

# <u>WordPerfect Office: What to do if WordPerfect Office installer / uninstaller does not get past "Initializing... Please Wait"</u>

- WordPerfect Office Suite
- WordPerfect Home & Student

Occasionally, the WordPerfect Office setup may wait indefinitely on "Initializing ... please wait while setup loads". This article describes a method to work around this issue by creating a secondary copy of the setup files and then performing a silent installation or uninstall.

## 1. Preparation:

- 1. Press Windows+R to open the Run prompt
- 2. Type this command, then click OK (include the quotes). The window will close without visible result: cmd.exe /c mkdir "%userprofile%\wp"
- 3. Press Windows+R again to open the Run prompt
- 4. Type this, then click OK. (Include the quotes): "%userprofile%\wp"
- 5. The above command will open an empty folder. We will need that later, so just leave it open for now.
- 6. Ensure you have your WordPerfect serial number ready to use.

### 2. Creating the secondary copy of the setup files:

- 1. Start the WordPerfect install as normal and wait for it to get to the Initializing Please Wait screen.
- 2. On your keyboard, press Ctrl + Shift + Esc at the same time. This will open a Windows tool called "Task Manager"
- 3. If you see "More Details" in the bottom left, click on it.
- 4. Click the "Details" tab at the top
- 5. In the long list of tasks, locate "Setup.exe"
- 6. Right click on "Setup.exe" in the list of programs and choose "Open file location". Keep this window open, we'll need it later.
- 7. Select one file in the list.
- 8. On your keyboard, press CTRL+A to select all the files in this folder.
- 9. On your keyboard, press CTRL+C to copy all the files to the clipboard. You won't see anything happen; this is normal.
- 10. Click on the folder from step 1-5.
- 11. On your keyboard, press CTRL+V to paste the files from the clipboard. Wait till this is done, it can take a few minutes.
- 12. Cancel the installation you started in step 2-2. It's no longer needed.

#### 3A. Performing the silent installation

If you need to install, perform these steps. If you need to uninstall skip this section and perform the steps in section 3B.

- 1. Click Start and type CMD in the search
- 2. In the search results, right click on Command Prompt and choose "Run as Administrator" A black window opens.
- 3. NOTE If the text is too small, right-click on the title bar and choose properties. You can change the font size there.
- 4. We will refer to this window as the CMD window going forward.

- 5. In the CMD window, type the following command and press ENTER:
  - cd "%userprofile%\wp"
- 6. Type the following command (replace the WPQQQQQ-XXXXXXX-YYYYYYYY-ZZZZZZZ with your serial number) and press enter:
  - setup.exe /qn SERIALNUMBER="WPQQQQQ-XXXXXXX-YYYYYYY-ZZZZZZZ"
- 7. Go back to the Task manager window from step 2-4. On the details tab, find the "Setup" task. When it disappears, setup is complete.
- 8. Close any windows you opened during this process. Enjoy using WordPerfect Office!

## 3B. Performing the silent uninstall / removal

If you need to uninstall WordPerfect Office, follow these steps:

- 1. Click Start and type CMD in the search
- 2. In the search results, right click on Command Prompt and choose "Run as Administrator" A black window opens.
- 3. NOTE If the text is too small, right-click on the title bar and choose properties. You can change the font size there.
- 4. We will refer to this window as the CMD window going forward.
- 5. In the CMD window, type the following command and press ENTER:

```
cd "%userprofile%\wp"
```

6. Type the following command and press enter:

```
setup.exe /x /qn
```

- 7. Go back to the Task manager window from step 2-4. On the details tab, find the "Setup" task. When it disappears, uninstall is complete.
- 8. Close any windows you opened during this process.

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