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

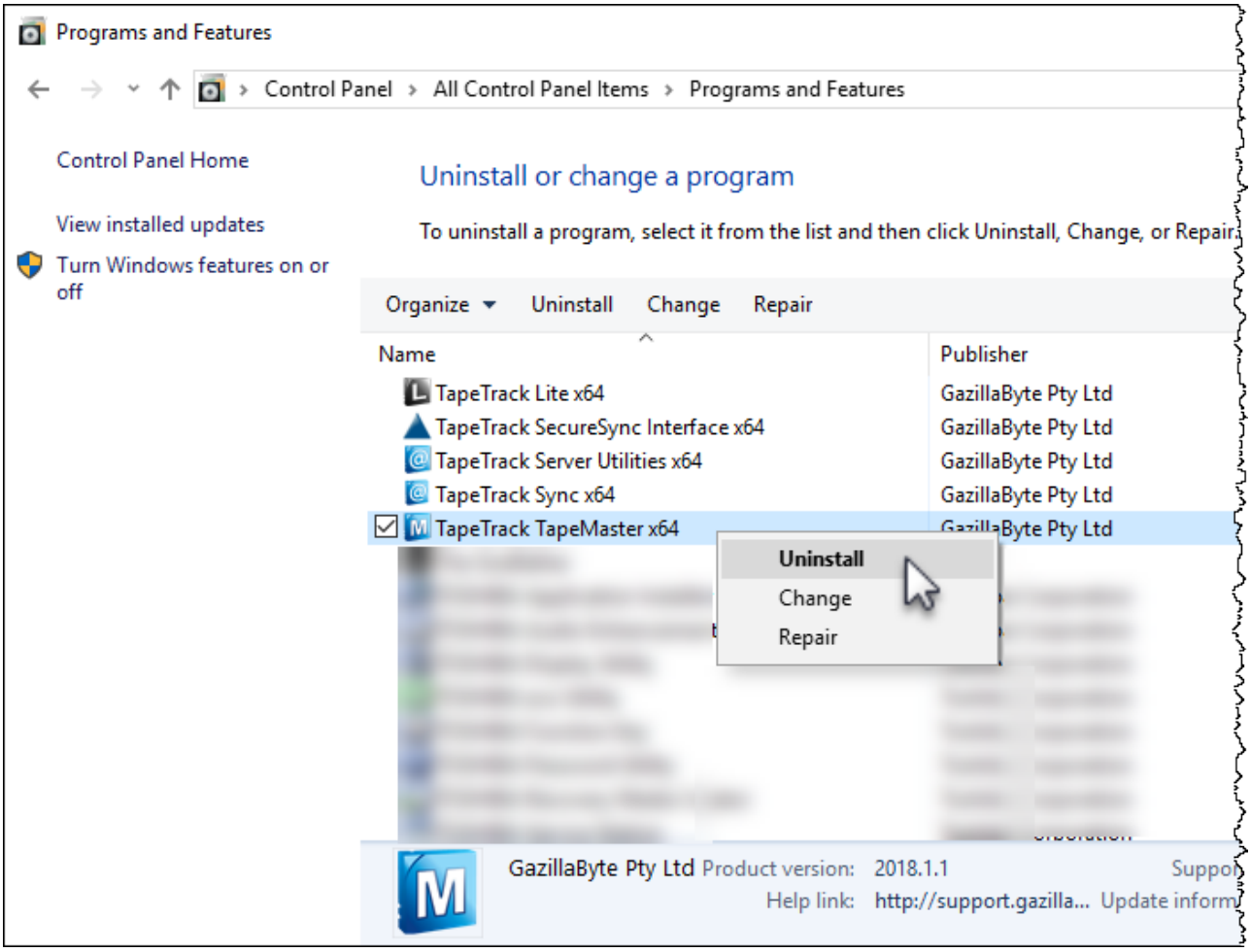
You should try each of these options in the order specified.

Uninstall via Windows Control Panel.

Open the control panel then select `Programs and Features`

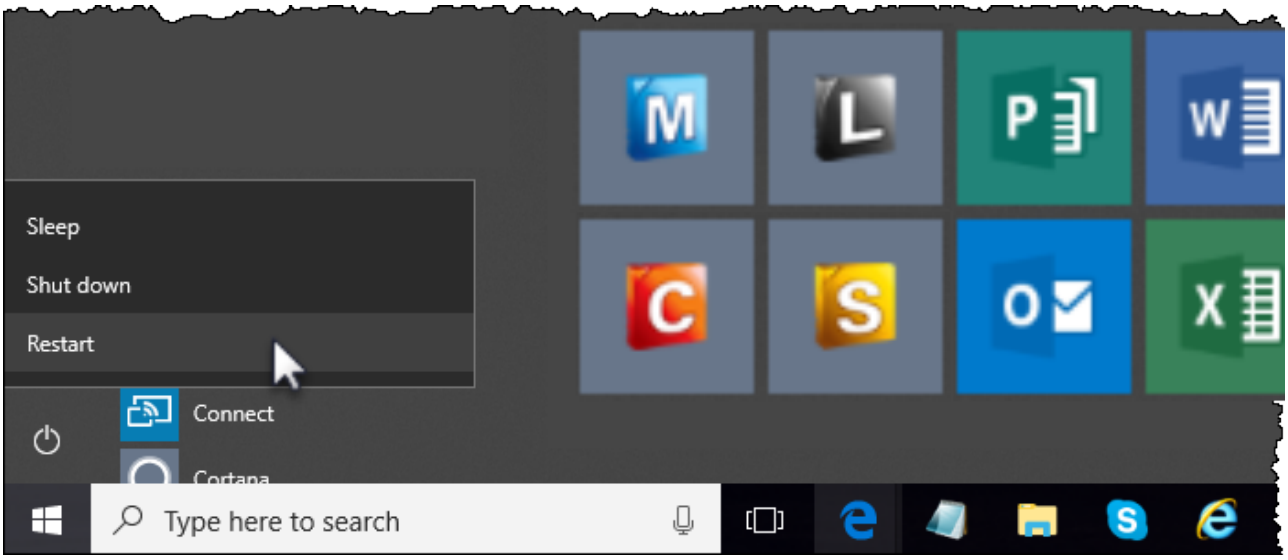
Right-click TapeTrack TapeMaster and select **Uninstall**.

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**.

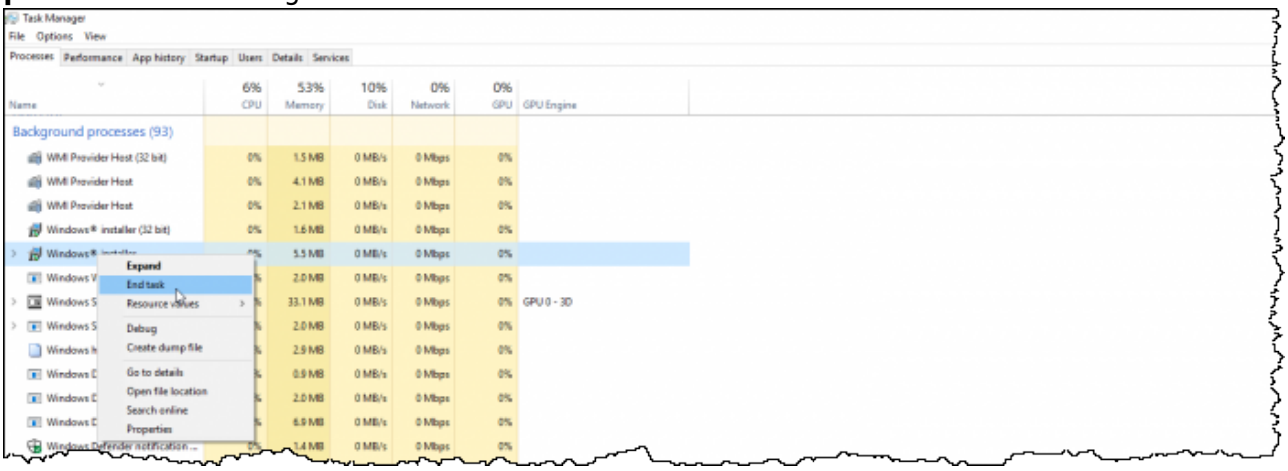


Once rebooted, try to uninstall the software following the instructions in the section Uninstall via Windows Control Panel.

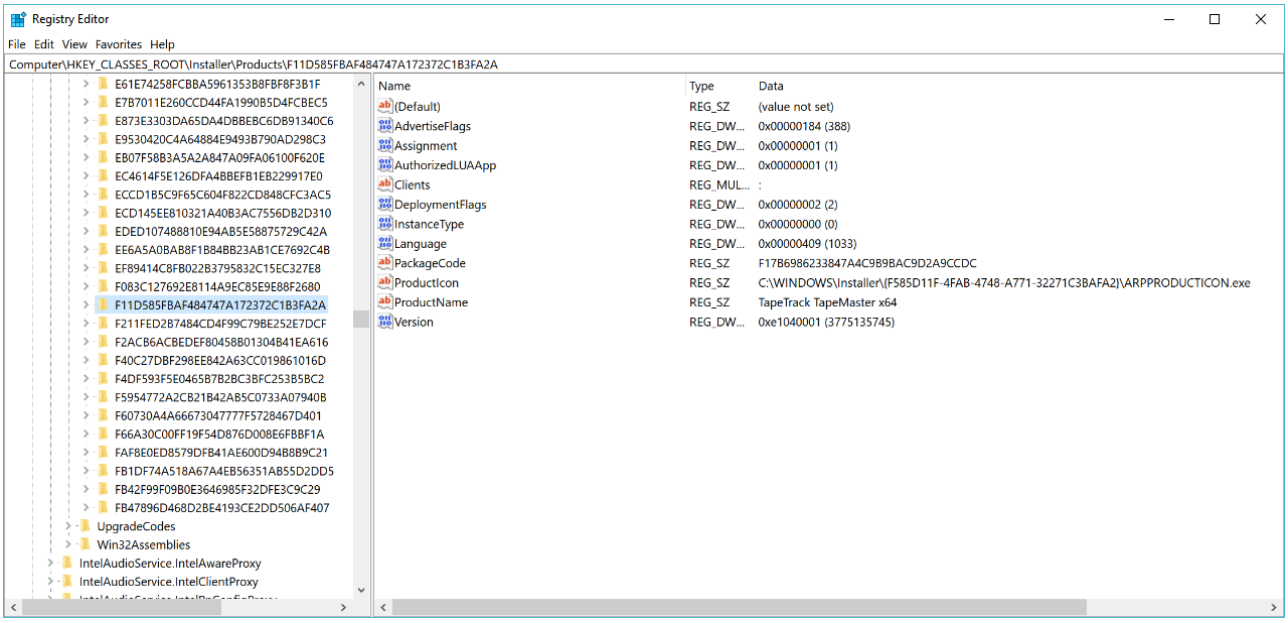
Use Task Manager to kill the Windows Installer Service and then try to uninstall via Windows Control Panel.

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**.



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



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

Permanent link:
https://docs.tapetrack.com/troubleshooting/uninstall?rev=1515978646

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