## 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.

0	Programs and Features		}
÷	🚽 👻 🛧 🚺 > Control Pa	nel > All Control Panel Items > Programs a	nd 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 Repair
•	Turn Windows features on or off		}
		Organize 🕶 Uninstall Change Repa	ir ζ
		Name	Publisher
		🕒 TapeTrack Lite x64	GazillaByte Pty Ltd
		🔺 TapeTrack SecureSync Interface x64	GazillaByte Pty Ltd
		🙋 TapeTrack Server Utilities x64	GazillaByte Pty Ltd
		🔯 TapeTrack Sync x64	GazillaByte Pty Ltd
		MapeTrack TapeMaster x64	GazillaByte Pty Ltd
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		GazillaByte Pty Ltd Product ve Hel	ersion: 2018.1.1 Support. p link: http://support.gazilla Update inform

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.

	Most ι	Most used			
	9	Google Chrome			
	0 🗹	Outlook 2016			
		File Explorer			
	M	TapeTrack TapeMaster			
	#	Slack			
	<u>à</u>	VLC media player			
	#				
		7-Zip	~		
	A				
	AB	Access 2016			
Closes all apps, turns off the PC, and then turns it on again.					
Restart		▶			
45		HJUJ	~		
0	<b>*</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.

Edit View Favorites Help				
	3454847474172372C1835424			-
mputer/HKEY_CLASSES_ROOT/Installer/Products/111585F   > E61E74259FCBBA596135380FDF8F3B1F   > E787011E260CCD44FA199085D4FC8EC5   > E787011E260CCD44FA199085D4FC8EC5   > E783012E60CCD44FA199085D4FC8EC5   > E7830420C4A64884E94938F90AD298C3   > E8930420C4A64884E94938F90AD298C3   > E80755883A5A2A4847A09FA06100F620E   > ECC0185C9F65C604F822CD848CFC3AC5   > ECC0145EE810321A4083A7572642A   > E0017488810E94A85E58875729C42A   > E002107488810E94A85E58875729C42A   > E002107488810E94A85E58875729C42A   > E002107488810E94A85E58875729C42A   > E00321276922E8114A9EC65525820E155C3278B   > F10595876A4847471747172372C1887A2A   > F211E02877484C04999C798E52527D02   > F24C66AC8EDEF60458801304841EA616   > F4072937298E5842A63C02019861016D   > F40759375E046572202E3858C223858C2   > F5954772A2C821842A6357207346700018   > F66A300C09F19F54D486002948889C21   > F4780E0ED357907E414E6000948889C21	Ar444/74/72/372CIB3FA2A	REG_DW REG_DW REG_MUL REG_DW REG_DW REG_SZ REG_SZ REG_SZ	Data (value not set) 0x00000184 (388) 0x00000001 (1) 0x00000002 (2) 0x00000009 (1033) F17B6986233847A4C989BAC9D2A9CCDC C:\WINDOWS\Installer\IF585D11F-4FAB-4748-A771-32271C3BAFA2\\ARPPRODUCTICON.ex TapeTrack TapeMaster x64 0xe1040001 (3775135745)	

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

Permanent link: https://rtfm.tapetrack.com/troubleshooting/uninstall?rev=1515091799



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