



ZeekSafe: Forgotten Passwords, and Uninstalling

The two most common ZeekSafe issues are regarding forgotten passwords or uninstalling ZeekSafe. The solution for these is the same. You must uninstall and then reinstall ZeekSafe.

Checking the Version of ZeekSafe

It's important to know what version of ZeekSafe you are running on your computer. Finding out your version number is easy. Right-click on the ZeekSafe icon, and select "About ZeekSafe." You'll need to know your ZeekSafe version number if you want to locate your password or uninstall ZeekSafe.

Uninstalling ZeekSafe

There are two methods for uninstalling ZeekSafe. You should first try the simple uninstall. If this is not successful, you will have to perform a manual uninstall. Don't worry- it's not as hard as it sounds! Just follow the instructions below.

Simple Uninstall

In order to do the easiest uninstall, you will need to locate the ZeekSafe icon. The ZeekSafe icon will not appear until you launch Internet Explorer. It will then remain, even if IE is quit, until the computer is restarted.

Right-click on the ZeekSafe icon, and select "Uninstall ZeekSafe." ZeekSafe cannot be uninstalled without a password. The method of getting your password depends on the version number of ZeekSafe you are running.

ZeekSafe versions earlier than 2.0.5: Simply use the two words "uninstall zeeksafe" as the uninstall password.

ZeekSafe 2.0.5 or Later: Please use the application program "Password.exe" to report the current ZeekSafe uninstall password. The uninstall password changes daily at Midnight GMT. If the System Date, Time, and Time Zone are set correctly on your computer, then the uninstall password will work.

Manual Uninstall

Use the manual uninstall instructions if you cannot perform the simple uninstall successfully. The manual uninstall is more complicated than the simple uninstall, but if you follow the instructions, you should be able to uninstall correctly. You might want to print this page for reference.

We only need to remove a couple of files so that your browser will function normally again. To do this, we need a particular utility, called REGSVR32. This utility can only be run from a DOS Command line.



How to open a DOS window: Click your Start button, then select Programs, then select "MSDOS Prompt." A black window with some text will appear, and the last line will say:

```
C:\WINDOWS_
```

The "_" at the end of this line will be flashing.

You will need to first "change the directory" by typing "CD SYSTEM", without the quotes, and pressing enter. Here's what it will look like after you type CD SYSTEM.

```
C:\WINDOWSCD SYSTEM
```

Then after you press enter the last line will look like this:

```
C:\WINDOWS\SYSTEM_
```

Again, the "_" at the end of this line will be flashing.

Now we are ready to type the command for the REGSVR32 program. We're going to run it twice and each time tell it to remove a different file. Each time we run it we're just going to type the program's name along with some commands and press enter.

Below are the two lines you will type. Press enter at the end of each line- we've added [Press Enter] to the end of each line to remind you. You need to use the spaces where they're shown below and each time you press enter you'll see a dialog window that says "DLLUnregisterserver tzs.dll succeeded". Just click okay in that dialog box because it means that the program worked.

```
REGSVR32 /U TZS.DLL[Press Enter]  
REGSVR32 /U ZSB.DLL[Press Enter]
```

After you've entered the two lines above, type "Exit" and press return. This will dismiss the DOS window.

You now need to restart your computer and test your browser. It should be working fine.