



Tel:
0208 502 7344

Fax:
0203 328 4601

Email:
xporter.support@groupcall.com

Website:
www.groupcall.com

Xporter & SIF un-installation

Version

	Date	Author	Notes
1	07/10/2011	Becky Thornton	

What Do I Need to Do?

Removing Xporter and/or the SIF agent from your system is a simple case of using the built in Add/Remove programs feature of Windows. A video and step by step guides are included below if you need assistance with this. Please note your version of windows may differ from that used in the demo, but the steps will be broadly similar.



You should start by watching the associated video at www.groupcall.co.uk/download/firstline/videos. The video that accompanies this guide (“Xporter & SIF Agent Un-installation”) will help best prepare you to remove Xporter and/or the SIF agent, which as you will see is straightforward.

Talk me through it...

Launch Control Panel from the start menu.

Dependent on your windows version –

Navigate to

Add/Remove Programs (XP)

or

Programs and Features (Vista+)

Find the relevant entry for Groupcall

Xporter = “Groupcall Exporter n.n.n.n¹”

SIF Agent = “Groupcall Xporter Generic SIF Agent Jobs”

Select “Uninstall” from the top of the list, and select yes in the window to confirm you wish to uninstall.

The removal will be confirmed by a pop up window.

Need more help?

For first line support, contact the company that provided Groupcall Xporter to you in the first instance. They will be able to elevate cases to Groupcall second-line support if required.

¹ Where n.n.n.n = version number e.g. 4.0.0.1491