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Resolving WinTherm Windows Installer Issues

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Starting with WinTIM v6.4.0, the data directory, and a number of system files, have been relocated from the original program directory to the Windows Application Data directory. This move has been made to bring WinTIM software into full compliance with Microsoft Windows software guidelines, and to ensure Microsoft *Windows 7* compatibility. These directory/file location changes are made automatically when the new version of WinTIM (beginning with v6.4.0) is executed for the first time.

On some machines, these changes may cause WinTIM to become inoperative. When WinTIM is launched following the update to WinTIM v6.4.0, the following dialog may be shown:
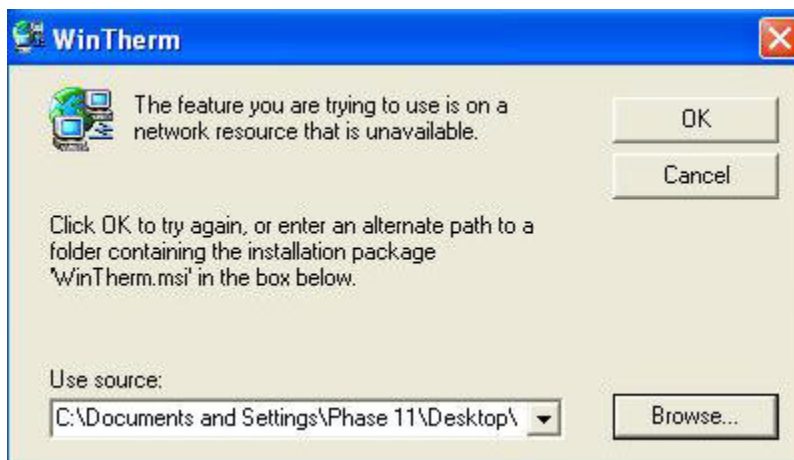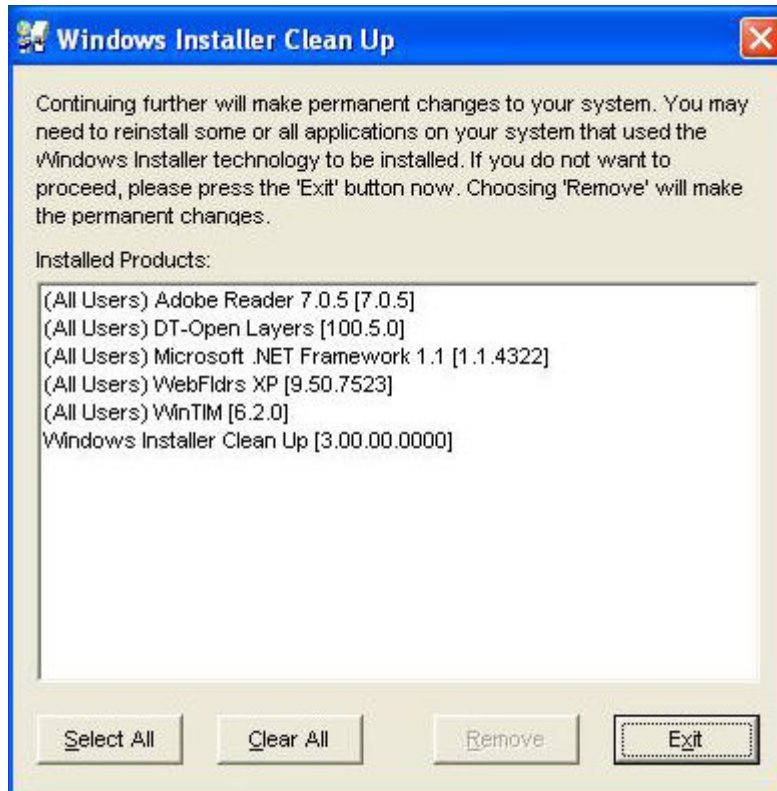

The problem is that the original Windows Installer package used to install WinTIM initially detects the directory/file changes, and attempts to undo them......

There are a number of methods to correct this problem. Experience has shown that the most effective method is to run the Microsoft Windows Installer Cleanup Utility, and to remove all instances of previous WinTIM installer packages. Use the link below to download the Windows Installer Cleanup Utility:

http://www.analysistech.com/downloads/msicuu2.zip

Unzip this file to the desktop of the WinTIM PC, and run the executable of the same name. Once the program is installed, go to Start > Programs and run the utility. You may see (probably) several references to 'WinTIM' when you run the utility. Select each one in turn, and select 'Remove'.

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Windows Installer Clean Up Utility

As shown above, there is one instance of a previous WinTIM Windows Installer package, WinTIM [6.2.0]. Not all installations will look exactly like this. The important thing is to select each WinTIM instance in turn, and select 'Remove'. Once all instances of WinTIM Installer have been removed, select 'Exit'.

This operation removes no software, it simply removes/disables the Windows Installer packages associated with each previous WinTIM version, and allows the changes implemented in WinTherm v6.4.0 to work as intended.