

## How do I uninstall a program?

**The same program is used to install and uninstall all Software. To uninstall (or install) any other Software you MUST have administrator access rights. It is highly recommended that you close all other applications beforehand and return to the Windows desktop.**

**1) Place the installation CD-ROM into the drive of your PC and close the drive.** With most PCs, the drive will run automatically after a few seconds, and will load the installation program. ***If this does not happen, see page 6 the way to proceed.***

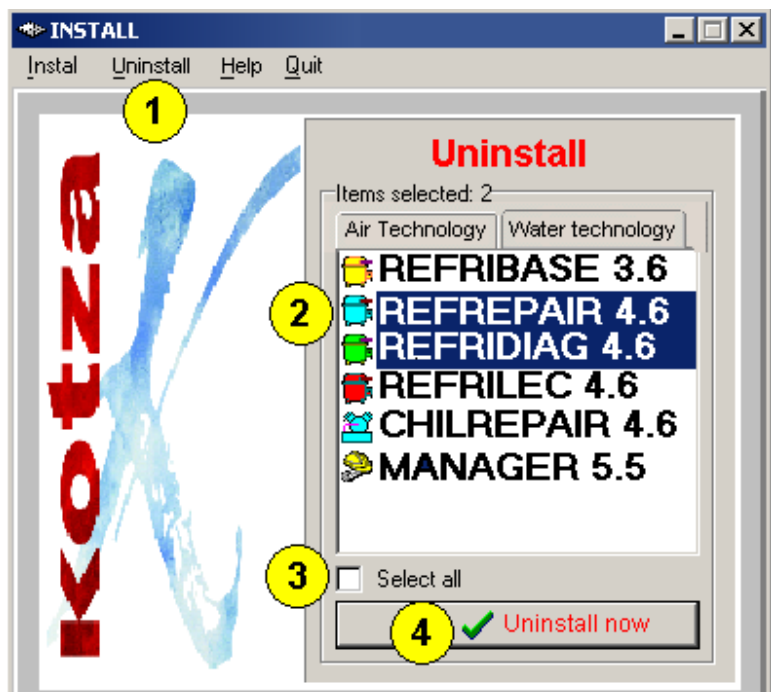
*The time the program takes to install will depend on the speed of your CD-ROM drive, but should be less than a minute or so.*

**2) When the installation screen appears, click on "Install commercial programs"**

A warning message is then displayed, asking you to confirm that you have the security key (dongle). Respond by clicking on [Yes] - **the key is not actually needed to install or uninstall programs.**

**A new screen will then be displayed** (If a program has not been installed, then it will not appear on the list.)

**3) Click on [Uninstall]** on the installation program menu bar (marker 1) then on the [Air technology] or [Water technology] tab according to the Software you wish to uninstall. Then **select the program(s) that you wish to uninstall from the list** (marker 2).



You can also click on [Select All] (marker 3) directly to select all the programs. When you have selected the program(s) to uninstall, click on [Uninstall Now] (marker 4).



**Unless you are not uninstalling all of the programs, DO NOT UNINSTALL the MANAGER utility. This will still enable you to use the MANAGER features for use with the programs that are still installed on your PC.**

If you have followed the instructions correctly, then towards the end of the uninstall sequence for each program, a message will appear telling you that the uninstallation has been successfully accomplished. *Otherwise, after a short period, the uninstallation will continue automatically. The total time taken to uninstall the Software will depend on the performance of your PC, but it should not take more than about 1 or 2 minutes per program.*



**Above all, always remember to retrieve the security key from the USB port of your PC. You will need it if you want to use the Software on another PC!**

**The screen colours are wrong and /or change suddenly.**

**The various parts of a refrigeration system appear randomly on the screen.**

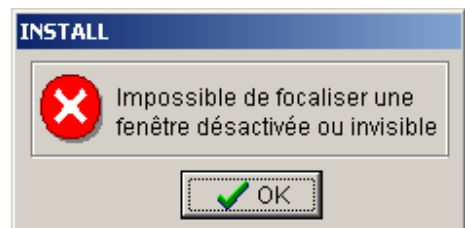
**This is actually a graphics problem. What do I do?**



**Remember that in order to operate correctly, all our Software needs a minimum of an 800 x 600 points in 65536 colours graphics card.**

- **If the colours are wrong and tend to change suddenly**, your system is configured for less than 65536 colours (e.g. it could be in 256-colour mode).
- **If the refrigeration system components seem to appear randomly** on your screen, your system is configured for a graphics resolution of less than 800 x 600 points (you are perhaps using a 640 x 480 points resolution), or you are configured for "large fonts" instead of "small fonts".
- **If this error message in French appears, the PC is set to large Fonts. Set it to Small Font (or 96 dpi) and it may working OK.**

If your screen is configured for 1024 x 768 points, then the Software will run quite normally in a slightly smaller window.



This is usually not a problem if you are using a 19" or larger screen.

Whatever configuration you are using, you should have experienced exactly the same graphics problems on your PC with the free demonstration version of the Software.

**High quality graphics will be produced on most screens in 800 x 600 or 1024 x 768 points mode with small fonts and 65536 colours.**

You can **check** your graphics configuration easily by right-clicking on the Desktop background (on any area where there is no icon).

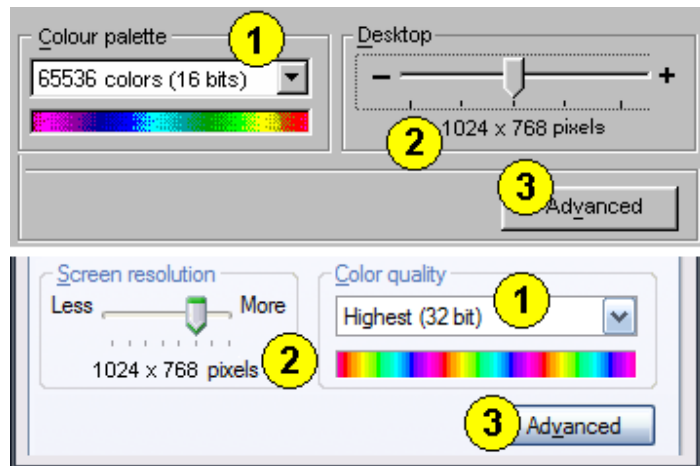
- **With W2000 or XP**, click on [**Properties**] and then on [**Configuration**] or [**Settings**]
- **With Vista or Seven**, click on [**Graphics Properties**] and then on [**Display settings**].

**Note:** Depending on the operating system of your PC, you might have slightly different terminology, but the general meaning will be the same. For example, you might see "Settings" instead of "Configuration", "Colours" instead of "Colour Palette", "Screen Area" or "Screen resolution" instead of "Desktop". You might then see:

**Marker 1:** "Colour palette" or "Color quality" 65536 colours or 16 bit, which is the *minimum required*.

**Marker 2:** "Desktop" or "screen resolution" 800 x 600, which is the *minimum required*.

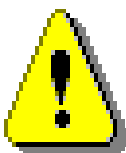
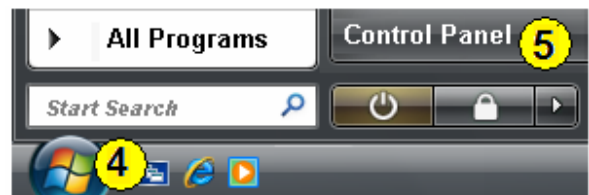
**Marker 3:** **W2000 or XP** the font size is accessed by clicking [**Advanced**] and then on [**General**]. Then click on "small fonts" or "96 dpi"



**With Vista or Seven**, Click on Windows icon (marker 4) then on [**Control Panel**] (marker 5).

Now type **Adjust font size** (marker 6) in the search box.

It will take you directly to the link for the **DPI Scaling Utility**, then Click on **96 DPI**



**If you have limited experience in using a PC then do NOT change your configuration, as under some circumstances this could cause your PC to "crash".**

*In this case you should consult the supplier of your PC about a new graphics card (these are now relatively cheap) or install your Software on a newer PC.*

**5) The bottom of the screen is hidden, and I can't see my score.**

With some PCs in 800 x 600 mode, the Taskbar (usually found at the bottom of the screen) can sometimes obscure the score.

To remedy this, right-click on the right bottom of the screen, then click on [**Properties**] and then on [**Auto Hide**].

The same problem can also occur with the tool bar (often found at the right of the screen). Click on the background of the toolbar and then click on [**Auto Hide**].

**6) When I try to run a program, an error message is displayed. What should I do?**

You should be able to avoid this problem if you have the minimum required configuration and have **precisely** followed the installation, operation and uninstall procedures described in this Manual.



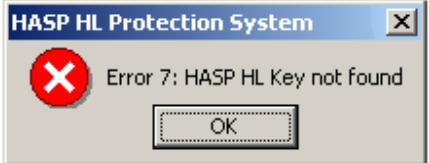
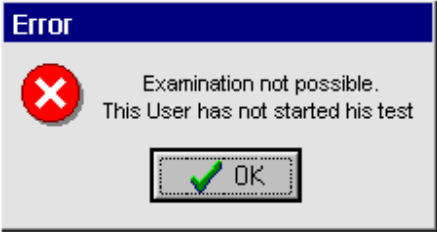
**If you obtain an error message whilst using any of the Software, you should first make a careful note of the complete message displayed and perhaps print a copy of the screen.**

An error message could originate in several ways:

- **Windows** error messages are generally obvious to see and are usually self-explanatory.
  
- **The error messages for our Software are also usually fairly explicit.**

**For example, the MANAGER may display the messages below:**

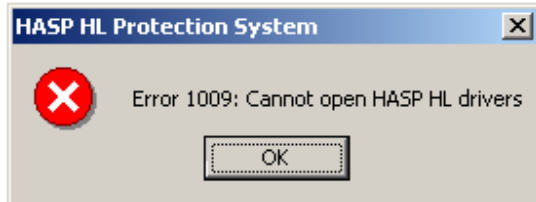
- *On the left, you are trying to review the results obtained by a User who hasn't started the program, and so this is impossible.*
  
- *Opposite you are trying to run an application when the appropriate USB security key is not present in the USB port of the PC.*



**Remember that without the USB key, the program will not run.**



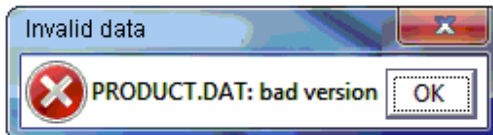
**A "REFRIBASE" KEY (FOR EXAMPLE) WILL ALLOW YOU TO RUN REFRI-BASE AND THE MANAGER ONLY, BUT WILL NOT ALLOW REFREPAIR, REFRIDIAG, REFRILEC, CHILREPAIR OR HYDRAUREPAIR TO RUN.**



**This error 1009 message indicates that the USB key driver is not correctly installed.**

**Try to take the USB key off and put it back in another USB port.**

**If necessary, uninstall and then reinstall the manager (in order to reinstall the key driver).**



**With VISTA or SEVEN, if an error message like opposite is**

**displayed when you click on any of the program icons, right-click on the icon of the program and then click on "Run as administrator", then allow the program to run.**

**On the right, the error message in French indicates the PC is set to large Fonts.**

**Set it to Small Font (or 96 dpi) and it may working OK (refer to question 4 on page 51).**



**A program will only run if the appropriate key is in the USB port of the PC and if all the files for the program concerned are present on your hard disk.**

If your PC "crashes" when you try to run a program, check that the correct dongle is properly connected to the USB port. **If you have Anti-virus Software installed on your PC**, try deactivating it in order to check that the Software is operating correctly (naturally all our Software is guaranteed to be virus-free). **You should ensure that the PC is not carrying a virus.**

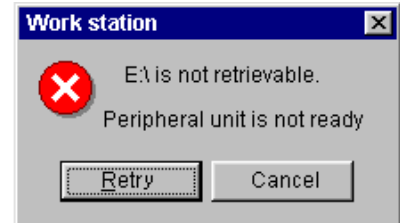


**This is not an exhaustive list. Always make a careful note of any error messages and send it to [Kotza@kotza.com](mailto:Kotza@kotza.com). Without this being done, we may not be able to help you.**

Other error messages may be displayed by other utilities running on your PC (e.g. anti-virus Software). These messages are frequently due to incorrect configuration of these utilities (consult the appropriate user Manual) or sometimes user error. Note that some messages can also be produced when Windows "crashes".

#### Some Examples of Error Messages:

You have inserted the CD in the wrong drive, or it is badly inserted (or upside down!) or you have made an error typing in a command (e.g. you have typed [E:demo] Instead of [D:demo]). Check that everything is correct and repeat the operation.



*In most instances, you will be able to remedy the problems yourself by following the instructions given by the error message or by consulting you PC operating Manuals.*

**You will naturally appreciate that we can only help you with a problem if we have all the necessary information.**



So if the fault persists, you should make a careful note of any messages that are displayed, of what programs were running at the time any faults occurred, the make and specification of your PC, the processor type, amount of memory available etc.

*You should only contact your supplier when you have done all this.*

Since our foundation in 1990, we have always taken our client's remarks and suggestions into account when making improvements to our products.

*For this reason, we will continue to welcome your comments.*

*Thank You.*



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