



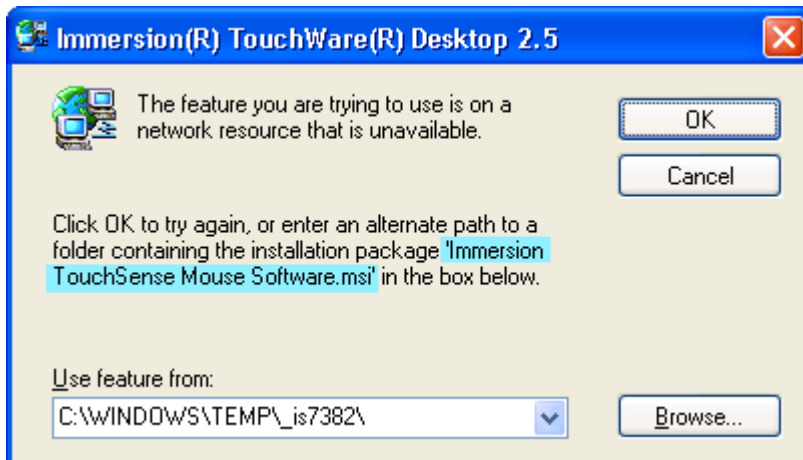
Upgrading Immersion Desktop to Immersion TouchWare Desktop on a Windows XP system which is not able to remove the previous version.

This procedure will also work for non Windows XP systems.

Important: It is highly recommended that you read through this document before attempting this procedure.

Section I. The Error Message

When installing a TouchWare Desktop upgrade the user encounters a warning message from Windows XP saying that it cannot find “Immersion TouchSense Mouse Software.msi” or a different filename ending in **.MSI** as illustrated below.



Note: The information in the “Use feature from:” field will be different on every user’s computer. It will always say “C:\Windows\Temp\” but after that the next part will vary with a random set of letters or numbers coming after “_is”. What your computer says will be different from what this image says. This is normal.

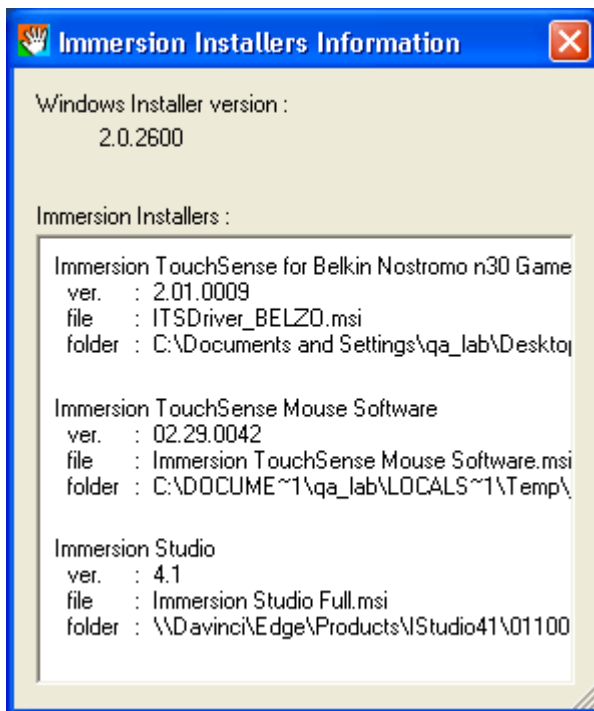
This issue can occur if you upgrade Windows 98 or Windows ME to Windows XP with Immersion Desktop installed. The **.MSI** file is still on your system however XP is not able to recognize it properly because of the upgrade. This issue can also occur if you downloaded your last installation of Immersion Desktop by using the “Open” command instead of the “Save As” command. Selecting “Open” saves the installer in your browser’s temporary files directory. This directory frequently gets emptied out which would mean your installer gets emptied out along with it. So when it comes time to upgrade, Windows can’t find the installer because it was purged when the temporary files in your browser got cleaned up.

To resolve this issue it is necessary to re-run the installation of the version of Immersion Desktop that currently exists on your system.

Section II. Identifying the installation program for your current version of Immersion Desktop

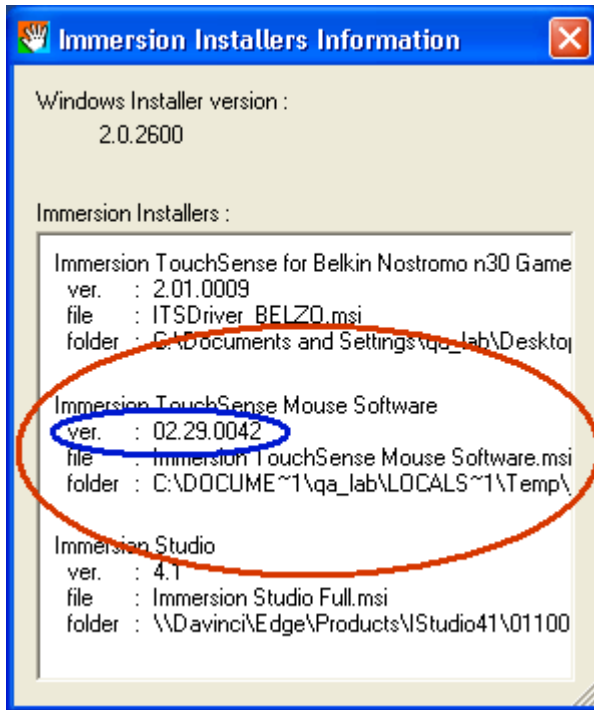
Immersion has created a program that will check to see what version of Immersion Desktop you are running. This program will give you the Product Name and the Installer Version of the software. With that information you will be able to use a table in this document to find the software and the removal procedure to remove your old version.

1. Connect to the Internet and click [this link](#) . It is recommended that you download the file to your hard drive by clicking the **Save As** button in Internet Explorer before running it. Netscape users will only have the download option available to them.
2. Run the *ImmMsiInfo.exe* application. You will be presented with a window that looks like this.



3. Depending on what Immersion Software you have installed on your system you could have a list with only one program or many programs. We are only interested in one program. This program could be titled *Immersion TouchSense Mouse Software* or *Immersion Desktop 2.1* depending on which version of Immersion Desktop you have installed.

4. We can see from the below example that the program we want is ***Immersion TouchSense Mouse Software*** (circled in red). The information we require is the version number of the installer. Look at the information that follows the word ***ver.*** in that entry. That is the version number and it is **02.29.0042**. This is circled below in blue.



You should write down the version number for your installer and the name of your program above it. You will need this information shortly.

If you have any trouble downloading or running this program please contact Customer Support at touchsense@immersion.com

Using the table in **Section III** you will be able to match the version of the software you currently have to the file you need to run to remove it.

Section III. Version Download Table

Product Name	Installer Version Number	You Need To Run This Installation Program
Immersion TouchSense Mouse Software	02.29.0042	Run the <i>Setup.exe</i> program from your mouse driver CD-ROM -or- Download setupLog10a42.exe
Immersion TouchSense Mouse Software	02.29.0044	Run the <i>Setup.exe</i> program from your mouse driver CD-ROM -or- Download setupLog10a44.exe
Immersion TouchSense Mouse Software	02.104.0053	Run the <i>Setup.exe</i> program from your mouse driver CD-ROM -or- Download IDSetup.2.104.53.Log.exe
Immersion TouchSense Mouse Software	2.106.0057	Run the <i>Setup.exe</i> program from your mouse driver CD-ROM -or- Download IDSetup.2.106.57.Log.exe
Immersion Desktop 2.1	2.01.0006	Download ID2.1.6.IFEEL.2.01.0006.msi
Immersion Desktop 2.1	2.01.0008	Download ID2.1.6.IFEEL.2.01.0008.msi
Immersion Desktop 2.1	2.01.0011	Download ID2.1.6.IFEEL.2.01.0011.msi
Immersion Desktop 2.1	2.01.0012	Download ID2.1.6.IFEEL.2.01.0012.msi

For example, if the program said I had Immersion TouchSense Mouse Software and I had installer version 02.29.0042, using this table I would see that I needed to run the Setup program that came with the CD-ROM that installed my mouse driver. Or if I didn't have that CD-ROM anymore I could just download the file *setupLog10a42.exe* from the Immersion web site. *Remember to click "Save As" when prompted and do not click "Open".*

Important: If you cannot make a correct match with this table please contact Customer Support at touchsense@immersion.com

Section IV. Which removal procedure to use

There are two different removal procedures for removing old versions of Immersion Desktop. Which procedure you use depends on which installer you will be running. To make this simple here is another table that will show you which removal procedure to follow.

Installer Version Number	Removal Procedure to Use
(Immersion TouchSense Mouse Software) 02.29.0042 02.29.0044 02.104.0053 2.106.0057	Go to Section V: Uninstalling Immersion Desktop .EXE Installations (Procedure 1)
(Immersion Desktop 2.1) 2.01.0006 2.01.0008 2.01.0011 2.01.0012	Go to Section IX: Uninstalling Immersion Desktop .MSI Installations (Procedure 2)

So if my installer Version Number is **02.104.0053**, I would go to **Section V** and follow those instructions. If however my Installer Version number was **02.01.0011**, I would skip **Section V-VIII** and go directly to [Section IX](#) and follow those instructions.

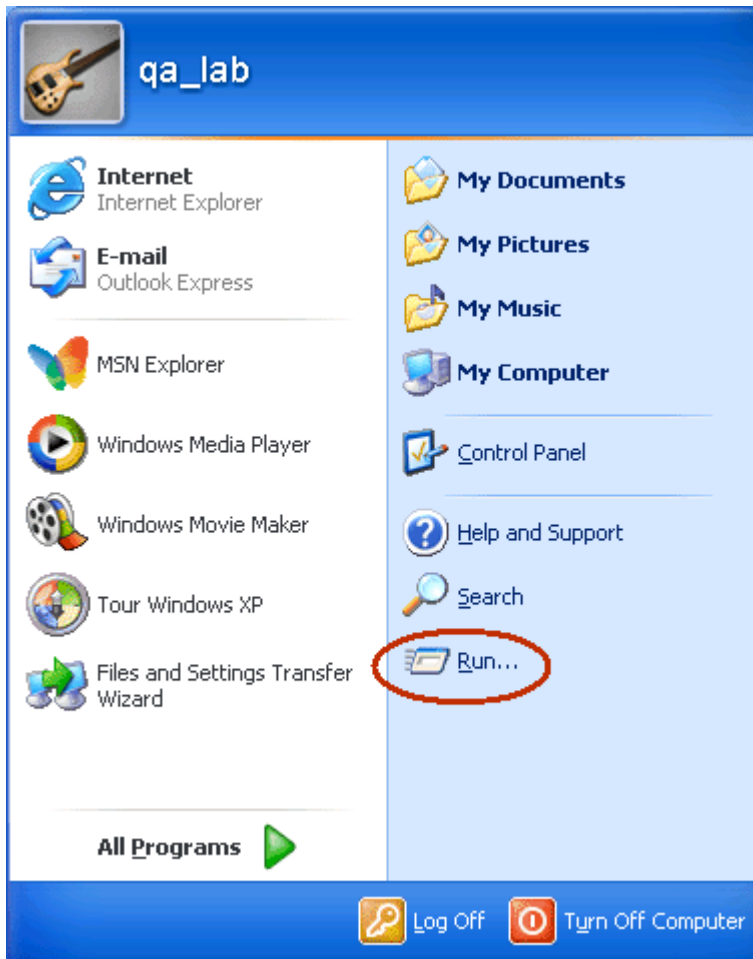
Section V. Uninstalling Immersion Desktop .EXE Installations (Procedure 1)

Now that we know which installation package to run and have the software, (either by downloading the appropriate software or by using the CD-ROM that came with the mouse), we will be able to remove Immersion Desktop from the system.

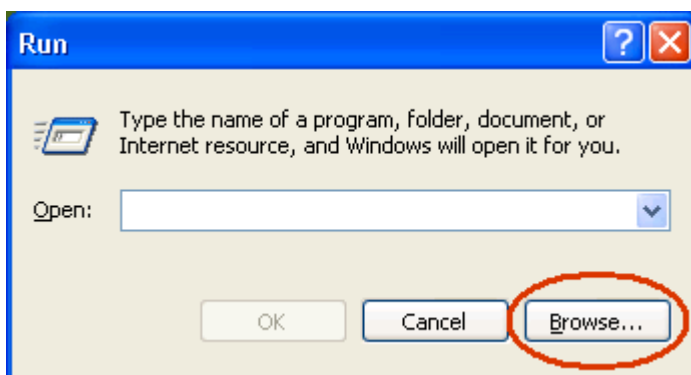
1. Click on the Start Menu button.



2. Click the “Run” command (circled in red) in the Start Menu window.



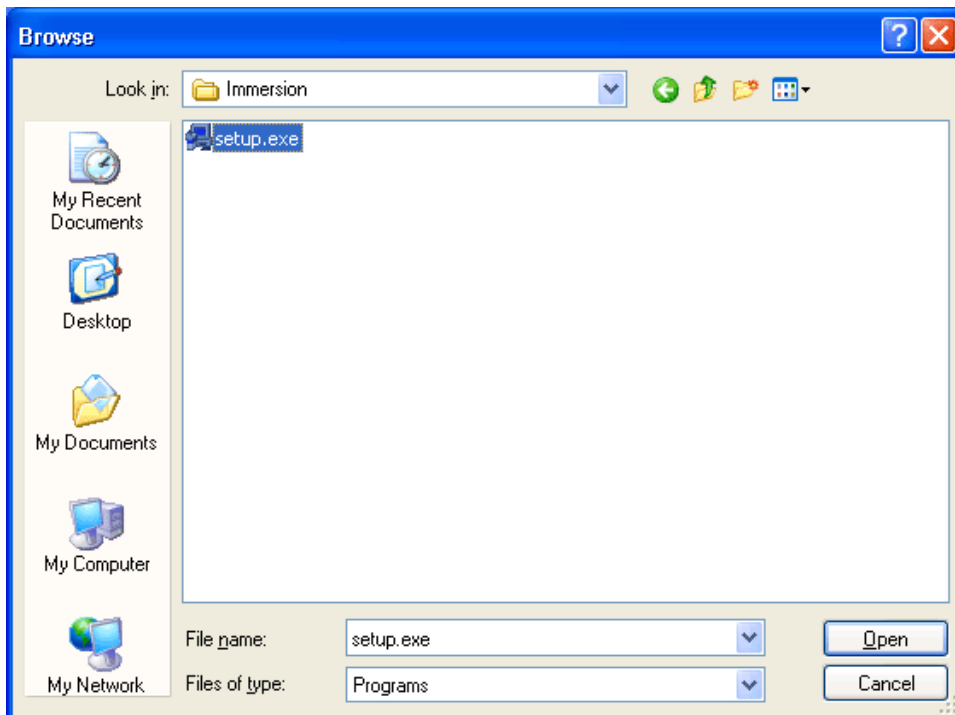
3. From the Run window we will “Browse” to the location where the installation program you will run is located. Click “Browse”.



Section VI. Browsing to your Immersion Desktop installation software on your CD-ROM.

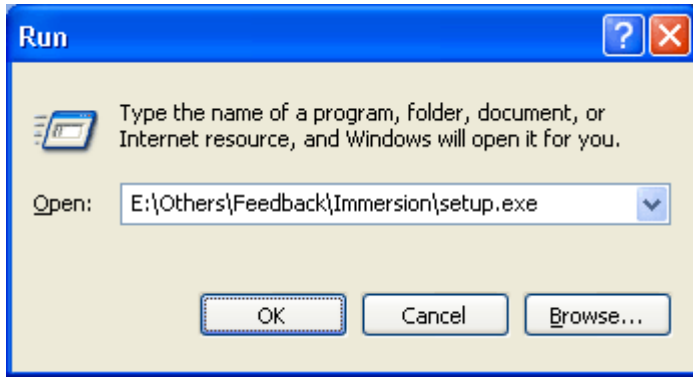
Note: Users planning on running a program they downloaded can skip ahead past this to [Section VII. Browsing to your Immersion Desktop Software you downloaded](#)

1. If you are going to be using the CD-ROM to uninstall Immersion Desktop, insert your CD-ROM into your CD-ROM drive.
2. An Autorun program will most likely start. Click “Cancel”. If no Autorun program starts then you can skip this step.
3. iFeel (Logitech) users will browse to the \Others\Feedback\Immersion directory on their CD-ROM and select **Setup.exe**. If you have “hide file extensions for known file types” enabled (See [Appendix A](#) at the end of this document for more information) you will not see the “.exe” after the word “Setup”.



4. After you locate the file, Click the “Open” button and you will be taken back to the Run Window.

Your Run window will look something like this. Do not click “OK” yet.



Section VII. Browsing to your Immersion Desktop installation software you downloaded.

1. If you are going to be using an installation program you downloaded and not a CD-ROM disk, you will browse to the location you downloaded the file to.
2. Select the file you downloaded.
3. Click the “Open” button and you will be taken back to the Run window.

*Important: In some cases after you have clicked the “Open” button, you will see quotes surround the file path in the Run window. This will occur if you were to browse to any location that has one or more spaces in the path, like your Desktop. If your Run path is surrounded by quotes, you should make sure you follow the instructions in **Section VIII** very carefully or you will not be able to successfully run this program the way you need to.*

Step VIII. Modifying the command line in the Run window

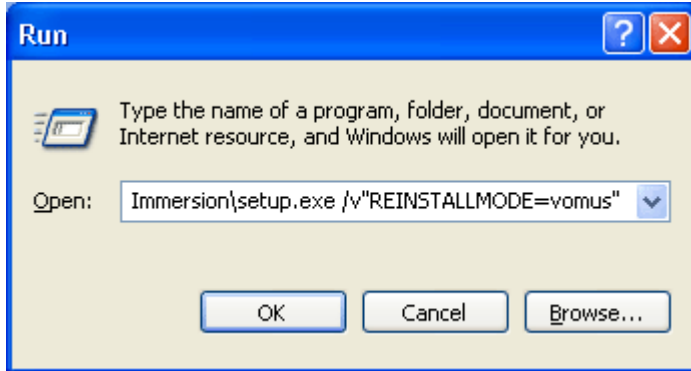
Extremely Important: Make sure you read through this entire section all the way through before trying this next step.

In order to uninstall Immersion Desktop, we need to add a few words to the text in the Run window’s command line. We will be adding the **/v”REINSTALLMODE=vomus”** option to the end of this line. This will allow the install program to bypass the error message you saw when trying to upgrade the software.

So the entire path for a CD-ROM installation program now displays this:

E:\Others\Feedback\Immersion\setup.exe /v”REINSTALLMODE=vomus”

This is illustrated below.



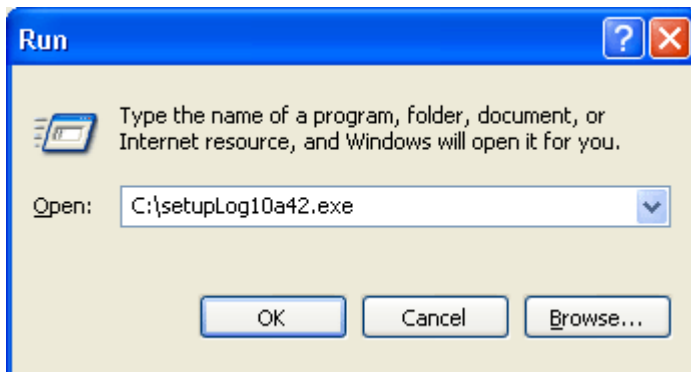
Note: The command line path is now too long to be completely visible inside this window. So don't worry that you can't see the beginning of the path.

This only applies to users installing from their CD-ROM. Users who have downloaded the program to install will have a different file path.

For example, a user who had downloaded the **setupLog10a42.exe** program (after using the table in **Section III** to determine which installation file they required) to the root of their **C:** drive would have the command line of their Run window look like this

C:\setupLog10a42.exe

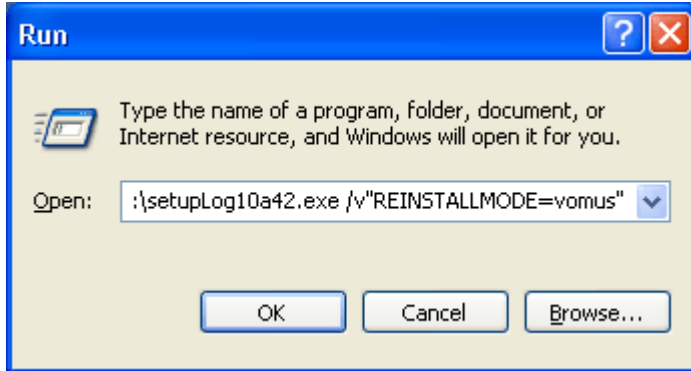
This is illustrated below:



Adding the **/v"REINSTALLMODE=vomus"** option to the end of that command line would make the path look like this:

C:\setupLog10a42.exe /v"REINSTALLMODE=vomus"

This is illustrated below:



Note: The command line path is now too long to be completely visible inside this window so don't worry that you can't see the beginning of the path.

*Very Important: You should enter `/v"REINSTALLMODE=vomus"` exactly as it is capitalized here and with the quotation marks. Also there needs to be a space separating the end of the file name (for example, **Setup.exe**) and the beginning of `/v"REINSTALLMODE=vomus"`. It will not work unless it is typed this way.*

If your path in your Run window already has quotes around it like this example

"C:\Documents and Settings\Joe_User\Desktop\setupLog10a42.exe"

Then you would add `/v"REINSTALLMODE=vomus"` after the last quote (making sure that a space separates the last quote and the beginning of `/v"REINSTALLMODE=vomus"`). So the correct path in this case will look like this:

"C:\Documents and Settings\Joe_User\Desktop\setupLog10a42.exe" followed by a space and then `/v"REINSTALLMODE=vomus"`

If you remove the quotes from the path and try to add the 2nd part after it, Windows will tell you that it can't find or run the program. So you will need to leave the quotes as they are.

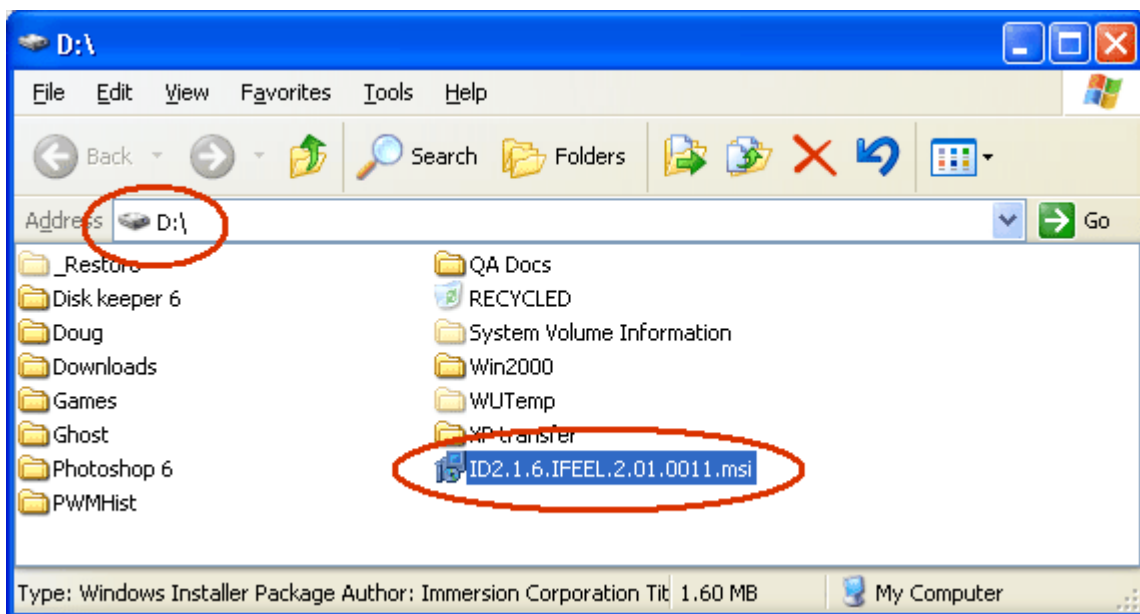
If you don't have any quotes around your path you don't need to worry about this issue and just add the 2nd part after the end of the downloaded filename in the path separated by a space.

Now you are ready to remove the software so you can skip ahead to [**Section X: Running The Program**](#)

Section IX. Uninstalling Immersion Desktop .MSI Installations (Procedure 2)

Now that we know which installation package to run and have the software we will be able to remove Immersion Desktop from the system.

1. To minimize possible confusion over the removal procedure we *strongly suggest* copying the downloaded installer to the root of your Local Disk (D:). If you only have one Local Disk on your system you would use your Local Disk (C:) instead. The root of your drive can be found by opening My Computer and clicking on the Local Disk (D:) icon. The window that opens up will have **D:** in your Address field. You would copy the file to that location. This is illustrated below:

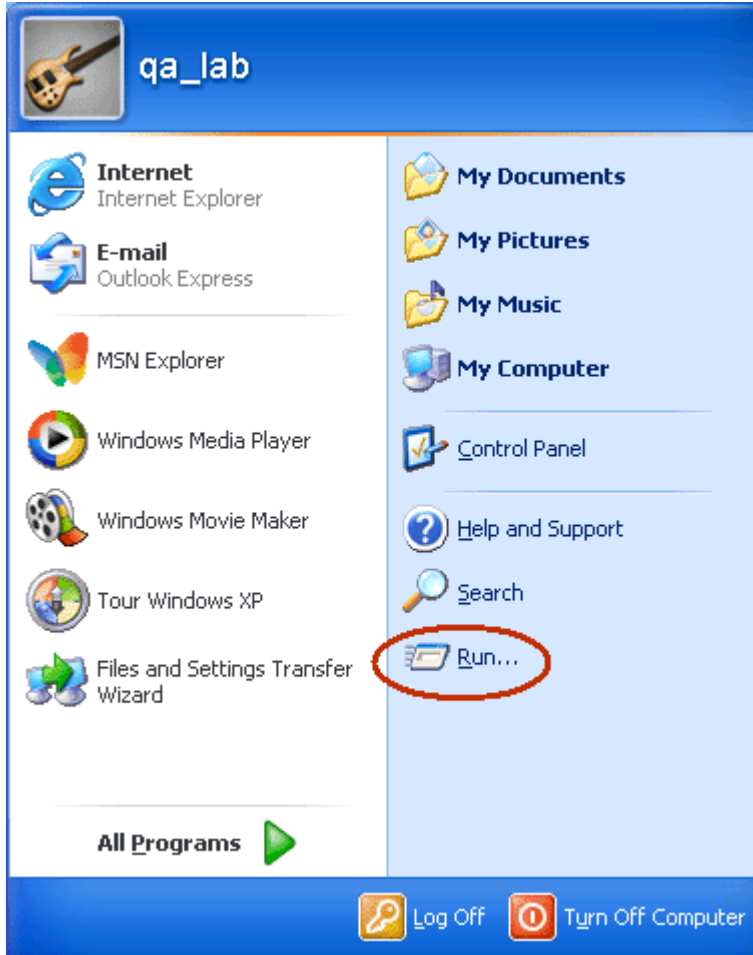


If you were copying to Local Disk (C:), that **D:** that is circled would be a **C:**

2. After the file is copied to the root of the Local Disk, click on the Start Menu button.



4. Click the “Run” command (circled in red) in the Start Menu window.



5. From the Run window we will be entering the following command.

msiexec /I d:\(your filename.msi) REINSTALLMODE=vomus

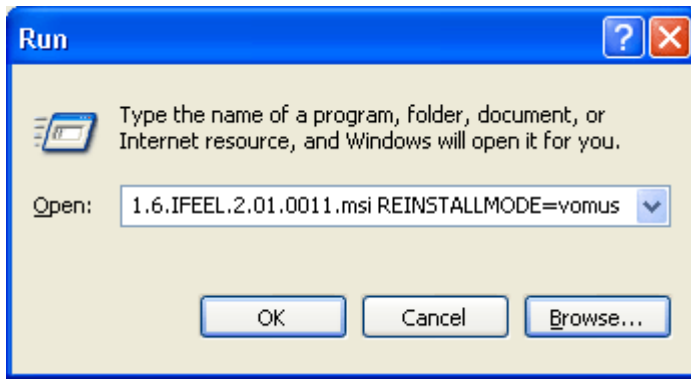
Since the file I will be running is **ID2.1.6.IFEEL.2.01.0011.msi** my command will look like this

msiexec /I d:\ID2.1.6.IFEEL.2.01.0011.msi REINSTALLMODE=vomus

This assumes that your file is on Local Disk (D:). If it's on Local Disk (C:) your command would look like this:

msiexec /I c:\ID2.1.6.IFEEL.2.01.0011.msi REINSTALLMODE=vomus

If you are using a different Local Disk, substitute that Disk letter at the appropriate location in the command.



Note: The command line path is now too long to be completely visible inside this window. So don't worry that you can't see the beginning of the path.

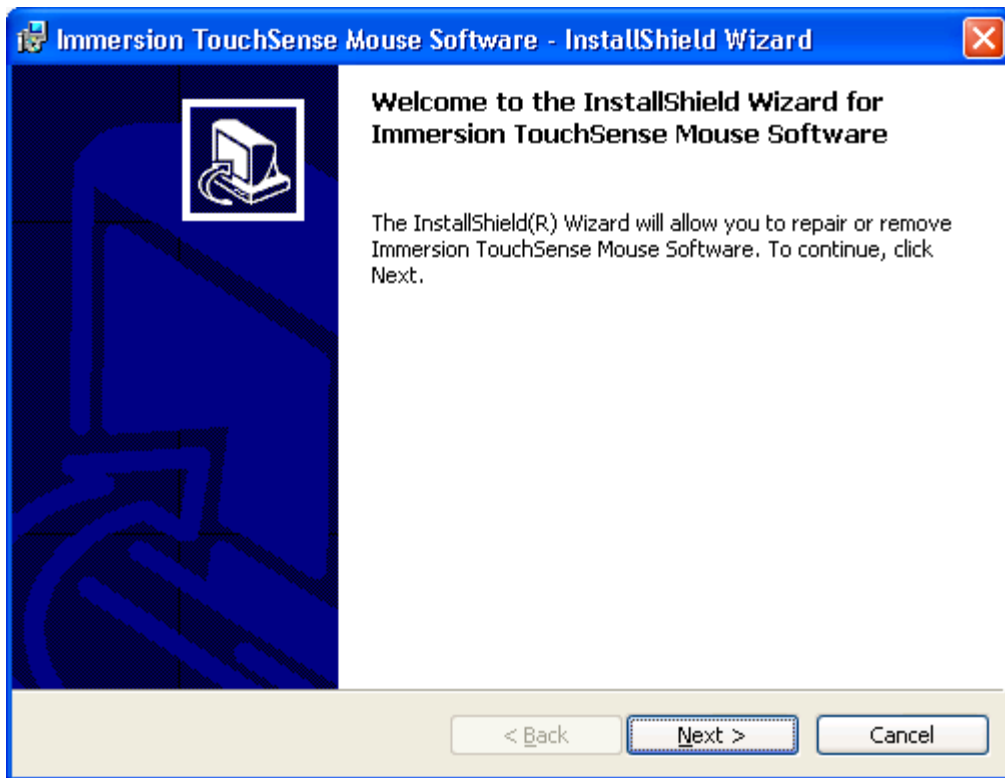
*Very Important: You must enter the command exactly as it is written. There must be a space between **msiexec** and **/I**. There must be a space between **/I** and the beginning of the local disk name. And there must be a space between the end of the file name and **REINSTALLMODE=vomus**.*

Because getting the command exactly right can be tricky we have provided a downloadable text file with the commands already written out. All you need to do is match your Installer Version Number (from the table in **Section III**) to the command and then copy that command (CTRL+C) and paste it (CTRL+V) into the Run window.

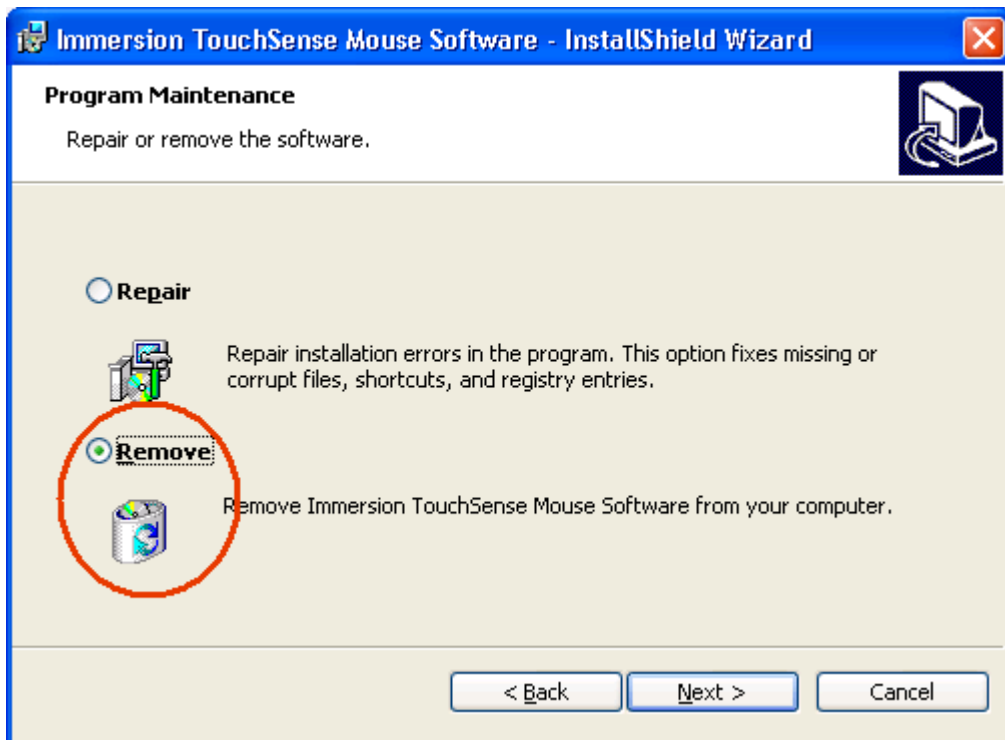
You can view/download that text document by [clicking here](#).

Section X. Running the program

Now that we have set up the command line for the Run window the way we needed to, we can click the "OK" button. You will now see the window shown on the next page:



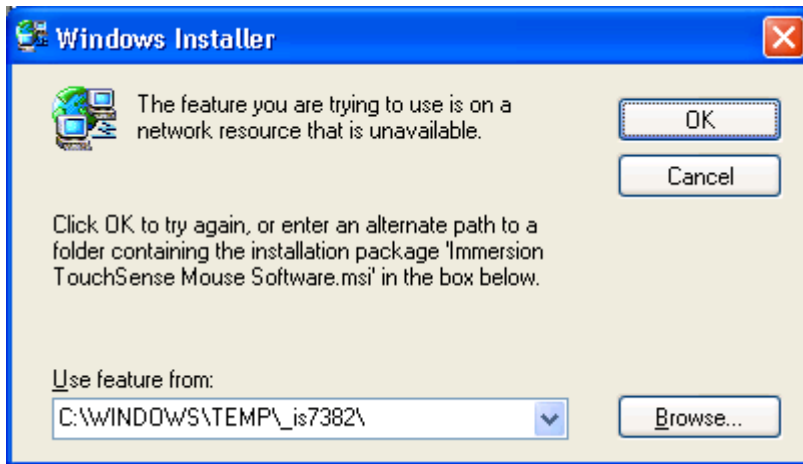
Click “Next”. You will be prompted with a window to either Repair or Remove the software. Since we want to uninstall this version of Immersion Desktop, we will click “Remove”



Immersion Desktop will now be removed from your system. After the program is finished, you will be able to install the new version of the software.

Section XI. Troubleshooting

If, instead of seeing the Welcome Window shown in **Section X**, you see this error message:



Then the program did not run correctly. Here are some things to check for.

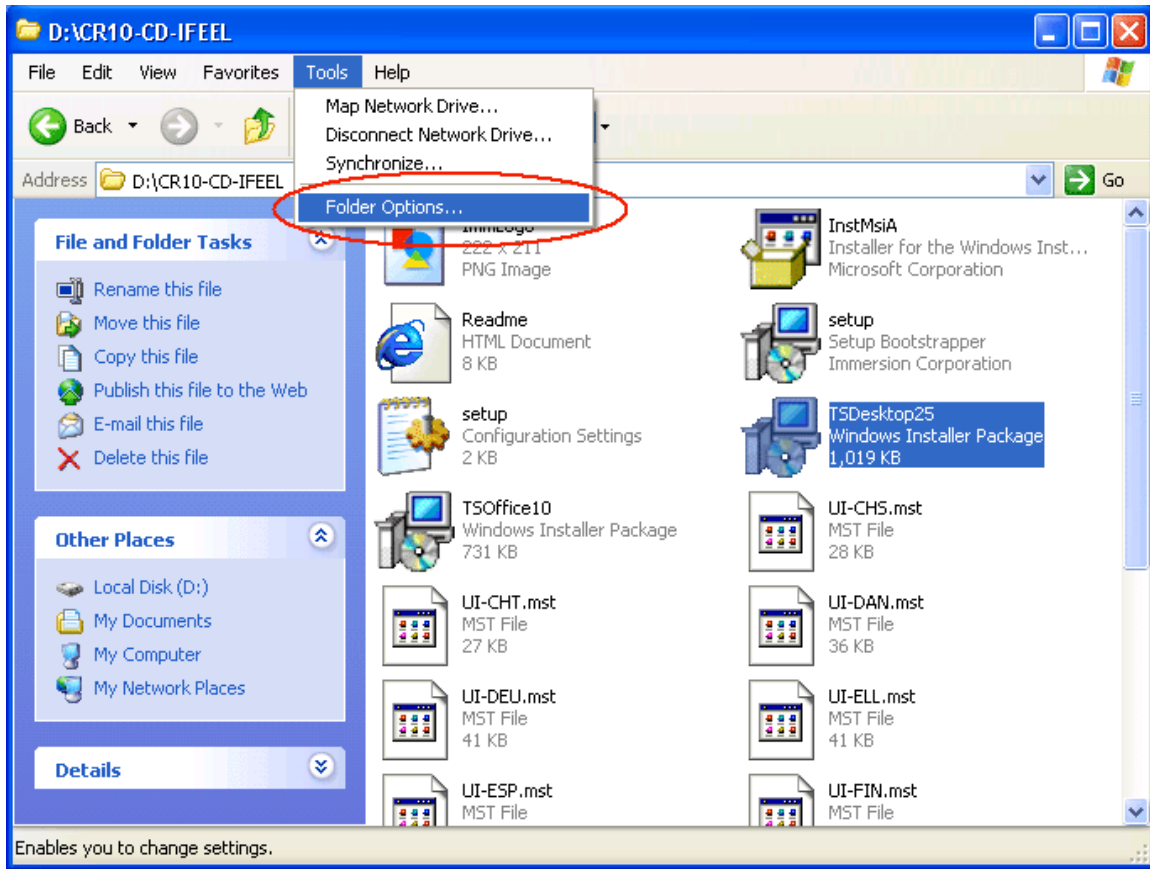
1. If you ran the installer and got an error message saying “Internal Error 2734” then the installer was not able to recognize the **/v”REINSTALLMODE=vomus”** option. Usually this is the result of a typo in the command. You should try the procedure again.
2. Look at the Table in **Section III** and verify that you are running the correct software.
3. Look at the Table in **Section IV** and verify that you are using the correct procedure for the Installer Version Number you found.
4. Verify that you typed in the correct text for the command line of the Run window as described in the procedure you ran.
5. If the software still does not run please contact Customer Support at touchsense@immersion.com

Appendix A. Making all file extensions visible

It is not required for this procedure but it could be helpful if you were to have your file extensions visible. Windows by default hides certain file extensions (a file extension is a period followed by a set of letters at the end of a file name...for example **.EXE**, and **.MSI**). If you feel that it would help you with this procedure to view the entire file name here is how you change windows to make those hidden file extensions visible.

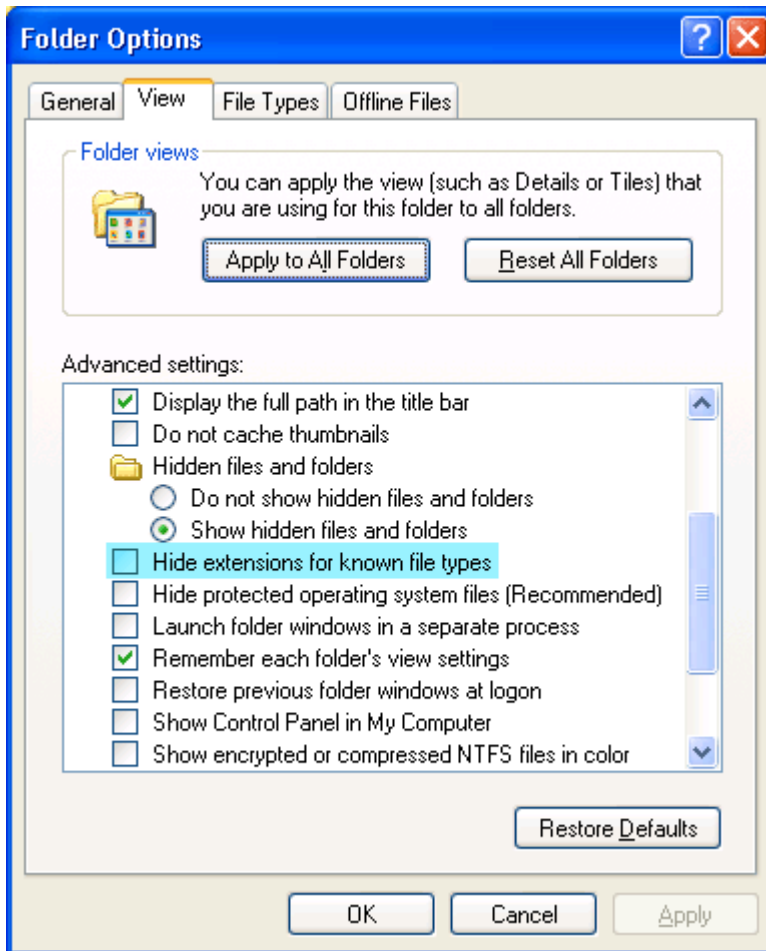
1. Open **My Computer** on your Desktop or from your Start Menu.

2. Select “Tools” from the title bar and then scroll down the list and select “Folder Options” as illustrated below:



3. The Folder Options window opens up. Select the “View” tab.
4. You are now presented with a list of checkboxes covering various functions of Windows.

5. An example of this window is shown below:



You should make sure the following box is not checked:

- **Hide extensions for known file types** (highlighted above in blue)

You may have to scroll down the list to find this checkbox.

This box may already be unchecked depending on the state of your ME or 98 system before you upgraded to XP.

Important: If you are not an advanced Windows user we recommend switching back the checkbox to its previous state after you have finished uninstalling your current version of Immersion Desktop.