2Corpo
    HKEY\_LOCAL\_MACHINE\SOFTWRE\DesktopSearch
    HKEY\_LOCAL\_MACHINE\SOFTWAE\DesktopSearch2

    HKEY\_CURRENT\_USER\Software\Copernic\DesktopSearch2
    HKEY\_CURRENT\_USR\SOFTWARE\Copernic\DesktopSearch2Corpo
    HKEY\_CURRENT\_USER\Software\Copernic\SearchPlatform

Under Vista x64/Win 7 x64:
HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Copernic\DesktopSearch
    HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Copernic\DesktopSearch2
    HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Copernic\DesktopSearch2Corpo
    HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\DesktopSearch
    HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\DesktopSearch2

    HKEY\_CURRENT\_USER\Software\Copernic\DesktopSearch
    HKEY\_CURRENT\_USER\Software\Copernic\DesktopSearch2Corpo
    HKEY\_CURRENT\_USER\Software\Copernic\SearchPlatform

5. Restart your computer.

NOTE: Copernic strongly recommend to back up the registry before making any changes to it. Incorrect changes can result in permanent data loss or corrupted files. Only modify the keys specified. Copernic is not responsible for any loss of data or any file corruption. Consult the Microsoft web site to learn how to backup the Windows registry:

<http://support.microsoft.com/default.aspx?scid=kb%3Ben%3B256986>

6.Reinstall CDS using one of the links:

English: <http://go.copernic.com/?dest=cdshomeeng>
French: <http://go.copernic.com/?dest=cdshomefra>
Spanish: <http://go.copernic.com/?dest=cdshomeesp>
German: <http://go.copernic.com/?dest=cdshomedeu>

If you are running on Windows 7, we suggest to reinstall using this method:

1. Right click on the installation file.
2. Properties.
3. Compatibility tab.
4. Activate "Run this program as an administrator".
5. Apply and Ok.

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Then now, once CDS is fully reinstalled, you will need to re-enter your configurations for folders and emails to index.

\*\* Make sure you do not index system's folder and installations folders such as C:\Windows and C:\Program Files or any other folder that could contain system's files, Outlook PST, installation files and/or temporary files. \*\*

Once everything is set, CDS will build its initial index. Make sure to activate log file so we can have a trace if you encounter errors:

1. Menu Tools.
2. Options.
3. Advanced.
4. Activate "Enable logging (for support purposes only)"
5. Close Options window with ok.

So if you see errors in the indexing, please forward us the logs files located in the folders "ErrorLog" and "Logs".

Location by default under Windows Xp:
C:\Documents and Settings\% your user%\Local Settings\Application Data\Copernic\DesktopSearch2

Location by default under Windows 7:
C:\Users\% your user%\AppData\Local\Copernic\DesktopSearch2

You can also join few screenshots of your CDS option screen (Tools -> Options -> Files tab and emails tab).

Thanks for your understanding. Please let us know if the problem persist

Best regards,

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Technical Support  Service à la Clientèle
Copernic inc.