Worldox Removal Guide

Complete Workstation Uninstall Procedure

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Client Advisory Services

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Contents

Overview 3

Step 1 — Remove Worldox Shortcuts 3

Step 2 — Delete the Worldox Program Folders and Files 3

Step 3 — Remove the Office Integration Templates 4

Step 4 — Remove the Adobe Integration Files 4

Step 5 — Remove the Worldox Add-ins from Outlook 4

Step 6 — Clean Up the Outlook Worldox Folder 4

Advanced — Manual Registry Removal 5

Support & Next Steps 6

Overview

Worldox is a document management system that integrates with Windows Explorer, Microsoft Office, Adobe, and Outlook. When a workstation is retired, reimaged, or moved off Worldox, its shortcuts, program folders, integration files, and Outlook add-ins need to be removed individually — the steps below walk through that full cleanup, from removing shortcuts to the optional registry cleanup some workstations require.

Before you begin

Administrator (or local admin-equivalent) rights on the workstation.
Close all Microsoft Office, Adobe, and Outlook applications before starting.
Confirm with the user that no Worldox-profiled emails still need to be filed before Step 6.

Caution

Never uninstall the Worldox client from Add/Remove Programs in the Windows Control Panel. Doing this could accidentally uninstall Worldox from the network. Use the manual steps below instead.

Reference: Worldox Knowledge Base — How to Uninstall Worldox from a Workstation

1 Remove Worldox Shortcuts

Performed once per workstation • Est. time: 1 minute

1. Remove all Worldox shortcuts from the workstation, including the ones in the Windows Startup folder and on the Desktop.

2 Delete the Worldox Program Folders and Files

Performed once per workstation • Est. time: 3 minutes

1. Delete the following folders:
   - `C:\WORLDOX`
   - `%appdata%\Worldox`
   - `%localappdata%\Worldox`
2. Find and delete any of these files from the local C: drive:
   - `@WD*.DOT*`
   - `@WD*.XLA*`
   - `WDACRO*.API`
   - `WDADOBE*.API`
   - `PDFASave*.JS`
   - `WDWP*.WPT`
   - `WDLIB*.WCM`
   - `WDWP*.WCM`

3 Remove the Office Integration Templates

Performed once per workstation • Est. time: 2 minutes

1. Close all Microsoft Office applications.
2. Delete the Worldox integration templates from the user's `AppData\Roaming\Microsoft\Word\STARTUP` folder:
   - `@WD4WORDD.DOTM`
   - `@WD4WORDE.DOTM`
   - `@WD4WORDF.DOTM`
3. Delete the Worldox integration templates from the user's `AppData\Roaming\Microsoft\Excel\XLSTART` folder:
   - `@WD4EXCELD.XLAM`
   - `@WD4EXCELE.XLAM`
   - `@WD4EXCELF.XLAM`

4 Remove the Adobe Integration Files

Performed once per workstation • Est. time: 1 minute

1. Close all Adobe applications.
2. From the user's `C:\Program Files (x86)\Adobe` folder, delete:
   - `WDACROT.API` from the Plug_ins folder
   - `PDFASave.js` from the Javascripts folder

5 Remove the Worldox Add-ins from Outlook

Performed once per workstation • Est. time: 2 minutes

1. In Outlook, go to **File** > **Options** > **Add-ins** > **COM Add-ins** > **Go**.
2. Remove the two Worldox add-ins:
   - Worldox Interface
   - Worldox Interface 2010

6 Clean Up the Outlook Worldox Folder

Performed once per workstation • Est. time: 1 minute

1. Confirm that no emails remain in the Manually Profile sub-folder.
2. Delete the Worldox folder branch in Outlook.

> **Worldox still showing up after Steps 1–6?**
>
> There are some cases where the steps above are not sufficient to fully clear Worldox from a workstation. In those cases, manually removing the leftover uninstall registry key — covered below — resolves it.

Advanced — Manual Registry Removal

Only needed if Worldox still appears in Add/Remove Programs, or related files reappear, after completing Steps 1–6. This procedure edits the Windows Registry directly and should be performed by IT staff comfortable with Registry Editor.

Before you start

Back up your registry: export and save the selected registry key as a backup file before making any changes. This allows you to easily restore the change if something goes wrong.

Close applications: ensure that all Worldox applications and related programs are closed before starting.

7 Remove Worldox via the Registry Editor

Performed by IT staff, once per workstation • Est. time: 5 minutes

1. Open Registry Editor: press `Windows Key + R`, type `regedit`, and press Enter or click OK.
2. Navigate to the Uninstall key: in the left-hand pane of the Registry Editor, navigate to one of the following locations:
    - `HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall` (for programs installed for all users)
    - `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Uninstall` (for programs installed for the current user)
3. Locate the Worldox key: expand the `Uninstall` key and browse through the subkeys listed on the left.
    - Look for a key that corresponds to Worldox. You may need to click on each key and check the `DisplayName` value in the right-hand pane to find the one that matches the program.
4. Delete the key: once you've identified the Worldox key, right-click on it and select **Delete**.
5. Confirm the deletion: click **Yes** to confirm your action.
6. Close Registry Editor: close the Registry Editor window.
7. Restart your computer: for the changes to take effect, restart the computer.

Support & Next Steps

Once complete, Worldox should no longer appear in Add/Remove Programs, in Outlook's COM Add-ins list, or as shortcuts on the desktop or Start menu. If Worldox references remain after completing every step above, including the registry cleanup, please contact OTB Consulting for assistance.

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