



vodafone

VMB Cleanup Documentation (Version 1.1.1.45460)

ReadMe

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Introduction

When the Vodafone Mobile Broadband (VMB) application is uninstalled, the following types of files are not removed:

- Data - SMS text messages and contacts
- Settings - SMS, VPN, mobile connection, account, usage, network provider, connection management and other application settings
- Device registrations - Vodafone device-support information created in the Windows system, including Registry entries.

This is because the VMB installer, which contains the uninstall routine, is only allowed to uninstall items it previously installed. The files that are left weren't installed by the installer: they were created by VMB at runtime. Usually, these remaining files can be ignored, but VMB Cleanup can be used to remove them.

When to use VMB Cleanup

VMB Cleanup may be useful in the following situations:

- A customer is upgrading from one Vodafone mobile device to another, but their new device is not recognized by VMB
- They want to install a new USB Stick, but they do not see a CD-ROM for it when they plug it in
- VMB displays a "Device not detected" message
- A customer wants to remove personal data from their computer
- They want to remove as much of the VMB application as possible
- They want to completely re-install the VMB application.

Cleanup options

To solve device problems, it is normally sufficient to select just the option to remove 'Device registrations'. If there are still problems, you could try the other options as well.

- Data
- Deletes the customer's SMS text messages and contacts from the VMB SMS app
- Settings
- Deletes SMS, VPN, mobile connection, account, usage, network provider, connection management and other application settings
- Device registrations
- Deletes Vodafone device-support information from the Windows system, including Registry entries.

Selecting all three options is as close as you can get to a complete removal of VMB.

Supported releases of VMB

VMB Cleanup also handles files created by the Vodafone Mobile Connect application (VMC). As this document focuses on VMB, all pathnames reference 'VMB', not 'VMC'. For VMC, replace „Vodafone Mobile Broadband” with „Vodafone Mobile Connect”.

Operating system support

VMB Cleanup runs on:

- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows 8/8.1
- Microsoft Windows 10

It does not run on Apple Macintosh or Linux.

Command line interface

VMB Cleanup can be run via its own user interface, or from the command line. The following command-line switches are included:

-help	Prints the help text.
-nogui	Run without graphical user interface.
-data	Additionally delete the user data.
-settings	Additionally delete the user settings.
-driver	Additionally delete the device driver registrations. If selected, this will be done in the background by the operating system.
-logpath	Destination folder of the log file. Use quotation marks if the path contains blanks. If not used or if it is not possible to use the specified folder, a logfile will be created in the folder of the VMB Cleanup executable.

Examples:

```
VmbCleanup.exe -nogui -data -settings -logpath C:\MyLogFolder
```

```
VmbCleanup.exe -nogui -data -settings -logpath MyLogFolder
```

```
VmbCleanup.exe -nogui -data -settings -logpath "..\Tmp\My Log Folder"
```

Items that are removed

Files

The path to the UserData folder depends on the operating system.

Windows XP:

C:\Documents and Settings\DOE\Application Data\Vodafone\Vodafone Mobile Broadband\UserData

Windows Vista:

C:\Users\DOE\AppData\Roaming\Vodafone\Vodafone Mobile Broadband\UserData

Windows 7:

C:\Users\DOE\AppData\Roaming\Vodafone\Vodafone Mobile Broadband\UserData

Windows 8/8.1/10:

C:\Users\DOE\AppData\Roaming\Vodafone\Vodafone Mobile Broadband\UserData

The following files in the UserData folder will be removed if they are present:

- MobileBroadbandProfile.xml Removed if the 'Settings' option is selected
- Reporting.xml
- ReportingLastSent.xml
- ReportingToSend-???.xml “??” is a placeholder for a number
- SpecificConflictingApplications.xml
- SmsProfile.xml Removed if the 'Settings' option is selected
- VodafoneMobileBroadband.mdb Removed if the 'Data' option is selected
- VodafoneMobileBroadband.pbk Removed if the 'Data' option is selected.

In addition, the following files are always removed:

Windows XP

- C:\Documents and Settings\All Users\Application Data\Vodafone\ConflictingApplications.XML
- C:\Documents and Settings\All Users\Application Data\Vodafone\ServiceSettings.xml

Vista

- C:\ProgramData\Vodafone\ConflictingApplications.XML
- C:\ProgramData\Vodafone\ServiceSettings.xml

Windows 7

- C:\Users\All Users\Vodafone\ConflictingApplications.XML
- C:\Users\All Users\Vodafone\ServiceSettings.xml

Windows 8/8.1/10

- C:\Users\All Users\Vodafone\ConflictingApplications.XML
- C:\Users\All Users\Vodafone\ServiceSettings.xml

Shortcuts

The path to the shortcuts depends on the operating system:

Windows XP:

C:\Documents and Settings\DOE\

Windows Vista:

C:\Users\DOE\

Windows 7:

C:\Users\DOE\

Windows 8/8.1/10:

C:\Users\DOE\

If the Vodafone Videothek shortcut is present, it will be removed:

- Desktop\Vodafone Videothek.url
- AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Vodafone Videothek.url
- Favorites\Vodafone Videothek.url

If VMB has stored the names of other shortcuts in the Windows Registry, these will also be removed. Names may be stored, separated by semicolons and without file extensions, in:

HKEY_CURRENT_USER\Software\Vodafone\VMB:Shortcuts

Example: Shortcuts = "New Videothek; XmasSpecial; MyVodafoneXyz"

Folders

The path to the VMB folder depends on the operating system:

Windows XP:

C:\Documents and Settings\DOE\Application Data\Vodafone\Vodafone Mobile Broadband

Windows Vista:

C:\Users\DOE\AppData\Roaming\Vodafone\Vodafone Mobile Broadband

Windows 7:

C:\Users\DOE\AppData\Roaming\Vodafone\Vodafone Mobile Broadband

Windows 8/8.1/10:

C:\Users\DOE\AppData\Roaming\Vodafone\Vodafone Mobile Broadband

The following subfolders will be removed from the Vodafone Mobile Broadband folder if they are present:

Log

Temp

UserData Removed if both the "Data" and "Settings" options are selected

The following folders will also be removed if they are present:

C:\Program Files\Vodafone\Vodafone Mobile Broadband

C:\Program Files (x86)\Vodafone\Vodafone Mobile Broadband

Windows XP

C:\Documents and Settings\All Users\Application Data\Vodafone\Log

Vista

C:\ProgramData\Vodafone\Log

Windows 7

C:\Users\All Users\Vodafone\Log

Windows 8/8.1/10

C:\Users\All Users\Vodafone\Log

Registry nodes/keys

The following registry nodes (including sub-nodes and sub-keys) will be removed if they are present:

- HKEY_CURRENT_USER\Software\Vodafone\VMB
- HKEY_CURRENT_USER\Software\Vodafone\WwanSdk
- HKEY_CURRENT_USER\Software\Vodafone\LRU
- HKEY_CURRENT_USER\Software\Vodafone\MarketSegments
- HKEY_LOCAL_MACHINE\SOFTWARE\Vodafone\Common
- HKEY_LOCAL_MACHINE\SOFTWARE\Vodafone\VMB
- HKEY_LOCAL_MACHINE\SOFTWARE\Vodafone\VMC
- HKEY_LOCAL_MACHINE\SOFTWARE\Vodafone\WwanSdk

The following registry keys will be removed if they are present:

- HKEY_CURRENT_USER\Software\Vodafone:ConfAppsModeStatus
- HKEY_CURRENT_USER\Software\Vodafone:DeviceAccess
- HKEY_CURRENT_USER\Software\Vodafone:DevRemoved
- HKEY_CURRENT_USER\Software\Vodafone:LockingCode
- HKEY_CURRENT_USER\Software\Vodafone:LogDirectory
- HKEY_CURRENT_USER\Software\Vodafone:MobileConnectStartMode
- HKEY_CURRENT_USER\Software\Vodafone:OemDetermined
- HKEY_CURRENT_USER\Software\Vodafone:ReportingCurrentToSendNumber
- HKEY_CURRENT_USER\Software\Vodafone:ReportingLastSentNumber
- HKEY_CURRENT_USER\Software\Vodafone:ReportingSent
- HKEY_CURRENT_USER\Software\Vodafone:SetupTime
- HKEY_CURRENT_USER\Software\Vodafone:UserAccount
- HKEY_CURRENT_USER\Software\Vodafone:VF_COUNTRY
- HKEY_CURRENT_USER\Software\Vodafone:VF_DisplayLocalNumber
- HKEY_CURRENT_USER\Software\Vodafone:VF_OEMID
- HKEY_CURRENT_USER\Software\Vodafone:VF_PHONE_PREFIX
- HKEY_CURRENT_USER\Software\Vodafone:VF_PLMN
- HKEY_CURRENT_USER\Software\Vodafone:VF_TRUNK_PREFIX

If the “Device registrations” option is selected, some sub-keys of HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\usbflags will also be removed or modified.

Items that are not removed

The following items are not removed by VMB Cleanup:

- Device drivers
 - Drivers may be in use by other applications
- HKEY_CURRENT_USER\Software\Vodafone
- HKEY_LOCAL_MACHINE\SOFTWARE\Vodafone
 - These registry keys may be in use by other Vodafone applications
- HKEY_LOCAL_MACHINE\SOFTWARE\Bytemobile
 - This is a unique ID for the Bytemobile optimisation client
- C:\Program Files\Vodafone
 - This folder may be in use by other Vodafone applications
- %APPDATA%\FLEXnet
- %ALLUSERSPROFILE%\FLEXnet
- HKEY_CURRENT_USER\FLEXnet
 - These items are from the Flexera update client and may be in use by other applications
- MobileConnectId.txt
 - The unique ID for Vodafone Reporting.
 - If it was removed, and the software re-installed, a new ID would be created. The Global Reporting Server would then register this as more than one installation

Windows XP:

C:\Documents and Settings\All Users\Application Data\Vodafone\MobileConnectId.txt

Vista:

C:\ProgramData\Vodafone\MobileConnectId.txt

Windows 7:

C:\Users\All Users\Vodafone\MobileConnectId.txt

Windows 8/8.1/10:

C:\Users\All Users\Vodafone\MobileConnectId.txt

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