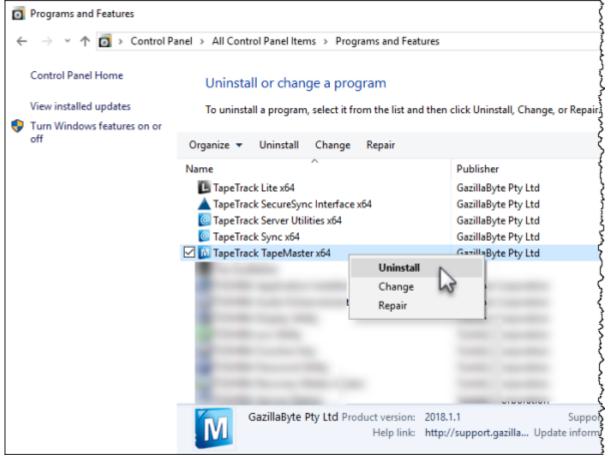
## Troubleshooting: Uninstalling TapeTrack Desktop Software

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.



Reboot and try to uninstall via Windows Control Panel.

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

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

Ide     Edit     View Favorites     Help       computer\HKEY_CLASSES_ROOT\Installer\Products\F11D585F8AF4847A172372C1B3FA2A     Data       >     E E1E74258FCBBA59613338BFEF8F381F     Name     Type     Data       >     E E787011E260CCD44FA199085D4FCBECS     Name     Mate     Mate </th
EE89414C8F802283795832C15EC327E8      PackageCode  REG_SZ      F1786986233847A4C9898AC9D2A9CCDC         F083C127692E8114A9EC8559E88F2680       Producticon     REG_SZ     C:\WINDOWS\installer\[F585D11F-4FAB-4748-A771-32271C3BAFA2]\ARPPRODUCTICON.exe

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