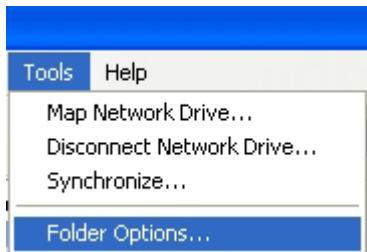


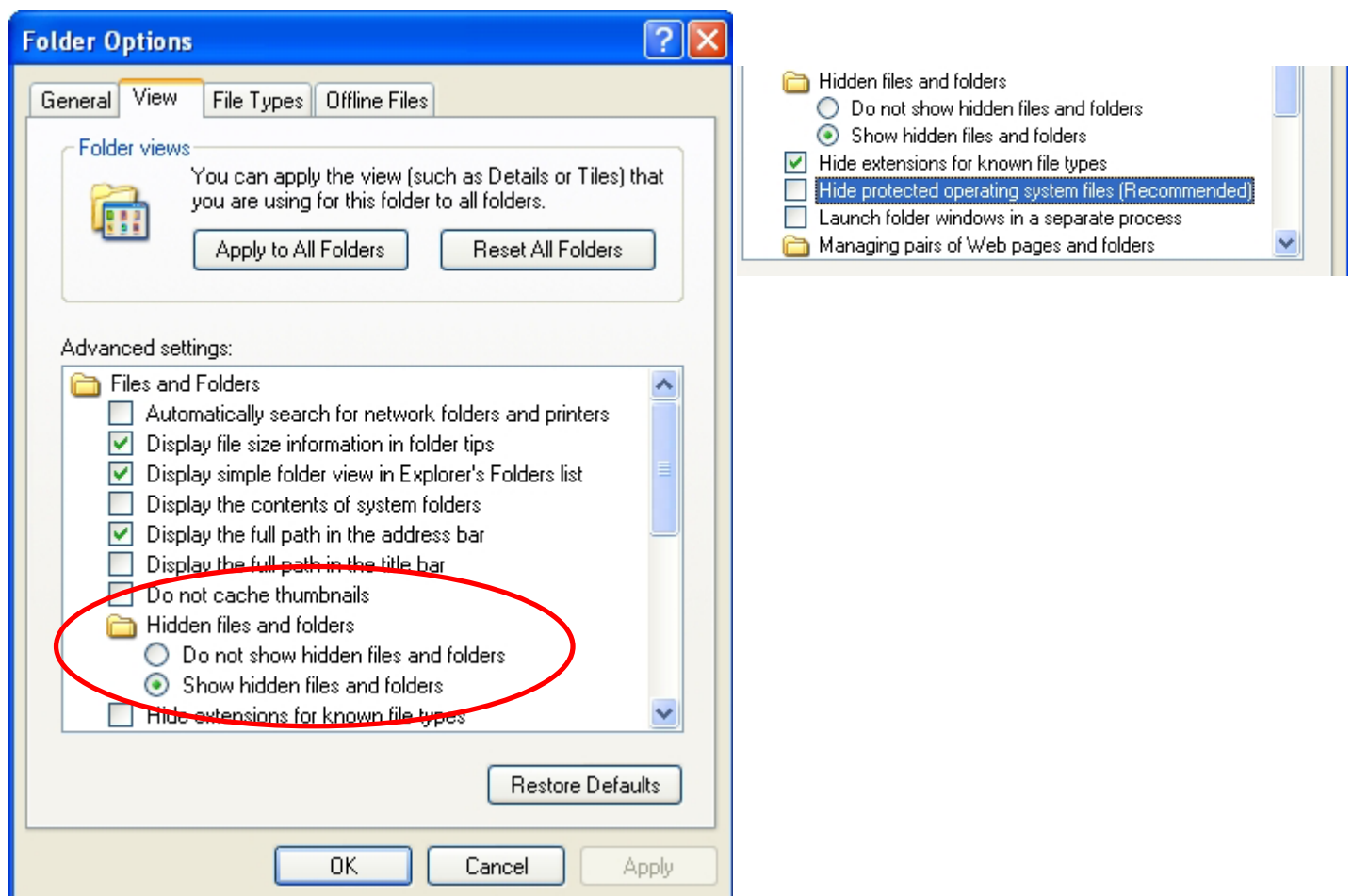
FlexMail 3 Service Pack Downgrade Guide

Before continuing make sure the Flexmail 3 installation CD is in the drive where Flexmail was originally installed.

1. Double click on 'My Computer', then click on 'Tools' then 'Folder Options'



2. Click on the 'View' tab, under 'Hidden files and folders' change the option to 'Show hidden files and folders'. You will also need to uncheck 'Hide protected operating system files'. When you untick this you will get a message warning you of what you are about to do, click 'Yes'.



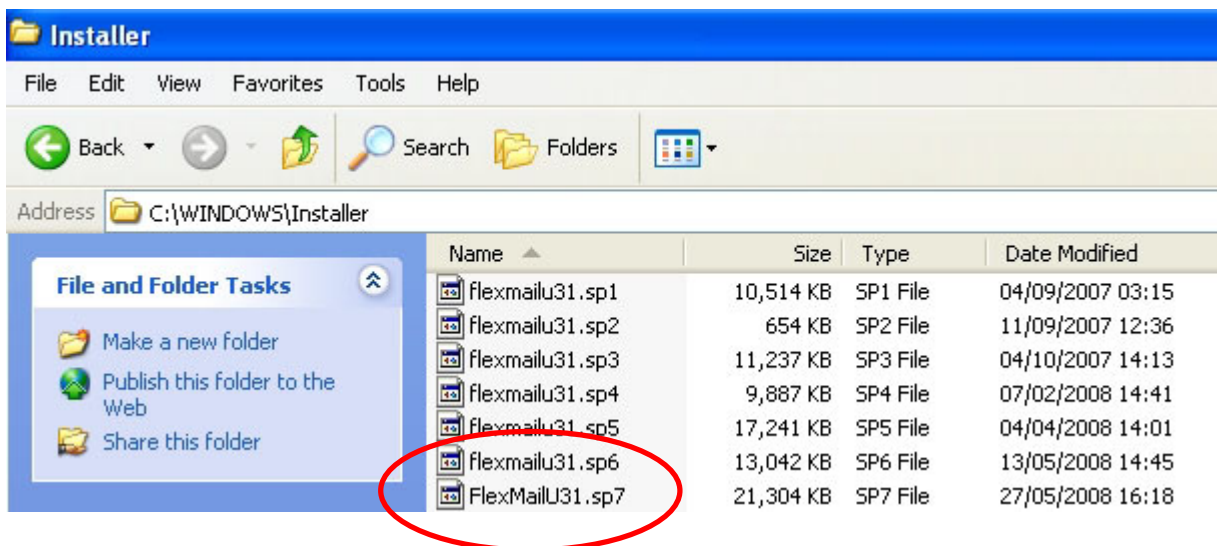
4. Click 'OK' to continue.

5. Browse to the following folder:

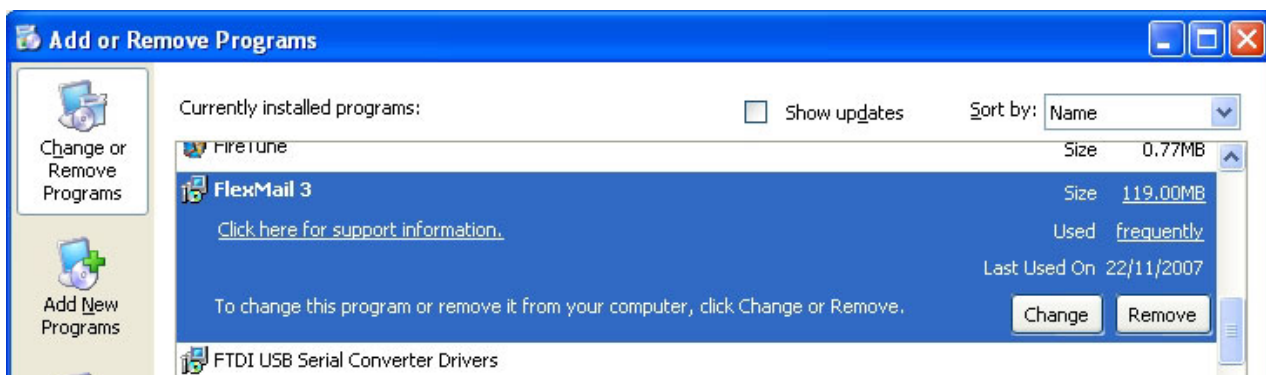
C:\WINDOWS\Installer

6. Scroll down until you see the following files (flexmailu31.sp1, flexmailu3.sp2 etc...)

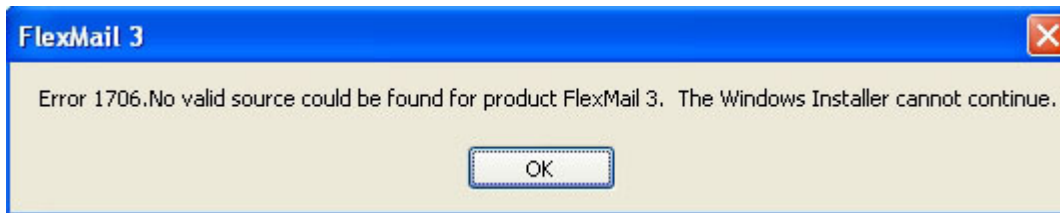
The '.sp' part of the name relates to the service pack number, i.e. '.sp1' is Service Pack 1. You must always delete the current service pack and the previous one, i.e. if you currently have SP7 installed you must delete 'flexmailu31.sp7' and 'flexmailu31.sp6'. Once both files are deleted you can close 'My Computer'



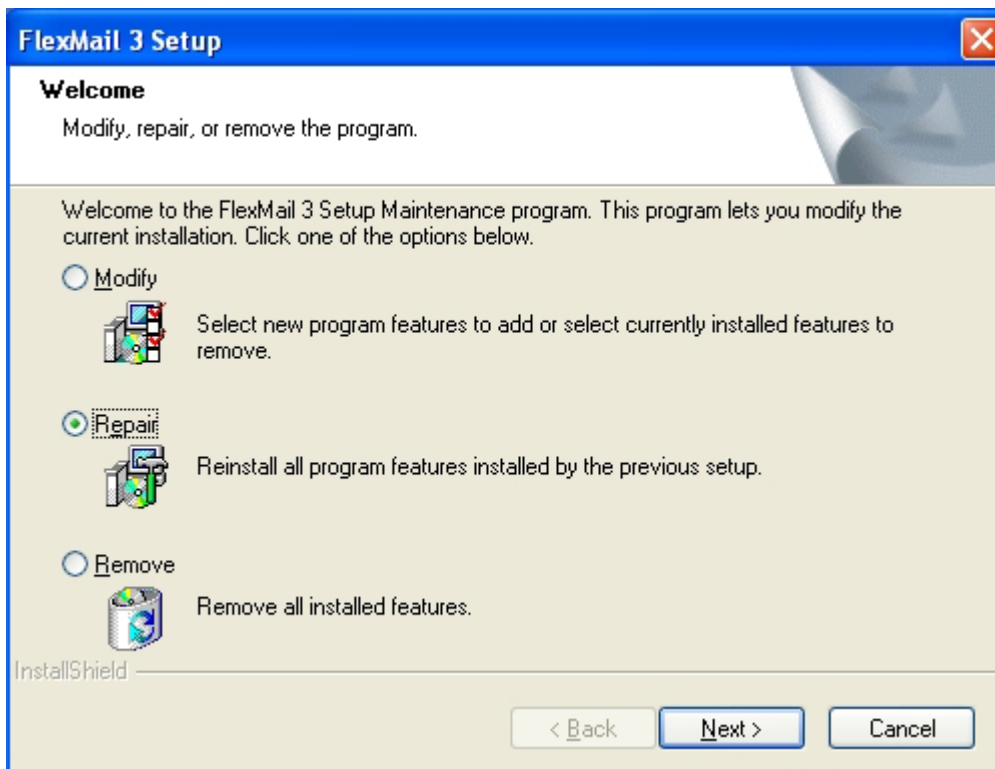
7. Open 'Add or Remove Programs' in the Windows 'Control Panel'. (Click on 'Start', 'Control Panel', double click 'Add or Remove Programs'). Scroll down to 'Flexmail 3' then click on 'Change'.



8. If the following message appears click 'OK'



9. Select 'Repair' then click 'Next'



10. When completed click 'Finish'



You can now install the last service pack which you know works correctly.