## 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**

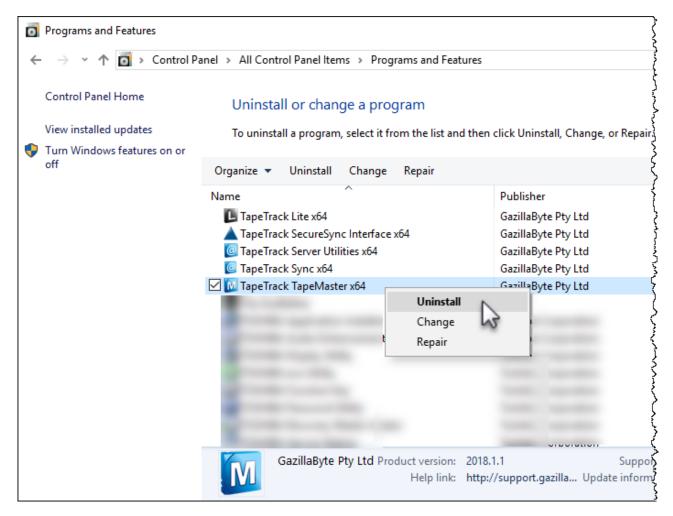
You should try each of these options in the order specified.

Uninstall via Windows Control Panel.

Open the control panel then select Programs and Features

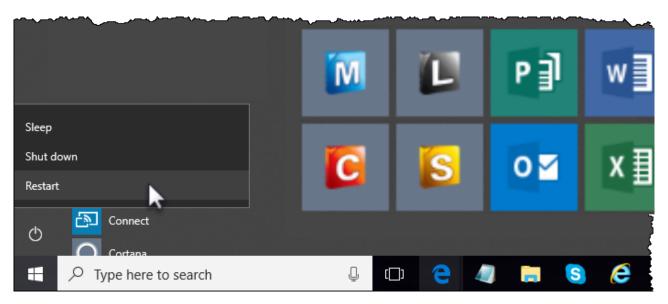
Right-click TapeTrack TapeMaster and select Uninstall.

Then follow the prompts on the screen to uninstall the software.



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 used							
	9	Google Chrome						
	0⊻	Outlook 2016						
	6	File Explorer						
	M	TapeTrack TapeMaster						
	#	Slack						
	â	VLC media player						
	#							
		7-Zip	~					
	A							
	AB	Access 2016						
<u></u>								
Closes all apps, turns off the PC, and then turns it on again.								
Restart		k						
41		A303	~					
Φ	8	ASUS GIFTBOX						

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

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**.

Task Manager File Options View							
Processes Performance	ce App history Sta	rtup Users	Details Servi	ces			
~ Name		6% CPU	53% Memory	10% Disk	0% Network	0% 6PU	GPU Engine
Background proc	esses (93)						
WMI Provider H	Hest (32 bit)	0%	1.5 MB	0 MB/s	0 Mbps	0%	
WMI Provider H	Host	0%	4.1 MB	0 MB/s	0 Mbps	0%	
🗐 WM Provider H	Host	0%	2.1 MB	0 MB/s	0 Mbps	0%	
💋 Windows* ins	taller (32 bit)	0%	1.6 MB	0 MB/s	0 Mbps	0%	
> 👘 Windows* 🛏	Expand	15	5.5 MB	0 MB/s	0 Mbps	0%	
Windows V	End task	1	2.0 MB	0 MB/s	0 Mbps	0%	
> 🛄 Windows S	Resource values	> %	33.1 MB	0 MB/s	0 Mbps	0%	GPU 0 - 3D
> 💽 Windows S	Debug		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 D	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 Defe	nder notification		14 M8	0 MB/s	0 Mbps	0%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

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

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

## Permanent link: https://rtfm.tapetrack.com/troubleshooting/uninstall?rev=1515978446

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