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 following the instructions in the section **Uninstall** via Windows Control Panel.

Use Task Manager to terminate 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 St	artup Users	Details Serv	ices			
~ 6%			53%	10%	0%	0%	
Name		CPU	Memory	Disk	Network	GPU	GPU Engine
Background proc	esses (93)						
WMI Provider Host (32 bit)		0%	1.5 MB	0 MB/s	0 Mbps	0%	
i WMI Provider Host		0%	4.1 MB	0 MB/s	0 Mbps	0%	
WM Provider H	i WMI Provider Host		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		15	5.5 MB	0 MB/s	0 Mbps	0%	
Windows V	Expand		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	• •	2.0 MB	0 MB/s	0 Mbps	0%	
Windows D	Search online Departies		6.9 MB	0 MB/s	0 Mbps	0%	
G Windows Defe	nder notification	0	14 MB	0 MB/s	0 Mbps	0%	

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

Editing The Registry



Changes made to the Windows registry happen immediately, and no backup is automatically made. Do not edit the Windows registry unless you are confident about doing so.



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Microsoft have issued the following warning with respect to the Registry Editor: "Using Registry Editor incorrectly can cause serious, system-wide problems that may require you to re-install Windows to correct them. Microsoft cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk."

Registry Backup

Backup the registry before any making any modifications

Open regedit and create registry backup by right-clicking the top of the registry tree and selecting Export and saving to an appropriate location.



Expand the registry tree to the address Computer\HKEY_CLASSES_ROOT\Installer\Products\F11D585FBAF484747A172372C1B3FA2A

Right click the entry F11D585FBAF484747A172372C1B3FA2A and select delete.

Registry Editor	👫 Registry Editor — 🗆 🗡												
File Edit View Favorit	file Edit View Favorites Help												
Computer\HKEY_CLASSES_ROOT\Installer\Products\F11D585FBAF484747A172372C1B3FA2A													
🗸 💻 Computer		^	Name	Туре	Data								
HKEY_CLASSES_R	OOT		ab (Default)	REG SZ	(value not set)								
V Installer			AdvertiseFlags	REG_DWORD	0x00000184 (388)								
Products			Assignment	REG_DWORD	0x00000001 (1)								
> 📙 F11D585	FBAF484747A172372C1B3FA2A		AuthorizedLUAApp	REG_DWORD	0x00000001 (1)								
	Expand		ab Clients	REG_MULTI_SZ	:								
	New >	·	腿 DeploymentFlags	REG_DWORD	0x0000002 (2)								
	Find		👪 InstanceType	REG_DWORD	0x00000000 (0)								
	D.1.		👪 Language	REG_DWORD	0x00000409 (1033)								
	Rename		PackageCode	REG_SZ	33AAAFC906535C44FA2F63E183145FDC								
			ab Producticon	REG_SZ	C:\WINDOWS\Installer\{F585D11F-4FAB-4748-A771-32271C3								
	Export		ProductName	REG_SZ	TapeTrack TapeMaster x64								
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Open file explorer and navigate to your TapeTrack Install directory. Delete the folder Program Files\TapeTrack\TapeTrack TapeMaster

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

Permanent link: https://rtfm.tapetrack.com/troubleshooting/uninstall?rev=1515983011



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