

## Manually Removing the Axia IP-Audio Driver from Windows PCs

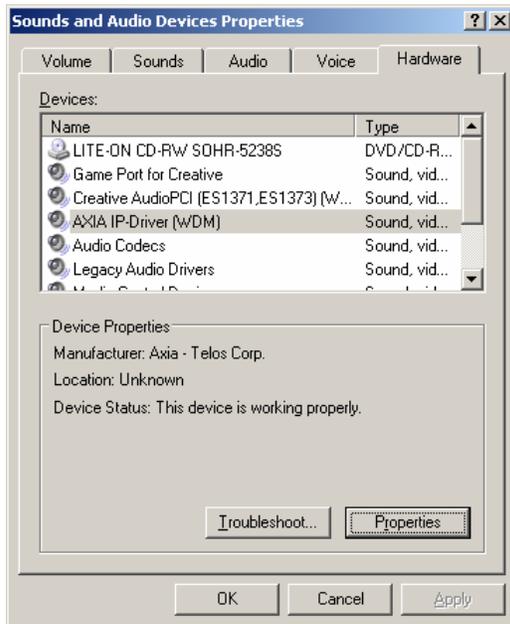
July 16, 2005

In certain cases, the uninstall routine provided with the Axia IP-Audio Driver may not completely remove all of the Driver's files and settings from your Windows-based PC, leaving the Windows Installer database in an inconsistent state. The instructions contained in this document will aid you in manually removing the files if necessary.

Perform the following steps in order listed below. (Some of the components shown below may not exist in your computer, because the package may be partially uninstalled. Also, different versions of the driver may contain slightly different sets of files.

We recommend that you perform those steps running Windows in "safe" mode.

### Uninstall the AXIA IP Driver (WDM)



Open Windows Control Panel and double-click the **Sounds and Audio Devices** applet. Choose the **Hardware** tab, and you'll see a listing of installed audio devices.

Scroll through the list until you find the listing for *Axia IP-Driver (WDM)*. Click the **Properties** button.



The Driver's Properties dialogue will be displayed. Choose the **Driver** tab; at the bottom of the dialogue you'll find an **Uninstall** button. Click it once. You'll be asked to confirm the operation.

When Windows has finished uninstalling the Driver, click **OK** to close the dialogue.

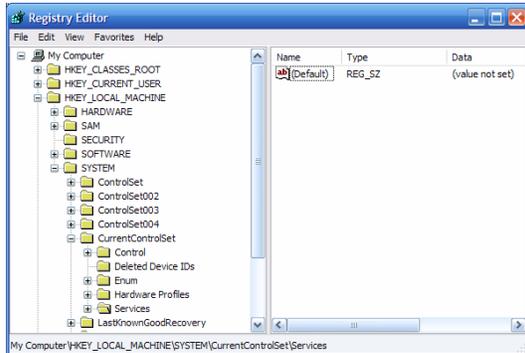
## ***Uninstall the Axia IP-Driver Streaming Protocol***



Using Windows' Control Panel again, double-click the **Network Connections** applet. A window will display you computer's network adaptors; right-click on the one called "Local Area Connection" and choose **Properties** from the fly-out menu.

Find the listing for the *Axia IP-Driver Streaming Protocol*. Click on it to highlight, then choose the **Uninstall** button to remove the protocol. Click **OK** to close the box when finished.

## Remove Registry Keys



From the Windows **Start** menu, choose **Run**, type in regedit and click **OK**. You'll use the Registry Editor to manually remove certain registry keys.

**NOTE: Make a backup of your registry before attempting manual registry editing. Do not remove any registry keys other than those specified.**

Search for and remove the following registry keys:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\axialwrd
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\axiaadvd
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\AXIASP
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\audioio
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\axiawow
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\axiawovsv
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\tlsauss
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\tlsaio
```

To remove, right-click on a key and select **Delete**. Close regedit when finished.

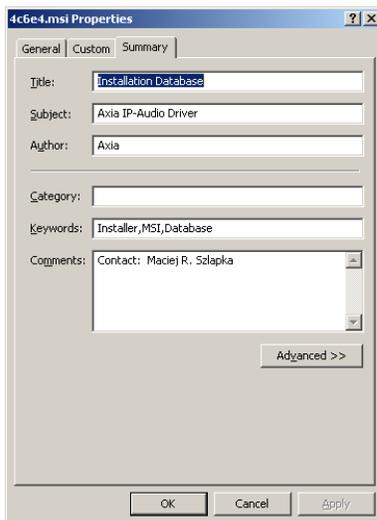
## Remove Files and Directories

Open Windows Explorer and navigate to your `c:\windows\system32\` directory.

Remove the following files (\* is a wildcard indicating that any files that begin with the specified prefix should be deleted):

- `c:\windows\system32\tls*.*`
- `c:\windows\system32\axia*.*`
- `c:\windows\system32\drivers\axia*.*`

Also remove the `c:\program files\Axia\AxiaIP` directory.



Finally, navigate to the `c:\windows\installer\` directory. You'll need to remove any leftover Axia installer packages; unfortunately, these files are named by Windows and differ with each installation. To determine which files to delete, right-click any `*.msi` file and choose **Properties**.

Click the **Summary** tab. If the **Subject** field reads "Axia IP-Audio Driver", you have found the correct file. Close the dialogue box and delete the file.

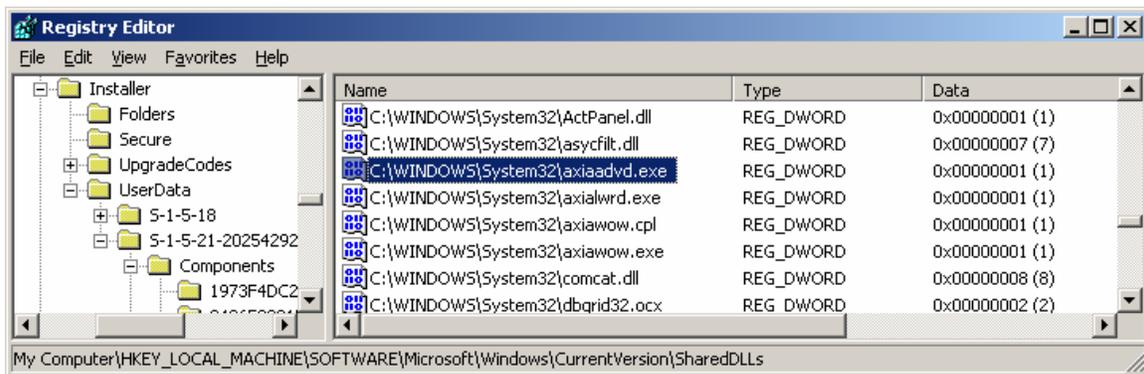
Close all windows and reboot your computer.

### Additional Instructions

In some cases, after multiple attempts to install and uninstall the package, Microsoft Installer may leave some information in the registry that will prevent some components from being uninstalled.

To remedy this, open `regedit` and find the

`HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\SharedDLLs` registry key. Find the subkeys that read `axiaadvd.exe`, `axialwrd.exe`, `axiawow.cpl` and check that their usage counters' values read **1**.



For more help, please contact Axia at +1-216-241-7225 or email [support@AxiaAudio.com](mailto:support@AxiaAudio.com).