Topic: **Uninstalling Blade Manager 4.0 Makes Control Panel Unresponsive**
Component(s) Affected: **Blade Manager 4.0, Windows XP SP1a Japanese-Language Release**
Date: **April 11, 2005**

OVERVIEW / ENVIRONMENT

When Blade Manager 4.0 on Japanese language Microsoft Windows XP SP1a is uninstalled using the Control Panel **Add/Remove Programs** option, the Control Panel becomes unresponsive.

DETAILED DESCRIPTION

When Blade Manager 4.0 is installed on a Japanese language version of Microsoft Windows XP SP1a, or another version of Windows XP that starts the Input Method Editor (IME), and you attempt to uninstall Blade Manager using the Control Panel **Add/Remove Programs** option, the Control Panel becomes unresponsive after the Blade Manager InstallShield Wizard indicates that the uninstallation is complete.

This issue is documented by Microsoft in its Knowledge Base article 853551, found at:
http://support.microsoft.com/default.aspx?scid=kb;en-us;843551

Microsoft reports that this issue has been corrected in Windows XP SP2. ClearCube has not observed this issue in any English language versions of Windows XP.

This issue is caused by the `Conime.exe` application, which starts the Input Method Editor (IME). The IME provides functions required to support Asian-language character sets. These character sets typically have many times more characters than the Western character sets commonly used in European language-speaking countries.

In an overwhelming number of Windows installations in the West, the `Conime.exe` application is never called by the operating system, because Asian fonts are not enabled. However, the application exists as a legitimate system file, both by name and by function. Since its functionality is never used, and hence would never be noticed if that functionality worked incorrectly, this application could be replaced by any other application with the same name, and then invoked by a process other than editing an Asian-language document. This makes `Conime.exe` a perfect target for being replaced by a Trojan horse application or other piece of malware, as some observers claim has already happened.

For more information on Microsoft's Input Method Editor (IME), see:
http://www.microsoft.com/globaldev/handson/user/ime_paper.mspx

RESOLUTION

Although the Control Panel appears unresponsive, Blade Manager has been successfully uninstalled. To resolve this unresponsiveness, do one of the following:

- Restart your system.
- Terminate `Conime.exe`, the application that causes this issue, with this procedure:
    a. Press **Ctrl+Alt+Del**, and then click **Task Manager**.
    b. Click the **Processes** tab, and then click the `Conime.exe` process.
    c. Click **End Process**, and then click **Yes** to confirm.
    d. Close the Task Manager.
- Right-click on the Control Panel icon in the Menu bar and select **Close**.

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