

UNINSTALLATION MANUAL FOR SKYSATDSL v2.3

Provided by
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Uninstalling the SkySat Software in Windows XP/2000:

Note that the screenshots in this article were taken on Windows XP, however the same steps apply to XP as do to 2000

If you have a previous version of the SkySat software installed on your machine, it will be necessary to first uninstall the software before installing this new software.

Uninstallation is also sometimes necessary when troubleshooting connection issues. The steps below will guide you through this process.

First, click on the **Start** button located on the lower-left corner of your screen. Once you are in the Start menu, click on the **Control Panel** option. In some cases, you will need to go to the **Settings** option first to find the **Control Panel** option.



or



You should then see the **Control Panel**. From the icons shown, find and open the **Add or Remove Programs** option.



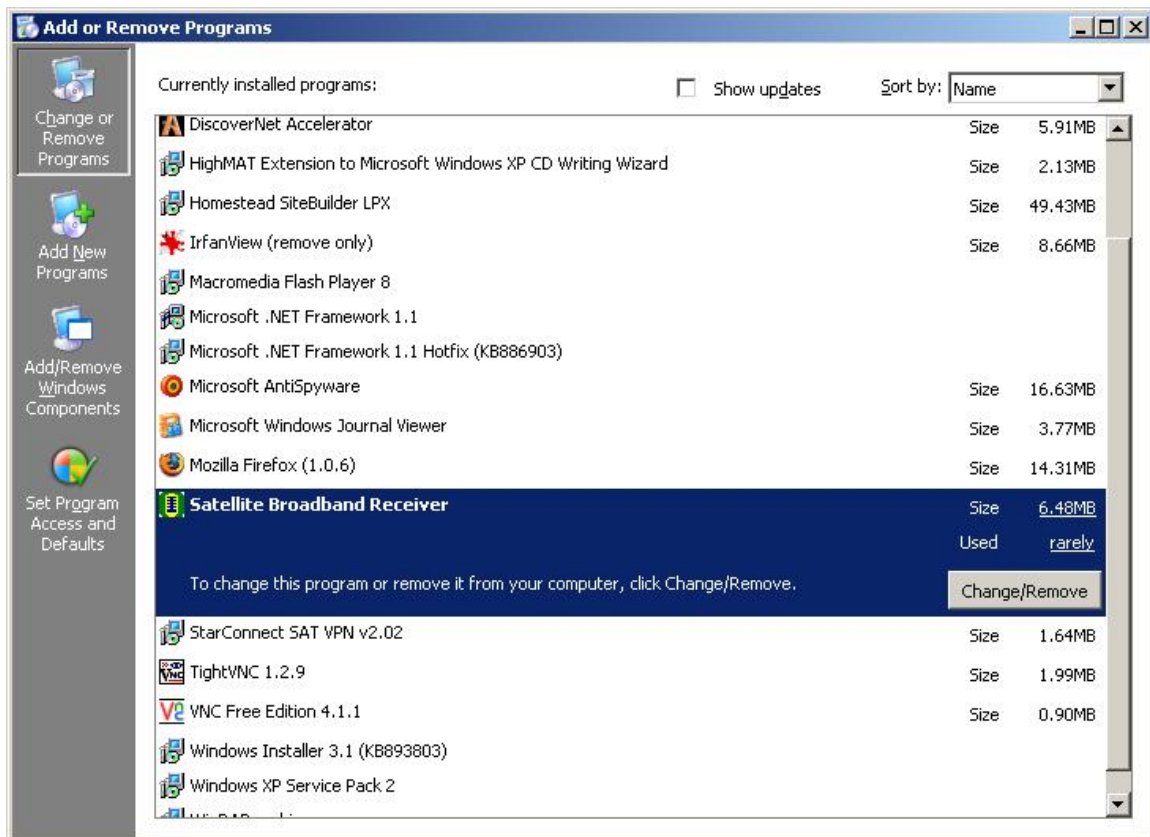
Add or Remove Programs

OR



Add or
Remove
Programs

Wait a bit while the list of programs populates. Once it has populated, scroll down the alphabetical listing and find the item labeled **Satellite Broadband Receiver**. Then, click the **Change/Remove** button located on the right side of the name.



It will then ask you to verify your decision to remove. Click **Yes** to continue.

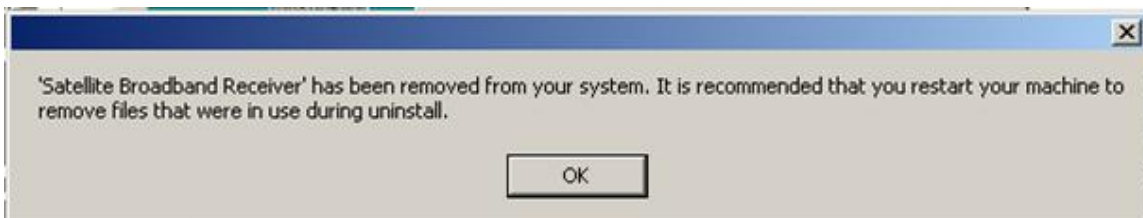


A window will pop up, and it will then begin uninstalling the software.



Once it has tells you it has finished the un-installation, click the **OK** button to continue.

The message seen below will then pop up. Hit **OK** to continue.



You should then **restart your computer**.

If you're unfamiliar with how to do this; close any open windows and go to the **Start** button, then choose the **Shut Down** or **Turn off the computer** option.

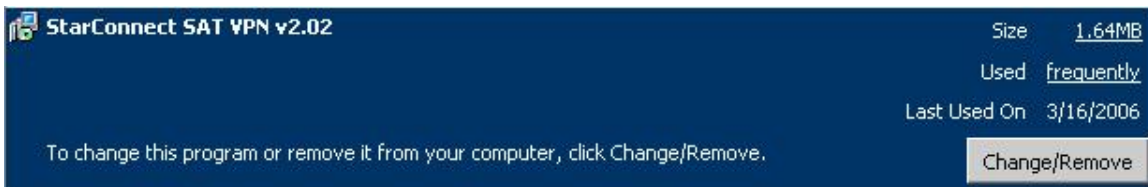


You will then see one of the shutdown screens below. If there is no button labeled **Restart**, you will need to click on the drop-down arrow (▼), choose the **Restart** option from the list and then hit **OK**.



After your computer restarts, you will need to remove the StarConnect Software.

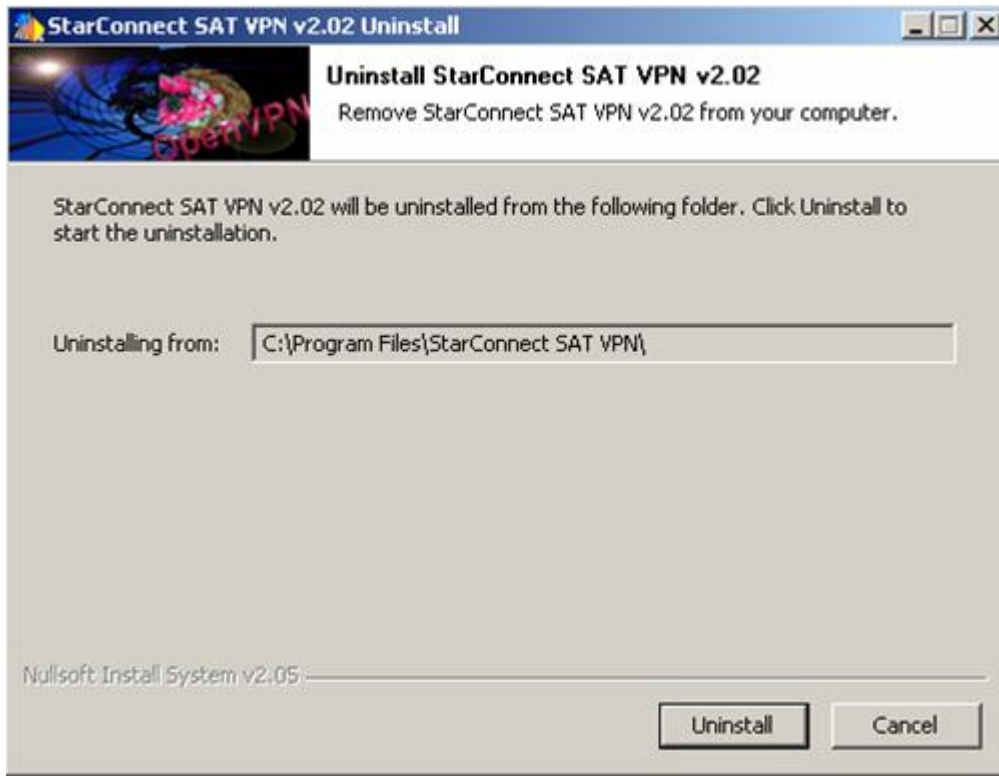
To do this, we will need to go back through the Control Panel to the **Add/Remove Programs** list. From the list, find the **StarConnect SAT VPN** listing, select it, and then click the **Change/Remove** button to begin the uninstall.



The screen pictured below will pop up, click on **Yes** to continue.



The program will then prompt you to **Uninstall** or **Cancel**. Choose the **Uninstall** option to continue.



The screen will update you with its progress while it is uninstalling the program. Once it completes, you will be presented with a **Finish** button. Click it to continue.

Having removed both SkySat and StarConnect software, we will now need to remove the B2C2 driver from the system. Open up the **Control Panel** as you did before. If you see an icon labeled **System**, double-click on it to open the System Properties screen.



System

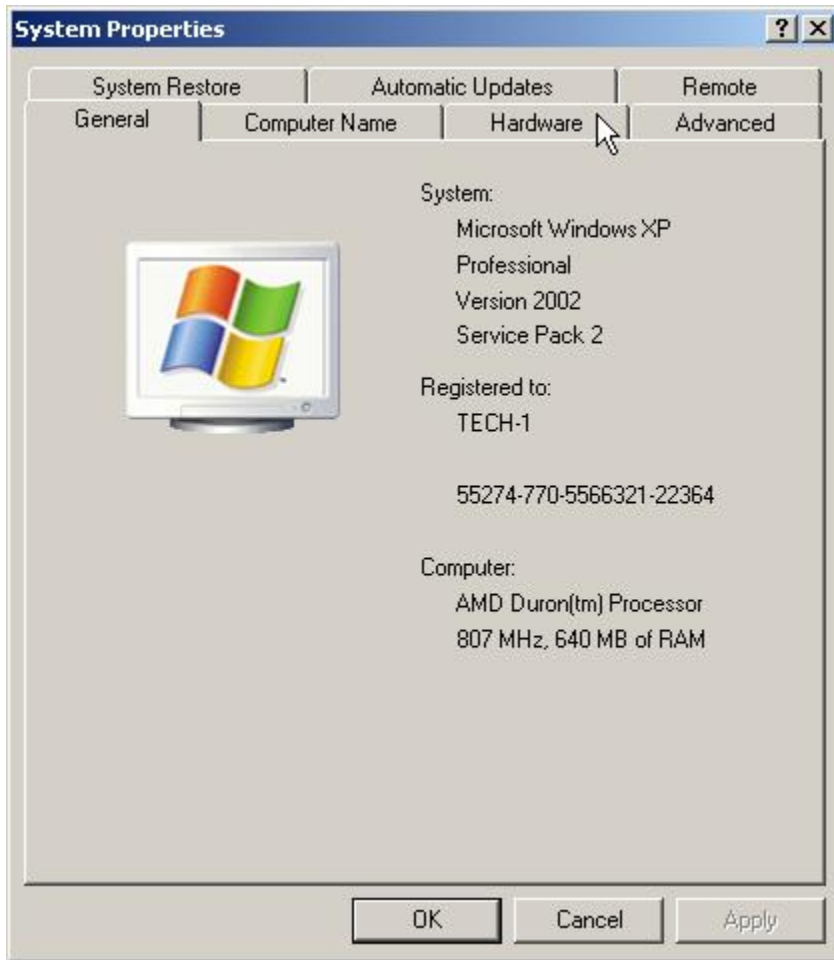
If you do not see system, you should have an icon labeled Performance and Maintenance, click on it to open it up.



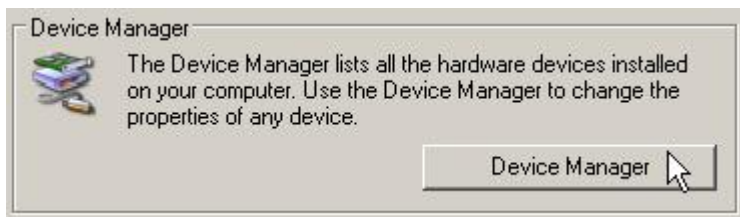
Performance and Maintenance

Within the Performance and Maintenance screen you will then see the **System** icon; click on it to open up the System Properties screen.

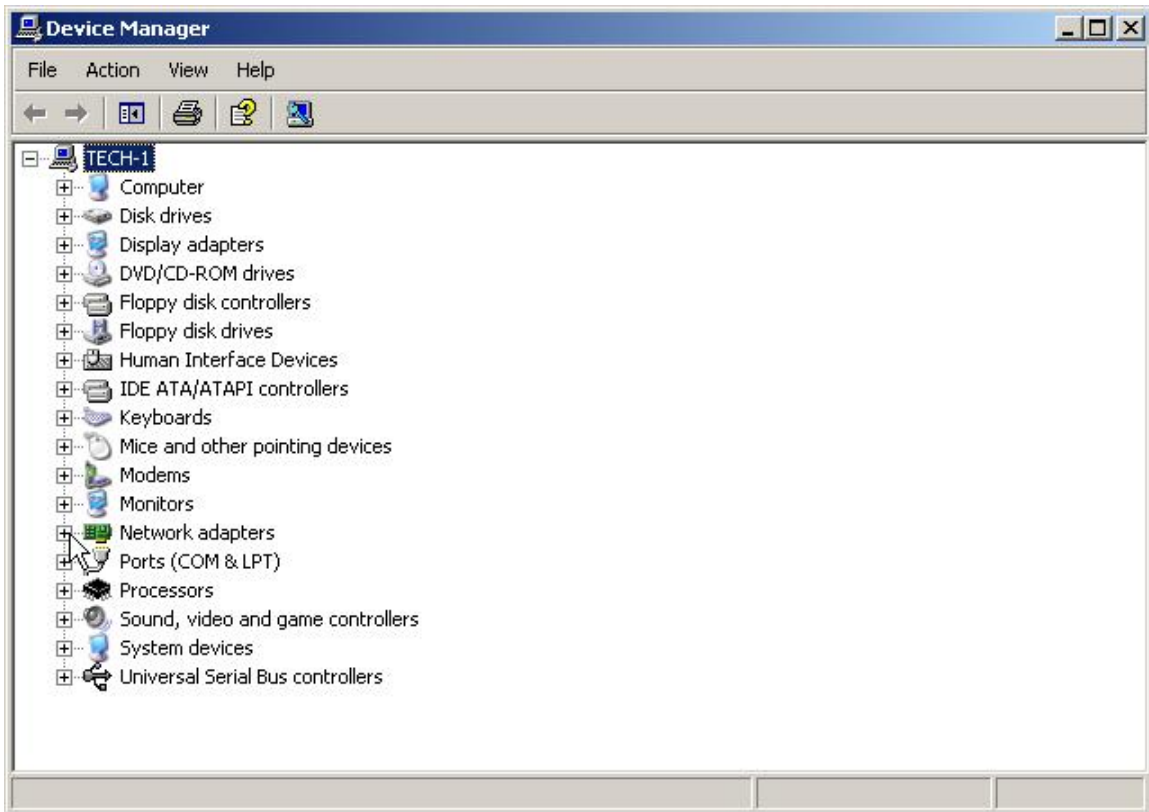
Now that we are on the System Properties screen, click on the **Hardware** tab located next to the **Computer Name** and **Advanced** tabs.



Once you are in the **Hardware** tab of **System Properties**, click on the **Device Manager** Button.



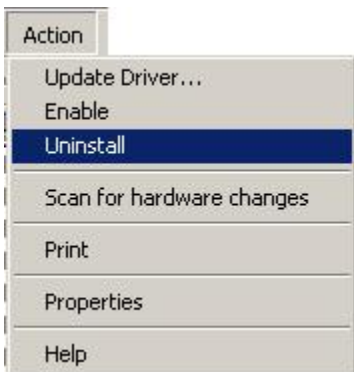
In the **Device Manager** screen that comes up, click on the plus sign to the left of the **Network Adapters** category.



The plus will change to a minus and the list will expand. Left-click to select the item labeled **B2C2 Broadband Receiver PCI Adapter**, It should then highlight as shown below.




Once it is highlighted, click on the **Action** option located next to **File** at the top of the window. From the menu that pops up, choose **Uninstall**.



You will then be presented with the screen below, first make sure that you are removing the correct device (B2C2 Broadband Receiver) and then hit **OK** continue.



Once the uninstall finishes the B2C2 Broadband Receiver PCI Adapter will disappear and you can close the Device Manager window with the  located at its upper-right corner.

You should now **restart your computer** using the same method used earlier to finish the un-installation process. Once the machine restarts you can proceed to the **Installation Manual** instructions to install the new software.