

# Troubleshooting: Uninstalling TapeTrack Desktop Software

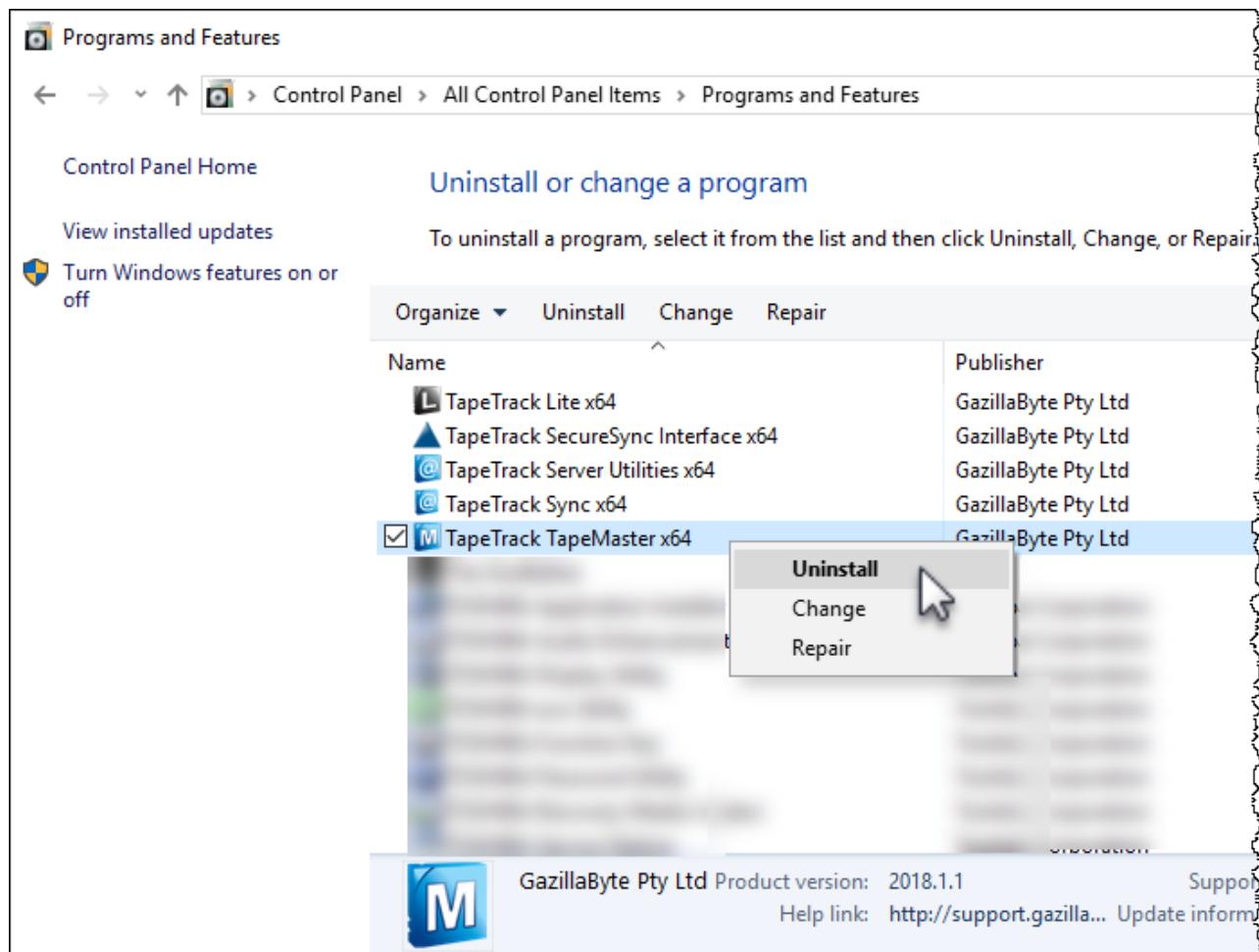
Under normal circumstances all TapeTrack Windows Desktop software can be uninstalled using Windows Control Panel, but occasionally Windows Installer can get confused and disallow the uninstall.

## Uninstall Options

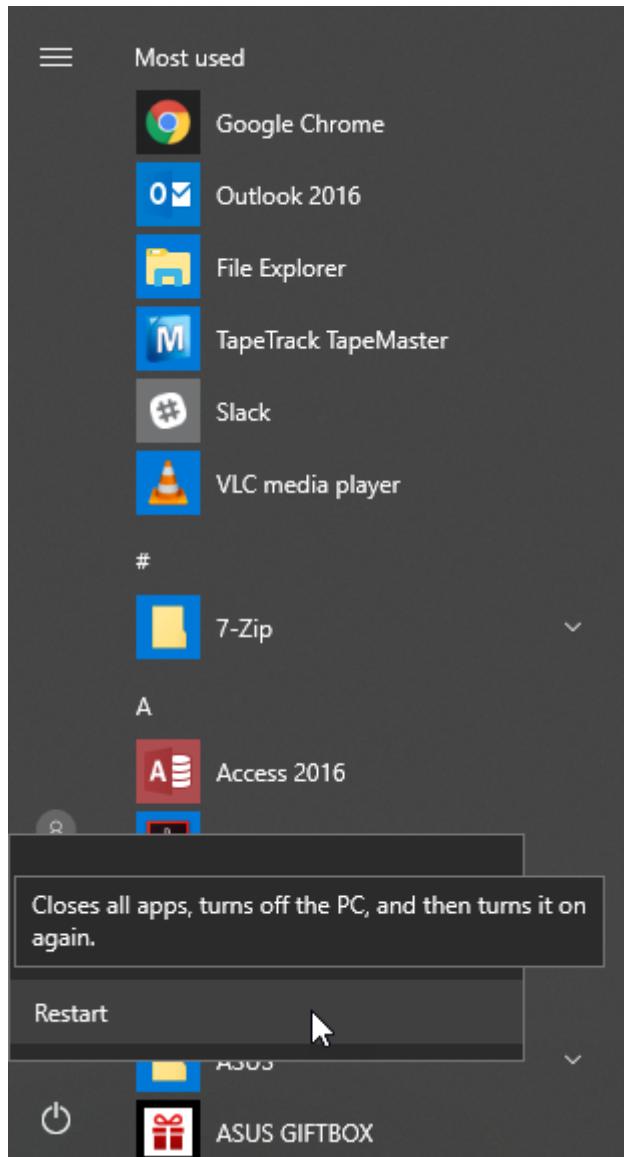
You should try each of these options in the order specified.

Uninstall via Windows Control Panel.

Open the control panel then select Programs and Features Right-click TapeTrack TapeMaster and select **Uninstall**.



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.

Registry Editor

File Edit View Favorites Help

Computer\HKEY\_CLASSES\_ROOT\Installer\Products\F11D585FBAF484747A172372C1B3FA2A

Name	Type	Data
ab\{Default	REG_SZ	(value not set)
AdvertiseFlags	REG_DWORD	0x000000184 (388)
Assignment	REG_DWORD	0x00000001 (1)
AuthorizedLUAApp	REG_DWORD	0x00000001 (1)
Client	REG_MULTI_SZ	:
DeploymentFlags	REG_DWORD	0x00000002 (2)
InstanceType	REG_DWORD	0x00000000 (0)
Language	REG_DWORD	0x00000409 (1033)
PackageCode	REG_SZ	F17B6986233847A4C9B9BAC9D2A9CCDC
ProductIcon	REG_SZ	C:\WINDOWS\Installer\{F585D11F-4FAB-4748-A771-32271C3BAFA2}\ARPPRODUCTICON.exe
ProductName	REG_SZ	TapeTrack TapeMaster x64
Version	REG_DWORD	0xe1040001 (3775135745)

From:

<https://rtfm.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:

<https://rtfm.tapetrack.com/troubleshooting/uninstall?rev=1515091522>

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