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		Ś
~	🚽 👻 🛧 🚺 > Control Pa	nel > 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 ther	click Uninstall, Change, or Repair
•	Turn Windows features on or off	Organize 🕶 Uninstall Change Repair	}
		Name Image: TapeTrack Lite x64 Image: TapeTrack SecureSync Interface x64 Image: TapeTrack Secure Utilities x64 Image: TapeTrack Sync x64 Image: TapeTrack TapeMaster x64 Image: TapeTrack TapeMaster x64 Image: TapeTrack TapeMaster x64	Publisher GazillaByte Pty Ltd GazillaByte Pty Ltd GazillaByte Pty Ltd GazillaByte Pty Ltd
		GazillaByte Pty Ltd Product version: 2018 Help link: http:	.1.1 Suppor //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.

Once rebooted, try to uninstall the software.

=	Most ı	used	
	9	Google Chrome	
	0⊻	Outlook 2016	
	6	File Explorer	
	M	TapeTrack TapeMaster	
	#	Slack	
	<u>à</u>	VLC media player	
	#		
		7-Zip	~
	A		
	AB	Access 2016	
<u>8</u>			
Closes al again.	ll apps, i	turns off the PC, and then turns it	on
Restart		▶	
		A303	~
Ф	-	ASUS GIFTBOX	

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

ask Manager Options View								
cesses Performance Apphistory Sta	itup Users	Details Servi	ces					
	6% сри	53% Memory	10% Disk	0% Network	096 SPU	SPU Engine		
ckground processes (93)								
WMI Provider Host (32 bit)	0%	1.5 MB	0 MB/s	0 Mbps	0%			
🗃 WMI Provider Host	0%	4.1 MB	0 MB/s	0 Mbps	0%			
🗃 WMI Provider Host	0%	2.1 MB	0 MB/s	0 Mbps	0%			
Windows* installer (32 bit)	0%	1.6 MB	0 MB/s	0 Mbps	0%			
Windows* installer	-75	5.5 MB	0 MB/s	0 Mbps	0%			
Windows V End task		2.0 MB	0 MB/s	0 Mbps	0%			
Windows S Resource values	3 8	33.1 MB	0 MB/s	0 Mbps	0%	SPU 0 - 30		
Windows S Debug	6	2.0 MB	0 MB/s	0 Mbps	0%			
Windows h Create dump file	*	2.9 MB	0 MB/s	0 Mbps	0%			
Windows C Go to details	*	0.9 MB	0 MB/s	0 Mbps	0%			
Windows E Open file location Search online		2.0 MB	0 MB/s	0 Mbps	0%			
Windows D Properties	*	6.9 MB	0 MB/s	0 Mbps	0%			
Windows Defender notification		1.4 MB	0 MB/s	0 Mbps	0%		_	- 0-5

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**.

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

> E61E74258FC8BA596135388F6F381F Name Type Data > E777011E260CC044FA199085D4FC8EC5 REG_SZ (value not set) > E873E303DA65DA4DB8EBC6DB91340C6 REG_SZ (value not set) > E93303QCA464884E9438790AD298C3 REG_DW 0x00000184 (388) > E807F58B3A5A2A847A09FA06100F62C3 REG_DW 0x00000011 (1) > ECC1158C9F65C604F822CD848CFC3AC5 REG_DW 0x00000001 (1) > ECC1145E810321A4083AC75560R2010 REG_DW 0x00000001 (1) > ECD1458810321A4083AC75560R2010 REG_DW 0x00000001 (2) > EDD107488810E94A85E58875729C42A REG_DW 0x00000000 (0)		
> EF89414C8FB022B3795832C15EC327E8 APackageCode REG_SZ F17B6986233847A4C989BAC9D2A9CCDC	> E7B7011E260CCD44FA199085D4FCBEC5 Charlenge > E873E3302DA65DA4DB8BEC6D891340C6 Charlenge > E9530420C4A6488494938790AD298C3 Charlenge > E9530420C4A6488494938790AD298C3 Charlenge > E0755983A5A2A847A09FA66100F620E Charlenge Charlenge > EC0175983A5A2A847A09FA66100F620E Charlenge Charlenge > EC0145E1326DFA488E7E18E22917E0 Charlenge Clients > EC0145EE810321A4083AC7556D820310 Clients Clients > EC0145EE810321A4083AC7556D820310 Clients Clients > EE645A0BABBF1844882A3481CE7692C48 PackageCode Poducticon > F61155858AFA44747173727327C183FA2A Producticon Producticon > F72AC66AC6BDEF6045880130A941EA616 Producticon Producticon > F6402C7DBE298EB42A82C019861016D F4057934F264587B28C38FC238A0749408 F6959375E04587D34777F5728467D41 > F64560E0857979141460009488892C1 F6959375E0457047011 F66430C000F19F5408760046F8F1A > F6456E0E08579791414660073488892C1 <	REG_SZ (value not set) REG_DW 0x00000184 (388) REG_DW 0x000000001 (1) REG_DW 0x000000001 (1) REG_DW 0x00000000 (2) REG_DW 0x00000000 (0) REG_DW 0x00000000 (0) REG_DW 0x00000000 (0) REG_SZ F17B6986233847A4C9B9BAC9D2A9CCDC REG_SZ TapeTrack TapeMaster x64

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Permanent link: https://rtfm.tapetrack.com/troubleshooting/uninstall?rev=1515093865

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