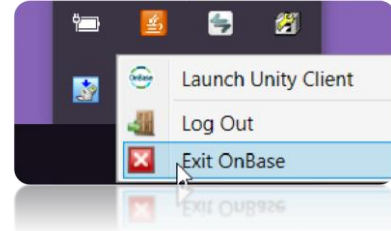


## Switching from the Unity Client Outlook version to the Unity Client Gmail version (and vice versa)

Before downloading a different version of Unity, it is recommended that the current version be completely uninstalled from the workstation.

To do this, EXIT the Unity Client by going to the system tray and right clicking the OnBase icon, then clicking EXIT.

Then **uninstall Unity from the Control Panel**. If you have an “uninstaller” other than what is available through the control panel, you may use that.



Next, clean the previous version of Unity from of the Registry. To do this, go to the Registry and follow the steps below:

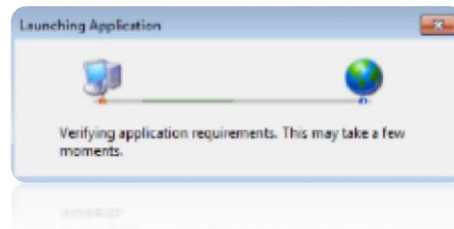
HKEY\_CURRENT\_USER ->Software -> Hyland\_> Registration

Delete the Registration file. If you see other folders within in the Hyland folder to check for anything that says “Outlook” or “Gmail” (depending on which version you are removing) and delete it. Then, in the C drive, look inside the appdata\local\apps folder for any file that has has Unit... or obXXX in the beginning of the file name.

Example: C:\Users\XXX\AppData\Local\Apps\2.0\AK79Z81A.YVW\X25LJ0EL.EC9\unit...tionxxxxxxxxx).

Example: C:\Users\XXX\AppData\Local\Apps\2.0\AK79Z81A.YVW\X25LJ0EL.EC9\ob...tionxxxxxxxxx).

Next, restart the computer and watch to be sure you do not get the “Launching Application” window.



If you see this window, it is an indication that a Unity Client is trying to connect to the server, meaning some components of Unity are still in the Registry and will need to be removed.

If you reboot and do not see the old version of Unity attempting to launch, you can download the version of Unity that you need.