## Troubleshooting: Uninstalling TapeTrack Desktop Software

Under normal circumstances all TapeTrack Windows Desktop software can be uninstalled using Windows Control Panel, but occasionally Windows Installer can get confused and disallow the uninstall.

## **Uninstall Options**

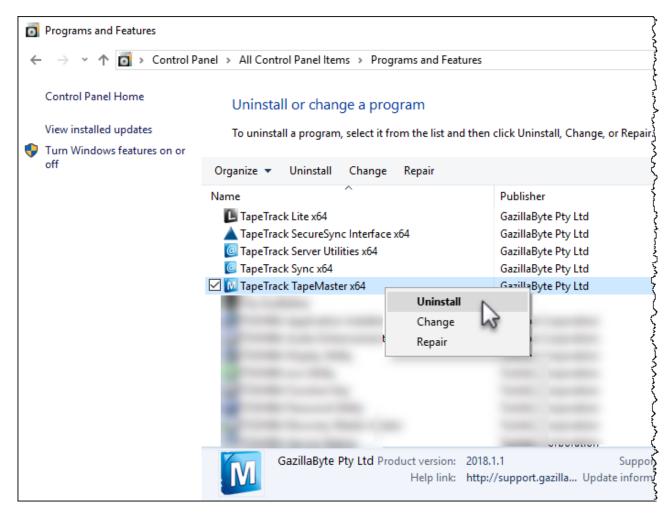
You should try each of these options in the order specified.

Uninstall via Windows Control Panel.

Open the control panel then select Programs and Features

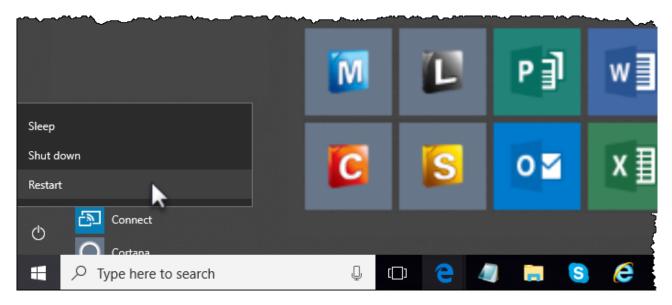
Right-click TapeTrack TapeMaster and select **Uninstall**.

Then follow the prompts on the screen to uninstall the software.



Reboot and try to uninstall via Windows Control Panel.

To reboot, click the **Windows** icon on the bottom left of your screen, then the **Power** button and click **Restart**.



Once rebooted, try to uninstall the software following the instructions in the section **Uninstall** via Windows Control Panel.

Use Task Manager to terminate the Windows Installer Service and then try to uninstall via Windows Control Panel.

Press Control-Alt-Delete and select Task Manager from the list.

In the Task Manager window, scroll down to **Windows Installer** in the **Background processes** list and right-click and select **End task**.

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Use Regedit to delete the installer registry entries, delete the software from Program Files, and reboot.

## **Editing The Registry**



Changes made to the Windows registry happen immediately, and no backup is automatically made. Do not edit the Windows registry unless you are confident about doing so.



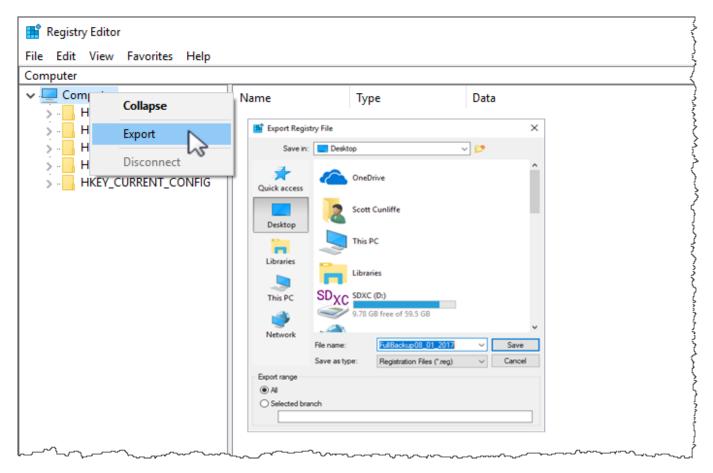
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Microsoft have issued the following warning with respect to the Registry Editor: "Using Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct them. Microsoft cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk."

## **Registry Backup**

Backup the registry before any making any modifications

Open regedit and create registry backup by right-clicking the top of the registry tree and selecting Export and saving to an appropriate location.



Expand the registry tree to the address Computer\HKEY\_CLASSES\_ROOT\Installer\Products\F11D585FBAF484747A172372C1B3FA2A

Right-click the entry F11D585FBAF484747A172372C1B3FA2A and select delete.

File Edit View Favori	tes Help				
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Open file explorer and navigate to your TapeTrack Install directory. Delete the folder Program Files\TapeTrack\TapeTrack TapeMaster

Reboot computer to activate changes.

From: https://rtfm.tapetrack.com/ - **TapeTrack Documentation** 

Permanent link: https://rtfm.tapetrack.com/troubleshooting/uninstall

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