## 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.

| Programs and Features |   |  |  |  |  |  |  |  |  |
|-----------------------|---|--|--|--|--|--|--|--|--|
| ÷                     | ← → Y 📩 > Control Panel > All Control Panel Items > Programs and Features                                   |  |  |  |  |  |  |  |  |
|                       | Control Panel Home  | Uninstall or change a program  |  |  |  |  |  |  |  |
|                       | View installed updates To uninstall a program, select it from the list and then click Uninstall, Change, or |  |  |  |  |  |  |  |  |
| -                     | Turn Windows features on or<br>off  | Organize 🕶 Uninstall Change Repair   |  |  |  |  |  |  |  |
|                       |   | Name TapeTrack Lite x64 TapeTrack SecureSync Interface x64 TapeTrack Server Utilities x64 TapeTrack Sync x64 TapeTrack Sync x64 TapeTrack TapeMaster X64 TapeTrack TapeMast |  |  |  |  |  |  |  |
|                       |   | GazillaByte Pty Ltd Product version: 2018.1.1 Suppo<br>Help link: http://support.gazilla Update inform   |  |  |  |  |  |  |  |

Reboot and try to uninstall via Windows Control Panel.

| =  | Most used  |                      |   |  |  |  |
|--|------------|----------------------|---|--|--|--|
|  | 9          | Google Chrome        |   |  |  |  |
|  | 0⊻         | Outlook 2016         |   |  |  |  |
|  | 6          | File Explorer        |   |  |  |  |
|  | M          | TapeTrack TapeMaster |   |  |  |  |
|  | #          | Slack                |   |  |  |  |
|  | à          | VLC media player     |   |  |  |  |
|  | #          |                      |   |  |  |  |
|  |            | 7-Zip                | ~ |  |  |  |
|  | A          |                      |   |  |  |  |
|  | A          | Access 2016          |   |  |  |  |
| g  |            |                      |   |  |  |  |
| Closes all apps, turns off the PC, and then turns it on again. |            |                      |   |  |  |  |
| Restart  |            | ▶                    |   |  |  |  |
|  |            | A303                 | ~ |  |  |  |
| Ф  | <b>See</b> | ASUS GIFTBOX         |   |  |  |  |

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.

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| 📸 Registry Editor – 🗆 🗙  |                                       |                                   |   |  |  |  |  |  |  |
|--|---------------------------------------|-----------------------------------|---|--|--|--|--|--|--|
| File Edit View Favorites Help  |                                       |                                   |   |  |  |  |  |  |  |
| Computer/HKEY_CLASSES_ROOT\installer\Products\F11D585FBAF484747A172372C1B3FA2A   |                                       |                                   |   |  |  |  |  |  |  |
| ComputerVHKEY_CLASSES_ROOT\Installer\Products\F11D585FI           ComputerVHKEY_CLASSES_ROOT\Installer\Products\F11D585FI           >         EF87011E260CCD44FA199085D4FCBEC5           >         E787011E260CCD44FA199085D4FCBEC5           >         E87312303DA65DA4D0BEREG6D81340C6           >         E8930420C4A64884E94938790AD298C3           >         E8075883A5A2A847A09FA06100F620E           >         ECC0185C9F65C604F822CD8467C53AC5           >         ECCD145EE10321A4083AC7556D82D310           >         ECD1017488810594A48558875729C42A           >         ECEA5A08A8818848823A81CCF93C42A           >         ECEA51276828375832C15EC32768           >         F083C127692E8114A95C385E988822600           >         F11D585F8AF484747A172372C183FA2A           >         F211FED287184CD4796C798E252E7DCF           >         F211FED287184CD4796C798E5252FDCF           >         F40C27D8F298E842A63CC0138601304841EA616           >         F40C37DA7242C811842A55C0733AC97408           >         F60730A4A66673047777F5728467D401           >         F66A30C00F19F54D876D00866F8BF1A           >         F81DF74A518A67A4E856351A855D2DD5           >         F81DF74A518A67A4E856351A855D2D5           >         F81DF74A518A67A4E856351A855D2D505A6407 | A A A A A A A A A A A A A A A A A A A | 84747A172372C1B3FA2A<br>Name Type | Data<br>(value not set)<br>ox00000184 (388)<br>ox00000001 (1)<br>i<br>ox00000002 (2)<br>ox00000000 (0)<br>ox00000409 (1033)<br>F176959623847A4C999BAC9D2A9CCDC<br>C:\WINDOWS\Installer\[F585D11F-4FAB-4748-A771-32271C3BAFA2]\ARPPRODUCTICON.exe<br>TapeTrack TapeMaster x64<br>0xe1040001 (3775135745) |  |  |  |  |  |  |
| IntelAudioService.IntelClientProxy   | ~                                     |                                   |   |  |  |  |  |  |  |
| <  | >                                     | <                                 |   |  |  |  |  |  |  |

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

Permanent link: https://rtfm.tapetrack.com/troubleshooting/uninstall?rev=1515091609



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