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MODEL: All Versaworks Supported Printers	BULLETIN DATE: 9/18/06
SUBJECT: Roland Versaworks Clean Reinstallation	REVISION: Initial Release

Topic

The following steps document the general workflow of reinstalling a corrupted or incomplete update of Versaworks.

Prerequisites

If the printer is an Ethernet device, please write down the printer IP address as you will need to enter it again after reinstalling Versaworks. Gather the printer IP in Versaworks by clicking on <Printer> in the menu bar, and then <Printer Status>.

Also, you must be connected to the internet to successfully complete these instructions.

Procedure

- 1) Restart the computer.
- 2) Uninstall Versaworks using 'Add or Remove Programs' in the Windows control panel. When prompted to restart the computer, select 'No'.
- 3) Uninstall 'MSXML 4.0 SP2 Parser and SDK' (if listed).
- 4) Delete the installation folder for Versaworks (usually C:\Program Files\Roland Versaworks).
- 5) Empty the Recycle Bin.
- 6) Restart the computer.
- 7) Install Versaworks using the original CD that shipped with the printer.
- 8) Restart the computer.
 - *Note: Do not launch Versaworks after the computer restarts.*
- 9) Click on <Start, All Programs, Roland Versaworks, Online Update>.
- 10) Click on <Settings, Preferences>. Ensure there's a check mark next to 'Update all languages' and 'Update media and color profiles'. Also, ensure 'All updates' is selected. Click <OK>.
- 11) Click the <Check for updates> button and remove the check for 'Color Profiles' (these will be updated later). Leave the check for 'Roland Versaworks Application Program' and 'Device and Media Files'. If you don't have both options, please continue anyway by clicking the <Update> button.



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12) When the update activates the DOS screens, do not close them until prompted to do so. Allow five to ten minutes for the update to complete.

- *Note: If the DOS windows 'hangs' for more than ten minutes, please manually close the DOS windows and proceed to the next step.*

13) Once the update is completed, launch Versaworks as normal and select the printer (e.g. if USB printer, select the correct printer. If it's a network printer, enter the IP address. In either case, click the 'Verify' button to ensure the printer can be recognized.

14) Once the printer is verified, click the <OK> button to finish loading Versaworks.

15) Close Versaworks and launch the Online Update again to download the profiles for your printer. Click on <Start, All Programs, Roland Versaworks, Online Update>.

16) Click the <Check for updates> button and when the option is available, ensure the 'Color Profiles' selection is checked. Click <Update> to button to start the process.

17) When the update activates the DOS screens, do not close them (regardless of how long it takes) until prompted to do so.

18) Finally, launch Versaworks as normal. All application files and profiles are updated and will function properly.

END.