

# M4-Service and M4-Capture

## Contents

1. Description.....	2
2. Option 1: End and delete the m4-service .....	3
3. Option 2: Uninstall the m4-service from the command-line.....	5



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### 1. Description

In our most recent release of Mikogo, we implemented a technique which by default enhances the performance and usability of your software. This is achieved, when the client software starts up and asks for admin rights. If the software has or receives admin rights, the m4-service is then installed. That means that there will be two new files saved to the folder from where Mikogo was started:

- M4-service.exe
- M4-capture.exe

Both files are executed by default if the admin rights are granted and can only be ended by the administrator of the computer because they were started with admin rights. After the services are ended you can delete the files.

If a user starts Mikogo and has no admin rights the services are not executed nor installed.

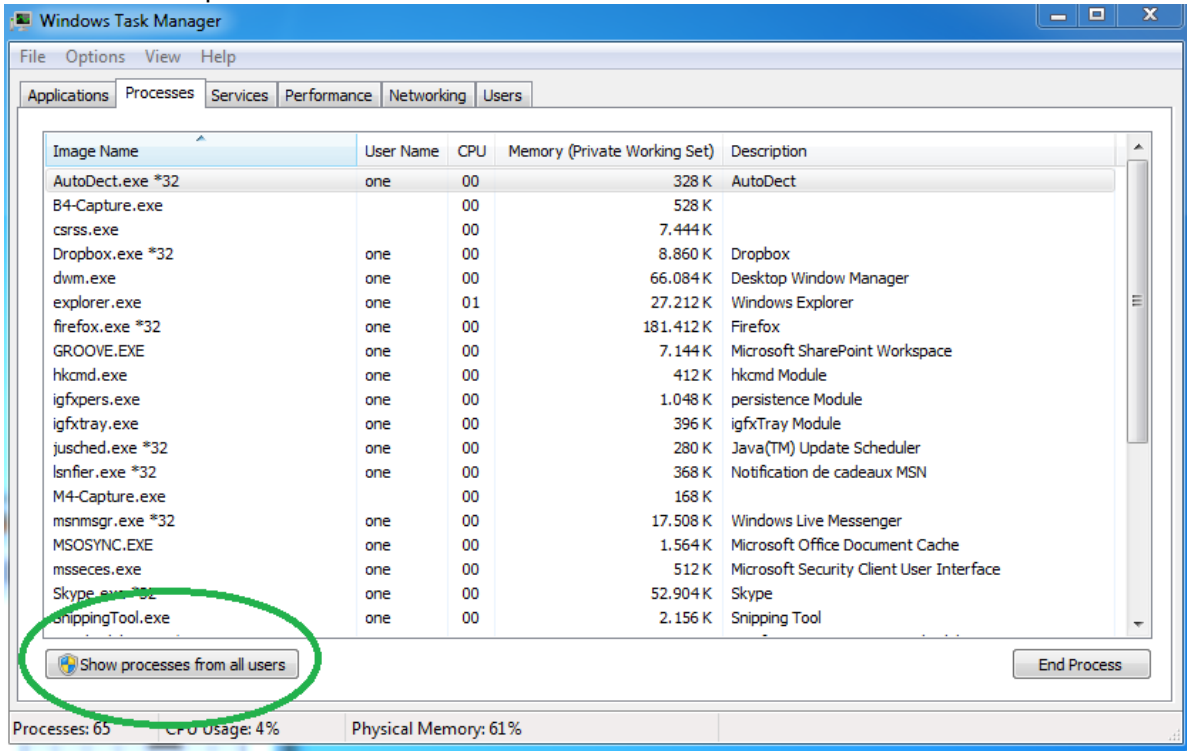
We are already working on a fix for an upcoming release of Mikogo to resolve this situation.

In the meantime, if you want to end the services and delete the two files there are two options available to you which are detailed below.

## 2. Option 1: End and delete the m4-service

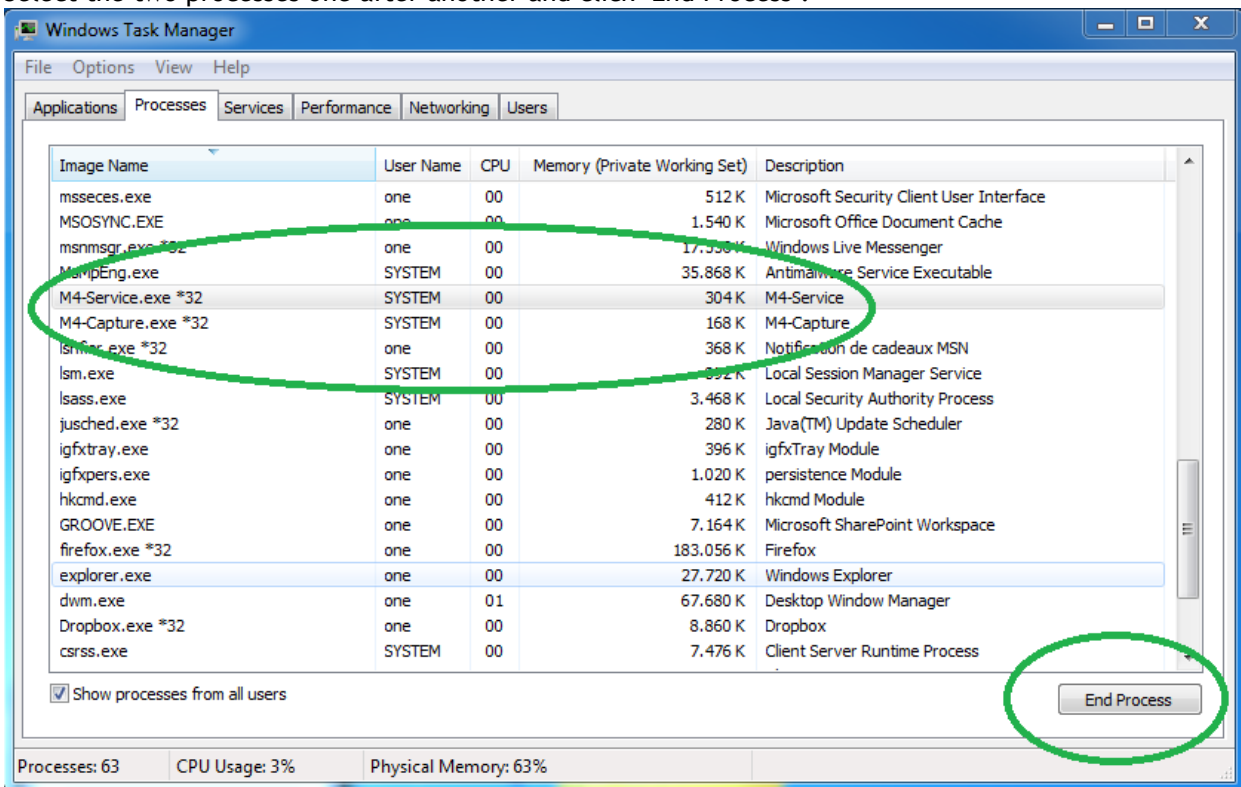
To delete the two files, m4-service.exe and m4-capture.exe, you first need to end the two processes.

Start the Task Manager with a right-click on the taskbar. Inside the Task Manager, go to the “Processes” tab and select “Show processes from all users”:

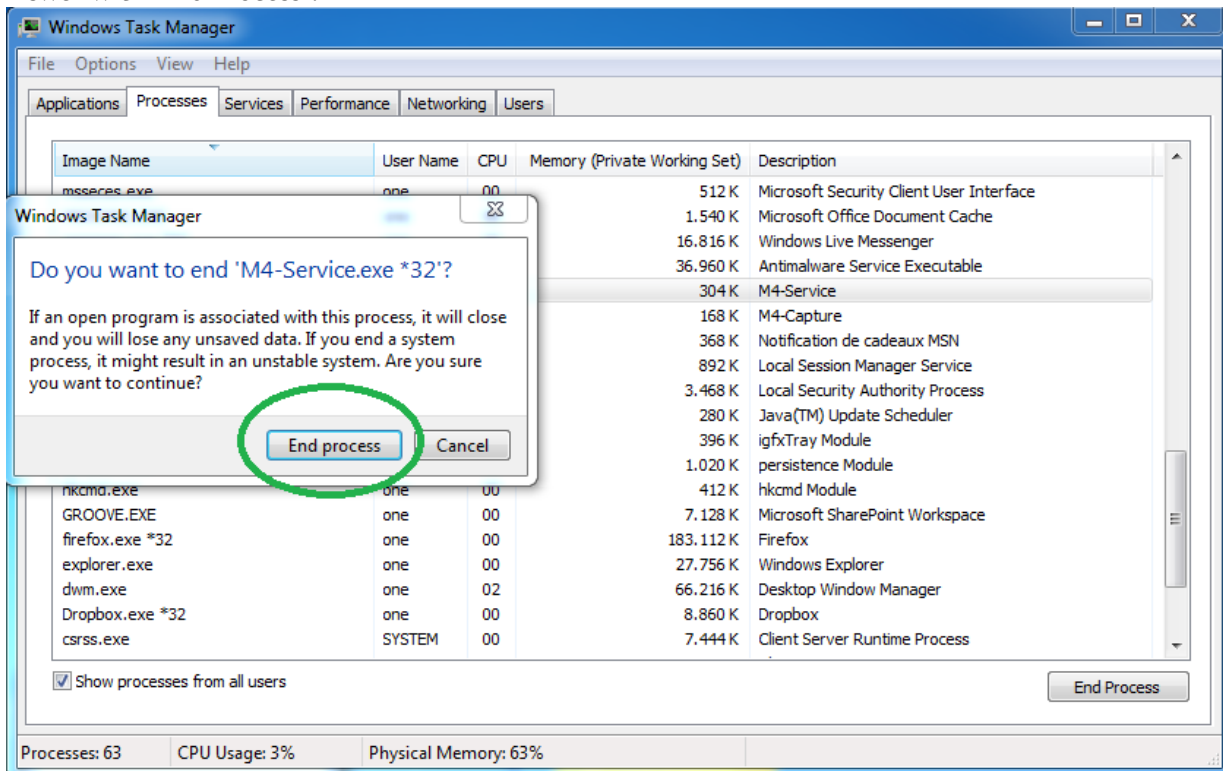


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Select the two processes one after another and click "End Process":



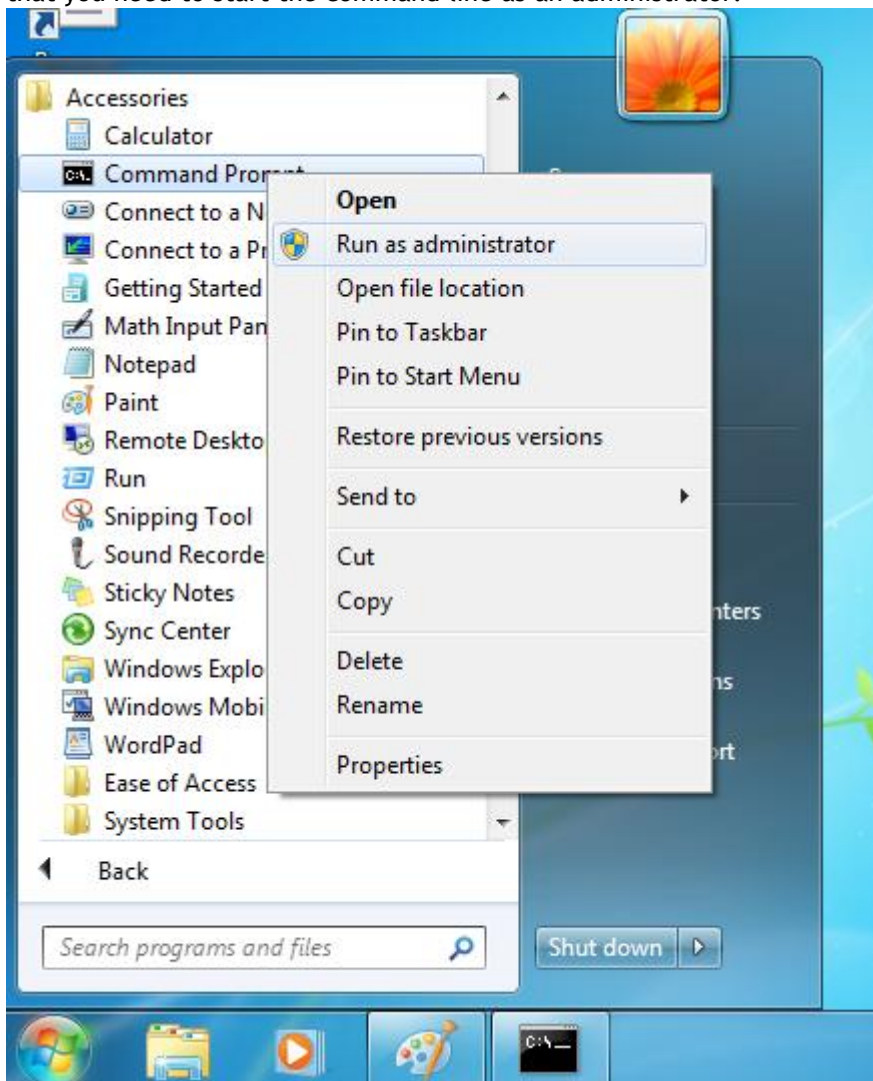
Answer with "End Process":



Once you have ended both processes you can delete the two files m4-service.exe and

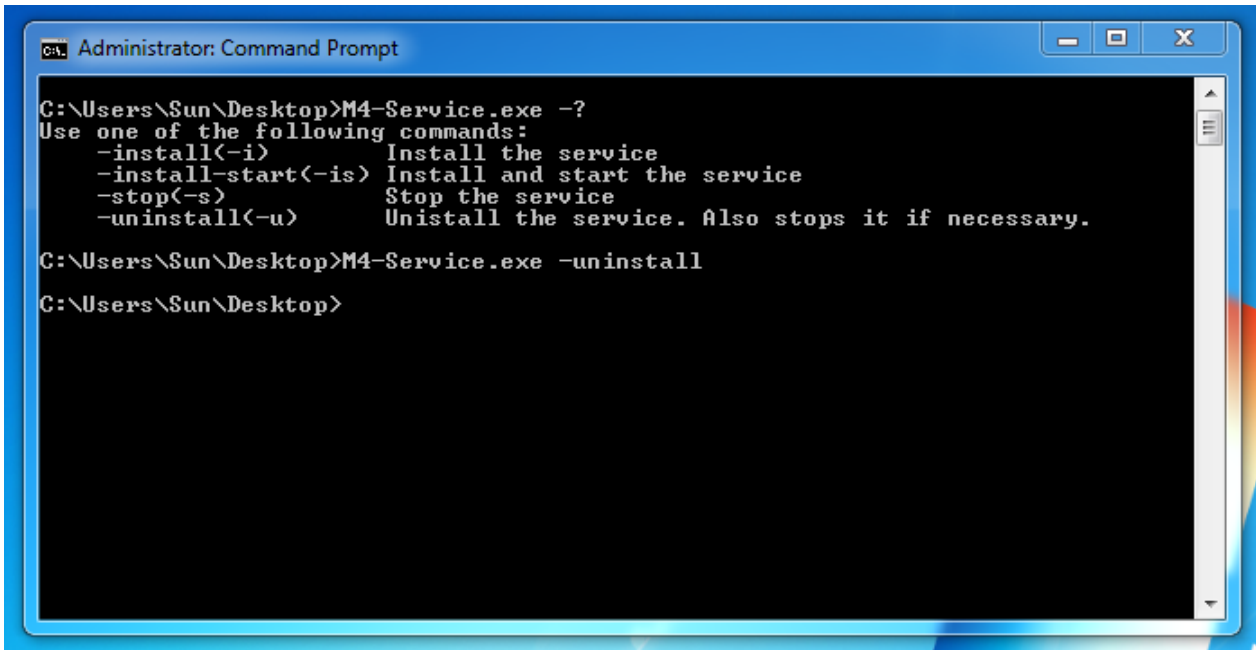
### 3. Option 2: Uninstall the m4-service from the command-line

It is also possible to uninstall the service via a command line and delete the executable afterwards. To do that you need to start the command line as an administrator.



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Now proceed to the folder where the m4-service.exe is located and run the following command:  
m4-service.exe -uninstall



```
C:\Users\Sun\Desktop>M4-Service.exe -?  
Use one of the following commands:  
-install(-i)      Install the service  
-install-start(-is) Install and start the service  
-stop(-s)        Stop the service  
-uninstall(-u)   Uninstall the service. Also stops it if necessary.  
  
C:\Users\Sun\Desktop>M4-Service.exe -uninstall  
C:\Users\Sun\Desktop>
```

Now you are able to delete both the m4-service.exe and m4-capture.exe files.

