

Mac OS Internet Customer Help Sheet No.22

“Removing Microsoft Internet Explorer”

This document has some instructions and listings for removing Microsoft Internet Explorer (IE).

REMOVING MICROSOFT INTERNET EXPLORER

Below is information related to removing Internet Explorer. Please read ALL the text before proceeding with the removal of your software. To remove and delete a file or folder double click on your hard disk icon, locate the item then drag the item to your “Wastebasket” (make sure the Wastebasket goes dark before you let go of the mouse button). When all the relevant items have been ‘dragged’ to the Wastebasket you should double check the list against the items in your wastebasket. Only then should you select “Empty Wastebasket” from the ‘Special’ menu and then restart your Macintosh (“Restart” from the ‘Special’ menu) before continuing.

REMOVING INTERNET EXPLORER 2.x

IE 2.x can be completely uninstalled by removing and deleting the following (if they exist):

Folders: **Internet Explorer 2.1 Folder**
Internet Explorer For Macintosh
Eudora Folder (found in the System Folder)
Explorer (found in System Folder > Preferences)[*1]

Files: **Indeo™ Video** (found in System Folder > Extensions)
Intel Raw Video (found in System Folder > Extensions)

REMOVING INTERNET EXPLORER 3.x

IE 3.x can be completely uninstalled by removing and deleting the following (if they exist):

Folders: **Microsoft Internet Applications**
My Personal Web Site
MS Internet (found in the System Folder)
MS Library Folder (found in System Folder > Extensions)[*2]
MS Preference Panels (found in System Folder > Extensions)[*2]
Explorer (found in System Folder > Preferences)[*1]

Files: **Microsoft Personal Web Server** (found in System Folder > Control Panels)
CFM-68K Runtime Enabler (found in System Folder > Extensions)[*2]
Indeo Video (found in System Folder > Extensions)
Intel Raw Video (found in System Folder > Extensions)
jpgdw.68k (found in System Folder > Extensions)
jpgdw.ppc (found in System Folder > Extensions)
Microsoft Component Lib (68k) (found in System Folder > Extensions)[*2]
Microsoft Component Library (found in System Folder > Extensions)[*2]
Microsoft PWS Extension (found in System Folder > Extensions)
NuDragLib.slb (found in System Folder > Extensions)
NuQuickTimeLib.slb (found in System Folder > Extensions)
NuTranslationLib.slb (found in System Folder > Extensions)
ObjectSupportLib (found in System Folder > Extensions)[*2]
Internet Preferences (found in System Folder > Preferences)[*3]
Personal Web Server Preferences (found in System Folder > Preferences)
PWS Extension Preferences (found in System Folder > Preferences)

Note: If you have installed IE 3.01 from your Mac OS 8/System Software CD then you will not have a folder called “Microsoft Internet Applications” on your hard disk. You will need to remove and delete the following items in addition to any of those listed above:

Folders: **Internet Explorer 3.01 Folder** (found in Internet > Internet Applications)

Files: **Internet Explorer 3.01** (found in the Internet folder)

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REMOVING INTERNET EXPLORER 4.0x

IE 4.0x can be completely uninstalled by removing and deleting the following (if they exist):

Folders: **Microsoft Internet Applications**[†]

My Personal Web Site

MS Internet (found in the System Folder)

MS Preference Panels (found in the System Folder)[*2]

ActiveX Controls (found in System Folder > Extensions)

MS Library Folder (found in System Folder > Extensions)[*2]

Explorer (found in System Folder > Preferences)[*1]

MS Internet Cache (found in System Folder > Preferences)

Files: **Personal Web Manager** (found in System Folder > Control Panels)

Indeo Video (found in System Folder > Extensions)

Intel Raw Video (found in System Folder > Extensions)

Microsoft Component Lib (68K) (found in System Folder > Extensions)[*2]

Microsoft Component Library (found in System Folder > Extensions)[*2]

Microsoft PWS Extension (found in System Folder > Extensions)

MPEG Layer-3 Audio (found in System Folder > Extensions)

MPG4 (found in System Folder > Extensions)

MS Font Embed Library (68K) (found in System Folder > Extensions)

MS Font Embed Library (PPC) (found in System Folder > Extensions)

TR20d (found in System Folder > Extensions)

VDOWave MS Video Decoder (found in System Folder > Extensions)

VDOWave Video Decoder (found in System Folder > Extensions)

VivoActive G723 Decoder (found in System Folder > Extensions)

VivoActive Siren Decoder (found in System Folder > Extensions)

VivoActive Video Decoder (found in System Folder > Extensions)

Voxware Metasound (PPC) (found in System Folder > Extensions)

Voxware Metavoice (PPC) (found in System Folder > Extensions)

Voxware VDK v1.1.6 (PPC) (found in System Folder > Extensions)

Voxware VDK v1.1.w (PPC) (found in System Folder > Extensions)

Internet Preferences (found in System Folder > Preferences)[*3]

Netshow Player 2.0 Prefs (found in System Folder > Preferences)

Personal Web Server Prefs (found in System Folder > Preferences)

Note: If you have installed IE 4.01 from your Mac OS 8.5/System Software CD then you will not have a folder called “Microsoft Internet Applications” on your hard disk. You will need to remove and delete the following items in addition to any of those listed above:

Folders: **Internet Explorer 4.01 Folder** (found in Internet > Internet Applications)

Files: **Microsoft Internet Explorer** (found in the Internet folder)

† If you use the “Outlook Express” email package removing and deleting the “Microsoft Internet Applications” folder will delete your Outlook Express software, email messages and email address books you have stored here. You should back these up before proceeding with the removal of this software. To make a backup of these settings copy the folder “OE User(s)” from within the “Outlook Express 4.0 Folder” to a floppy disk or to another ‘safe’ folder (i.e. a folder that you will not be deleting).

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REMOVING INTERNET EXPLORER 4.5

IE 4.5 can be completely uninstalled by removing and deleting the following (if they exist):

Folders: **Microsoft Internet 4.5**[†]

MS Internet (found in the System Folder)

MS Preference Panels (found in the System Folder)[*2]

ActiveX Controls (found in System Folder > Extensions)

MS Library Folder (found in System Folder > Extensions)[*2]

Explorer (found in System Folder > Preferences)[*1]

MS Internet Cache (found in System Folder > Preferences)

Files: **Indeo Video** (found in System Folder > Extensions)

Intel Raw Video (found in System Folder > Extensions)

Microsoft Component Library (found in System Folder > Extensions)[*2]

MS Font Embed Library (PPC) (found in System Folder > Extensions)

Internet Preferences (found in System Folder > Preferences)[*3]

† If you use the “Outlook Express” email package removing and deleting the “Microsoft Internet 4.5” folder will delete your Outlook Express software, email messages and email address books you have stored here. You should back these up before proceeding with the removal of this software. To make a backup of these settings copy the folder “OE User(s)” from within the “Outlook Express 4.5 Folder” to a floppy disk or to another ‘safe’ folder (i.e. a folder that you will not be deleting).

YOU MUST CHECK

- *1 Removing and deleting the “Explorer” folder will delete your Internet Explorer ‘favorites’ settings and with IE 4.x your history settings too. To make a backup of these settings copy the files “favorites.htm”/“favorites.html” and “history.html” from within the System Folder > Preferences > Explorer folder to a floppy disk or to another ‘safe’ folder (i.e. a folder that you will not be deleting).
- *2 These items may be used by other (non-internet) applications installed on your computer. Removing and deleting these items may cause problems elsewhere. Unless you know for definite that this item is *not* being used by anything else you may remove it otherwise do *not* delete the item.
- *3 The “Internet Preferences” file is also used by a utility called Internet Config and with Mac OS 8.5 by the “Internet” control panel. Do *not* delete this preference file unless you are sure you have a record of *all* your internet settings including those of your Internet Service Provider/account details (see Internet Help Sheets 2 to 10), direct connection and proxy servers/firewalls (see Internet Help Sheets 6 to 10).

FREQUENTLY ASKED QUESTIONS

Q. I have put items in the wastebasket but not all of them will delete?

A. Some items could still be in use or even corrupted. Try holding down the “option” key (alt) while you select “Empty Wastebasket” from the ‘Special’ menu. If this fails restart your Macintosh and then try it again. If this still fails check your hard disk with Apple’s Disk First Aid utility.

Q. I cannot find all the items listed to remove and delete?

A. Not all the items will necessarily exist. Some items are only installed on 68K Macs whereas others are only installed on PowerPC computers. Other items are specific to components of Internet Explorer and its extras and therefore you may not have that component installed. If you can’t find something in the listed location don’t worry, However, do work thoroughly through the *whole* list.

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Q. I deleted all the items you listed and now a different application doesn't work?

A. Check you haven't deleted items that may be required by other applications (identified by a [*2] in the above lists). If you have you will need to follow these steps:

- Step 1: Check your hard disk over with the latest copy of Disk First Aid (this will usually be found in the “Utilities” folder or on your system software CD/Disk Tools floppy disk). More details on Disk First Aid should be included in your computer's manual.
- Step 2: Rebuild your desktop by restarting your Macintosh computer and holding down the Command-Option (Apple-Alt) keys until you get the message “Are you sure you want to rebuild the desktop?” then click on the “OK” button. More details on this procedure should be given in your manual.
- Step 3: Check your Macintosh for viruses with an anti-virus application such as Symantec's “Norton Anti-Virus” or Dr. Solomon's “Virex”.
- Step 4: Reinstall your problem application(s) and test.

If the application(s) still fail to work then you may have more serious problems with your application(s)/system software and you are advised to follow these steps:

- Step 1: Clean install your system software.
- Step 2: Reinstall Internet Explorer [optional]
- Step 3: Reinstall your problem application(s) and test.

Q. How do I clean install my system software/rebuild the desktop?

A. Check your computer's manual or contact Apple on 0990 127753 for assistance in these matters.

PLEASE NOTE

- Microsoft strongly recommend that you backup any important data files before you attempt an update install/restore of your system software especially any files you have in the “Documents” folder (if you have one). To back up your files copy them to an external storage device such as a second hard disk, Syquest or Zip/Jaz drive. If you don't have any of these you will need to backup your data on to floppy disks. If you have files that are larger than 1.4Mb you will need a third party compression application like “Stuffit Deluxe” (from Aladdin), “Disk Doubler Pro” (from Symantec) or the shareware utilities Stuffit Lite, Compact Pro or Zip It.
- Where Pipex is mentioned as an ISP this is not a recommendation or endorsement by Microsoft and the information is offered as a guideline only because Pipex is one of Apple's recommended ISPs in the UK. Microsoft cannot guarantee the quality of any ISP listed in this document.
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