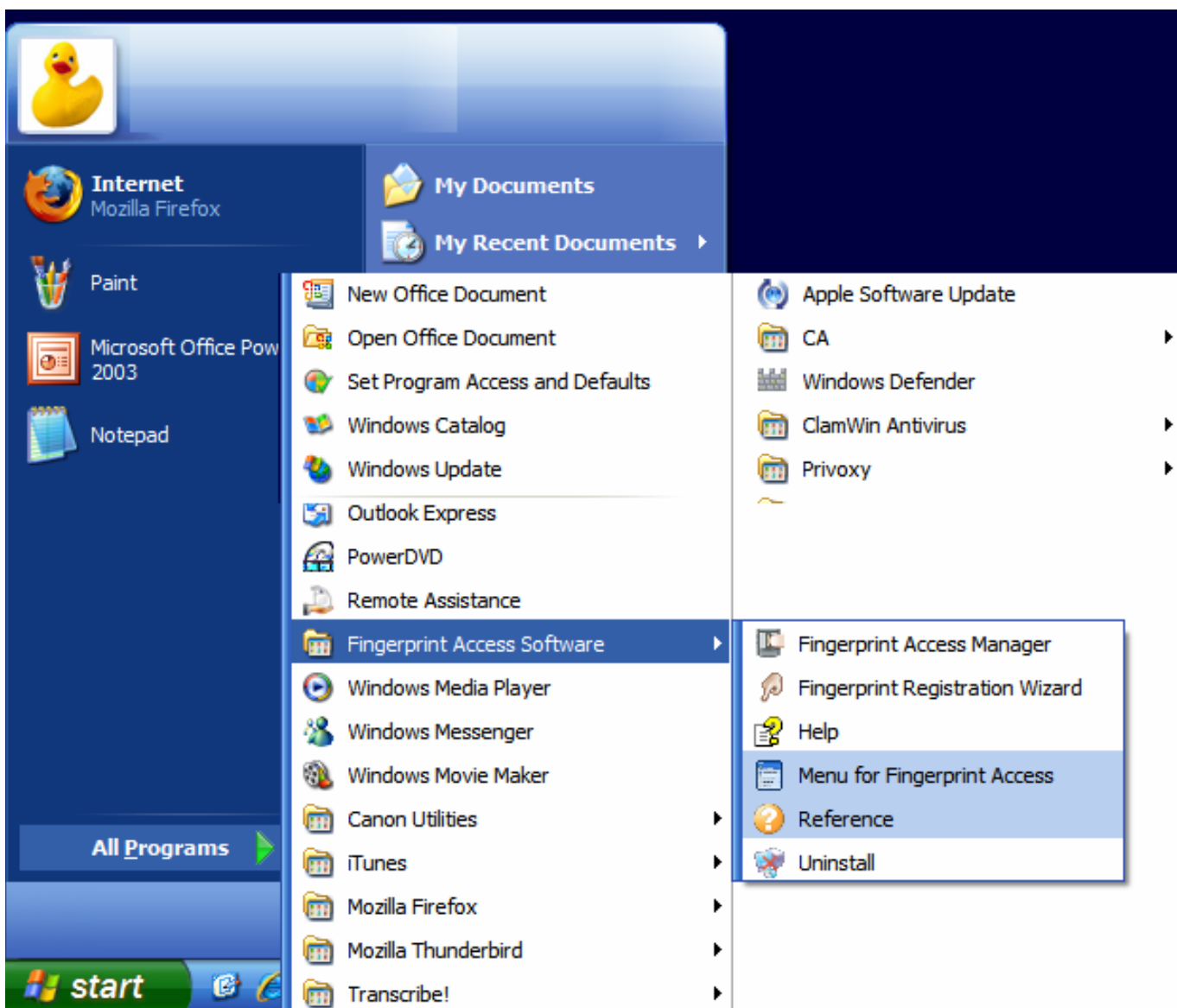


## INSTRUCTIONS ON UNINSTALLING AND MANUALLY DELETING THE MICROVAULT™ SOFTWARE

### STEP 1: UNINSTALL

The first step to remove the MicroVault™ software is to run the uninstaller. If you have already run the uninstaller, skip to the [MANUAL DELETION](#) instructions below. **IMPORTANT NOTE:** A user must have administrative rights to uninstall the MicroVault™ software.

1. Click on the Windows Start Menu and go to All Programs.
2. Go to Fingerprint Access Software and select Uninstall. This will open the Fingerprint Access Software – Uninstallation Wizard.



3. In the Uninstallation Wizard, read the instructions and click “Next” to continue.



4. Read the instructions in the Uninstallation Wizard and select your preferred uninstall method, i.e. Uninstall Software Only OR Uninstall and Delete Fingerprint Data.



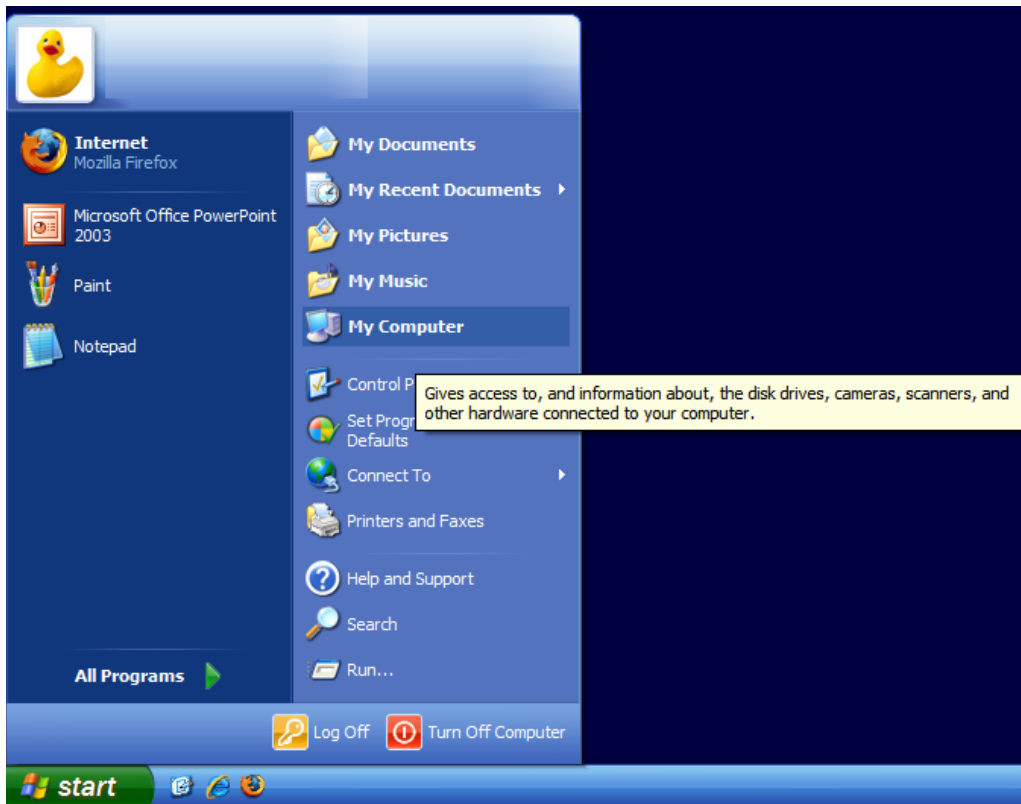


5. Regardless of your choice of uninstall, either “Uninstall and Delete Fingerprint Data” or “Uninstall Software Only”, please follow the instructions in the Uninstallation Wizard to remove the software. **Sony has learned that a certain file, titled “FG.exe”, may remain on some computers even after running Uninstall and Delete Fingerprint Data or Uninstall Software Only, so you must follow the instructions below to ensure that FG.exe has been deleted after the uninstaller has been run.**

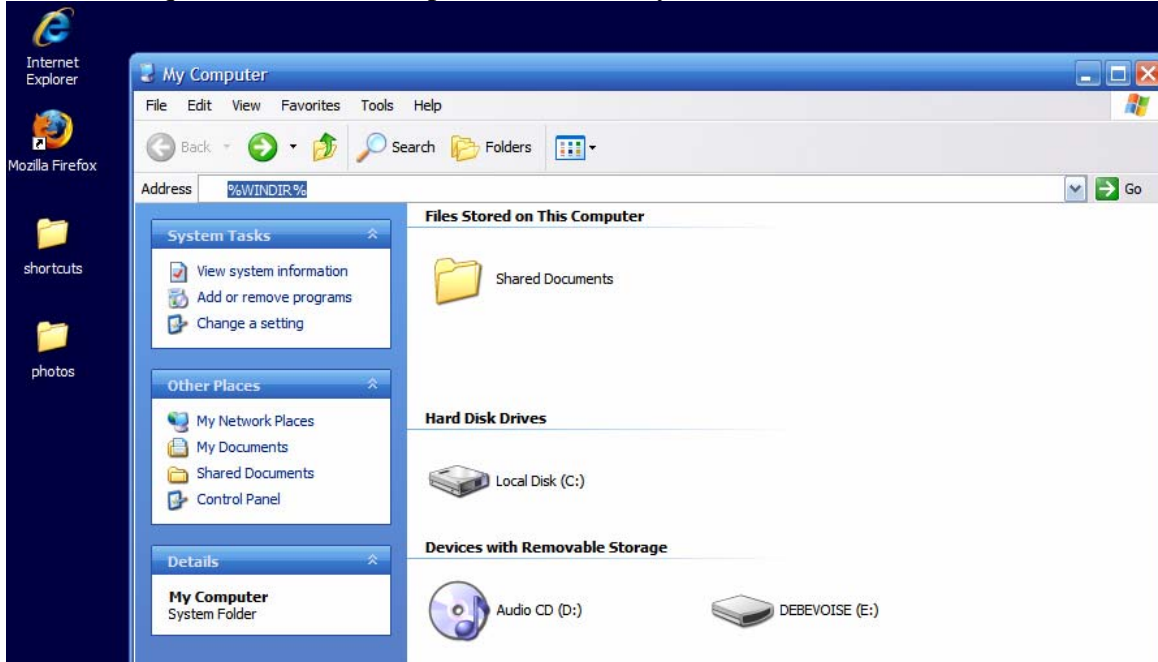
## MANUAL DELETION:

Once you have completed the uninstallation process described above, the second step is to follow the instructions below to manually remove a certain file, titled “FG.exe”, which remains on some computers even after the uninstaller has been run. Depending on your software and computer environment, FG.exe may have already been deleted. The process below will ensure that FG.exe is deleted.

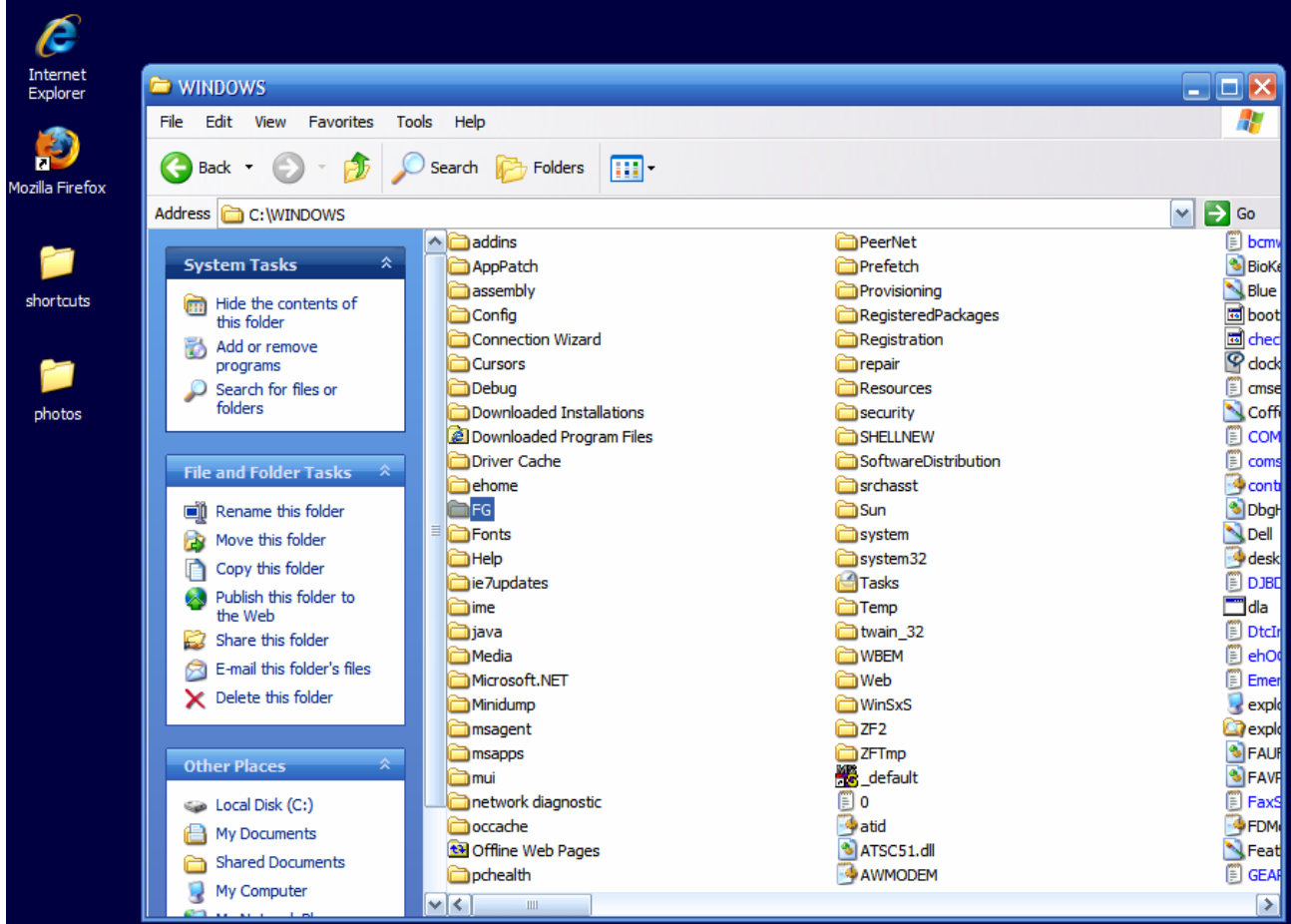
1. Close all programs running on your computer.
2. Double-click on the My Computer folder on your Desktop. If you do not see the My Computer folder on your Desktop, click on the Start Menu and select My Computer. This will open the My Computer window.



3. At the top of the My Computer window, next to the word Address, type in “%WINDIR%” without the quotation marks and press the Enter key.

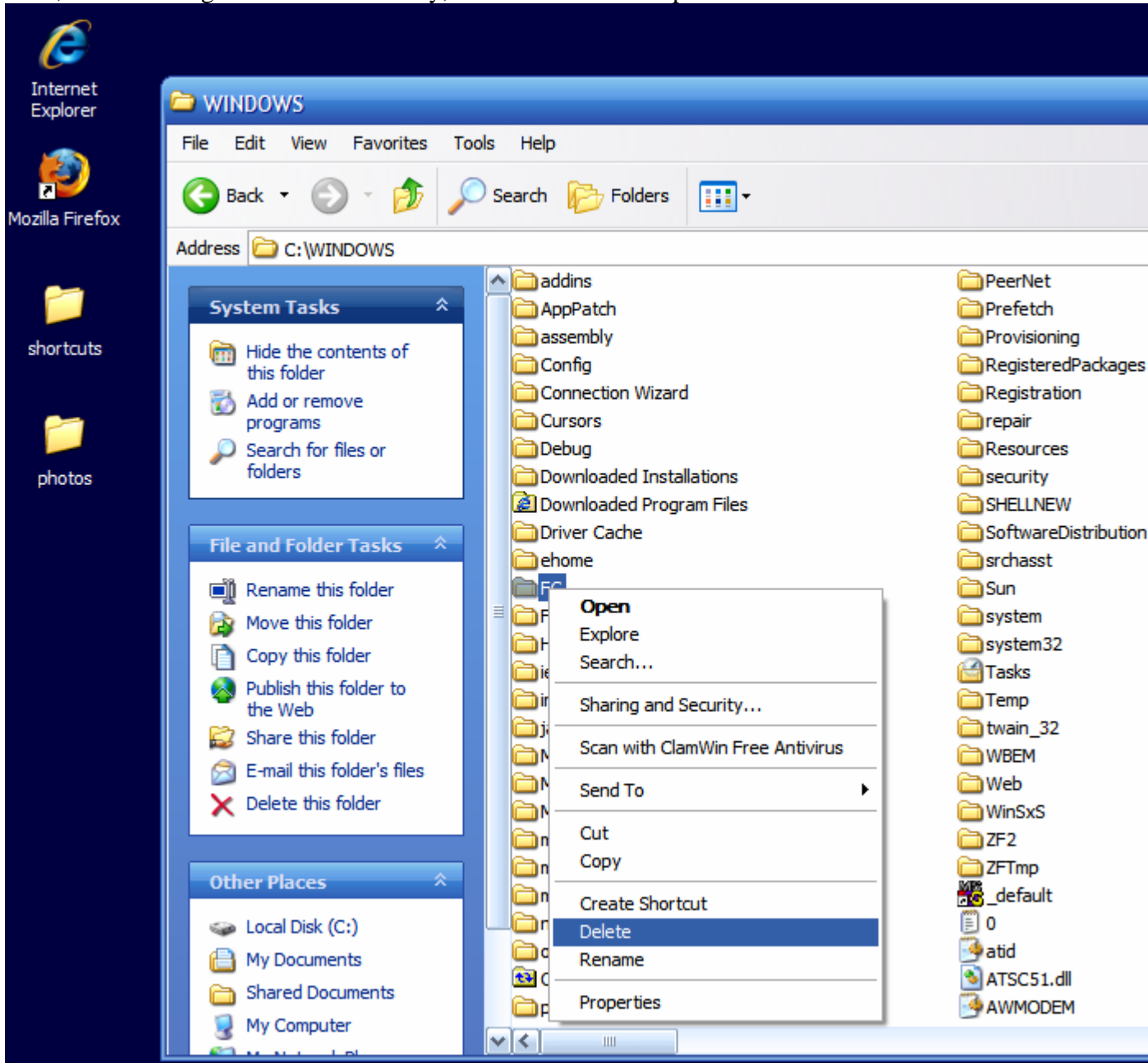


After pressing the Enter key, you will be taken to the Windows directory, as pictured below.

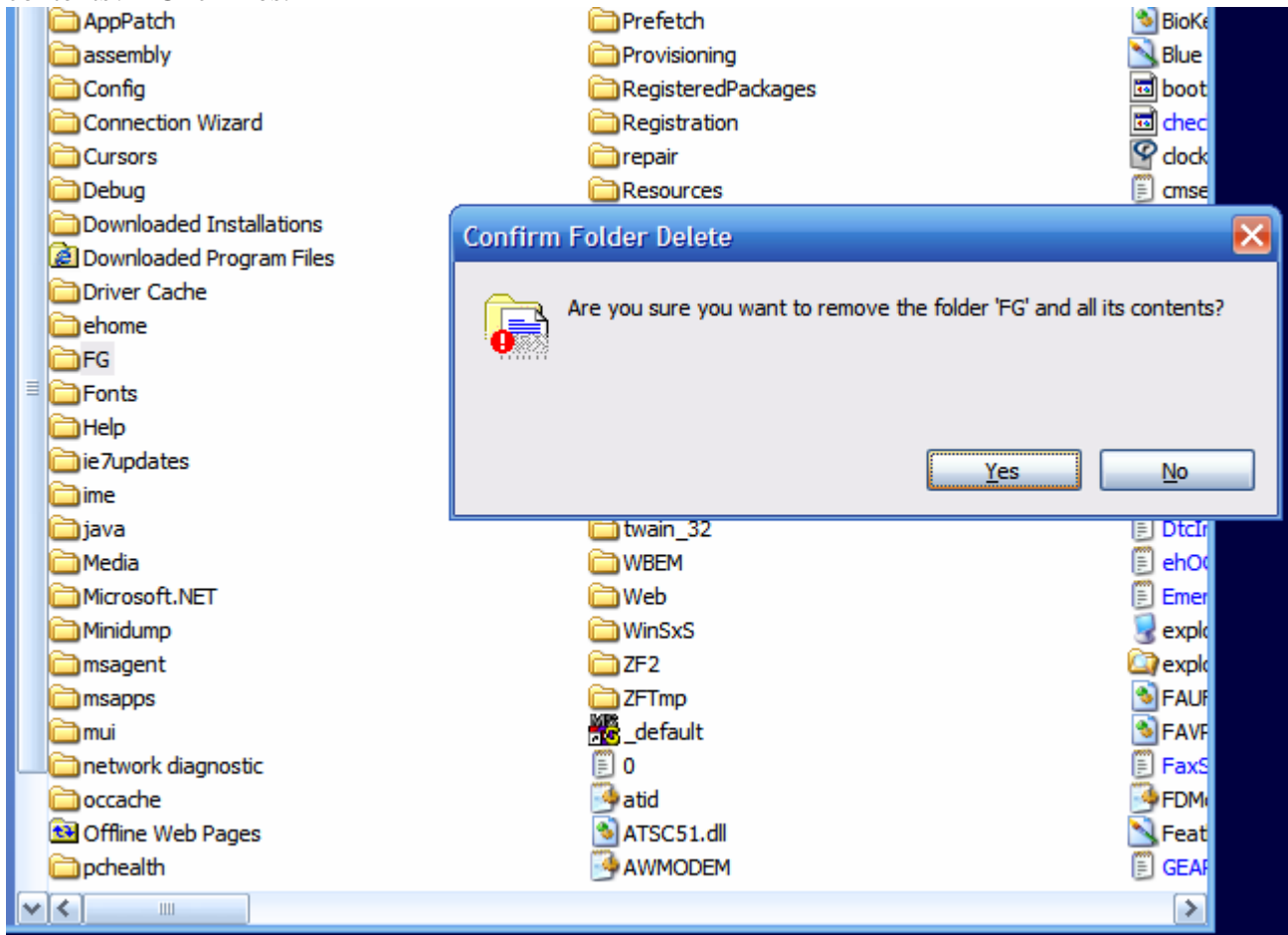


4. Within the window, scroll down to a folder titled "FG". **If there is no FG folder, Stop. The software has already been removed from your computer.**
5. If there is an FG folder, right-click on the FG folder. A context menu should appear.

6. Now, while holding down the SHIFT key, click on the Delete option in the context menu.



7. A window will appear that says “Are you sure you want to remove the folder ‘FG’ and all its contents?” Click Yes.



8. If you have completed all of the above steps, you will have successfully removed the cloaked software.

If you are unable to uninstall the software or you have any questions on the software, please contact the Sony Customer Information Center in your country.