



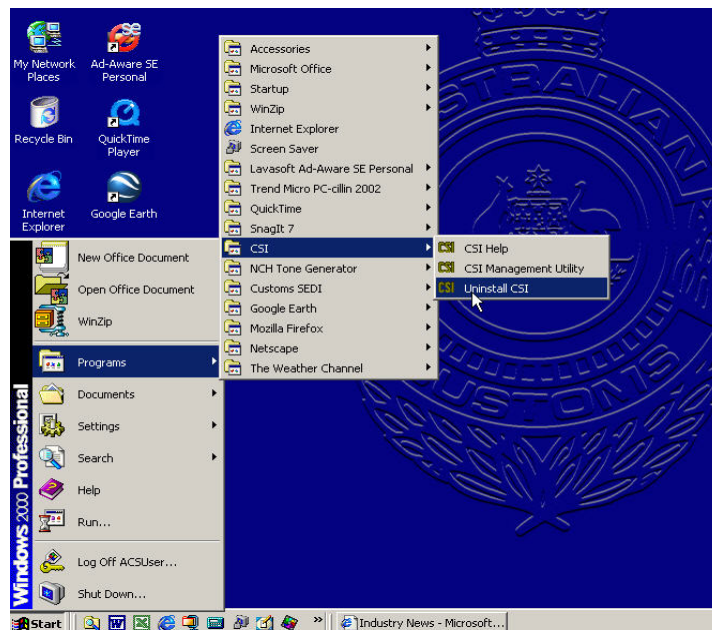
Uninstall CSI and Sun JRE

Some problems encountered with running the ICS may be related to CSI or JAVA. An example of this occurs when users apply a JAVA update to their PC. Updating JAVA will cause problems with the functionality of the CSI, as it is only compatible with the original version of JAVA installed.

When this occurs, the Customs Help Desk may request that you uninstall then re-install the CSI and the Sun Java Runtime Environment (Sun JRE). The CSI and Sun JRE can then be reinstalled from the 'Step 2 - Installers' menu item on this disc.

Uninstalling CSI

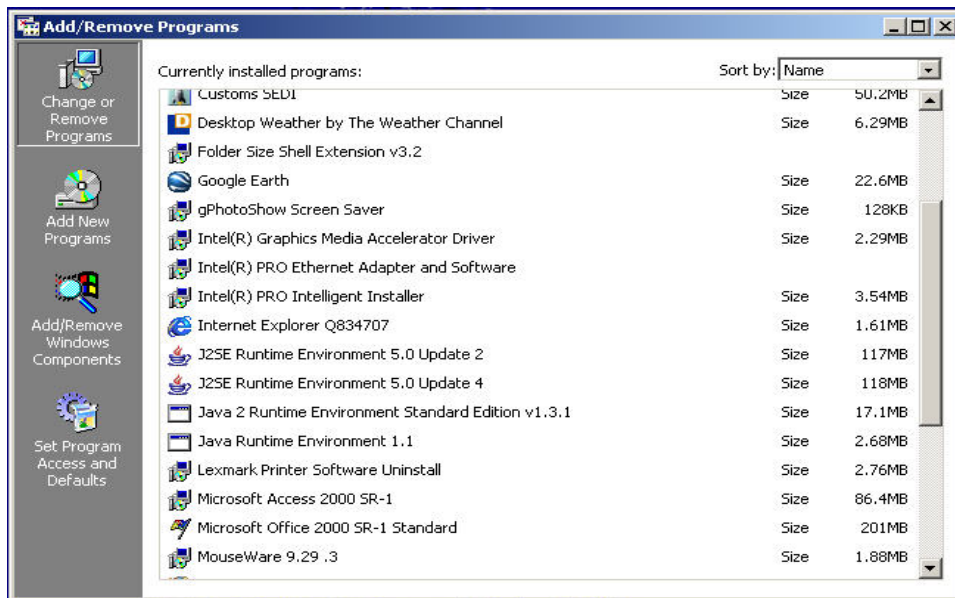
1. Choose 'Uninstall CSI' from the start menu. To do this, click on 'Start', then 'Programs', then 'CSI', then 'Uninstall CSI'.



Uninstalling JAVA

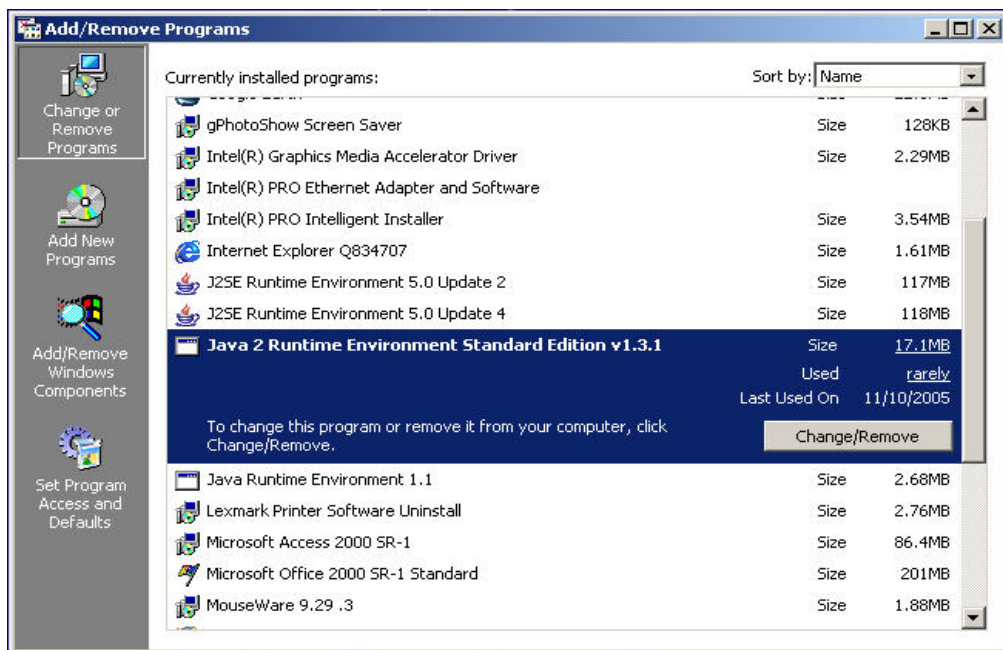
Note: Some organisations use web-deployed applications that need a Java Runtime environment. Check with your IT support team before deleting any files.

1. From the “Start” menu, locate and open the ‘Add/Remove Programs’ control panel.

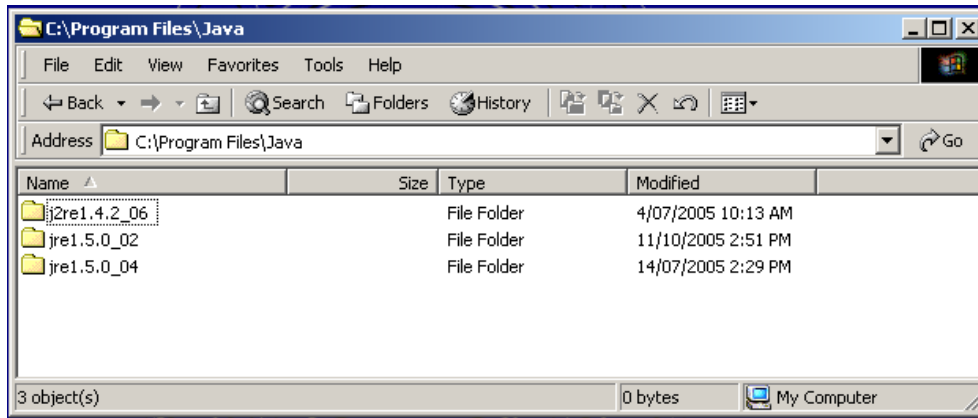


2. Locate any reference to Java, click once to highlight it and then choose the remove button.

In the screenshot below, all J2SE, Java 2 and Java files should be removed.



3. Locate the directory shown below using Windows Explorer, then delete the files in the 'Java' folder. Empty the recycle bin.



4. Re-start your computer. Your machine is now ready for a re-install of the CSI and Sun JRE components.

To reinstall the CSI and Sun JRE follow the instructions outlines in 'Step 2.2 – Installing Java', and 'Step 2.3 – Installing the CSI'.