# 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

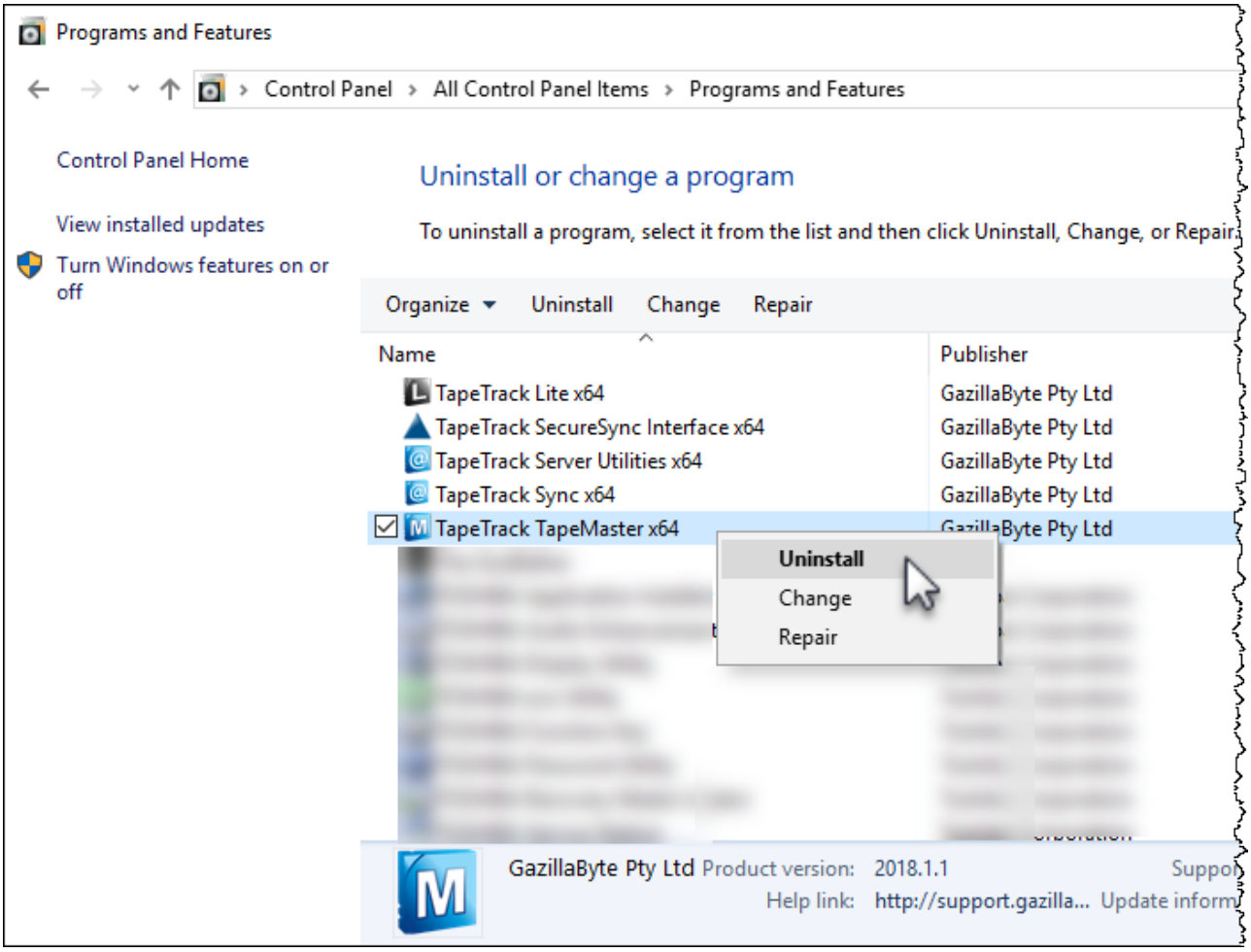
You should try each of these options in the order specified.

Uninstall via Windows Control Panel.

Open the control panel then select `Programs and Features`

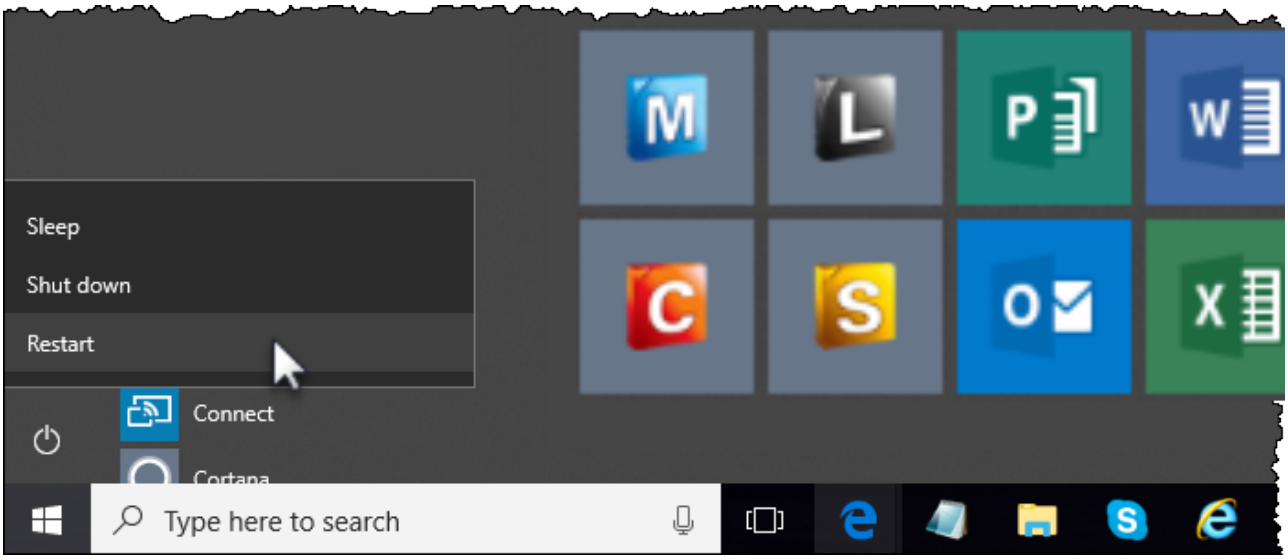
Right-click TapeTrack TapeMaster and select **Uninstall**.

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**.

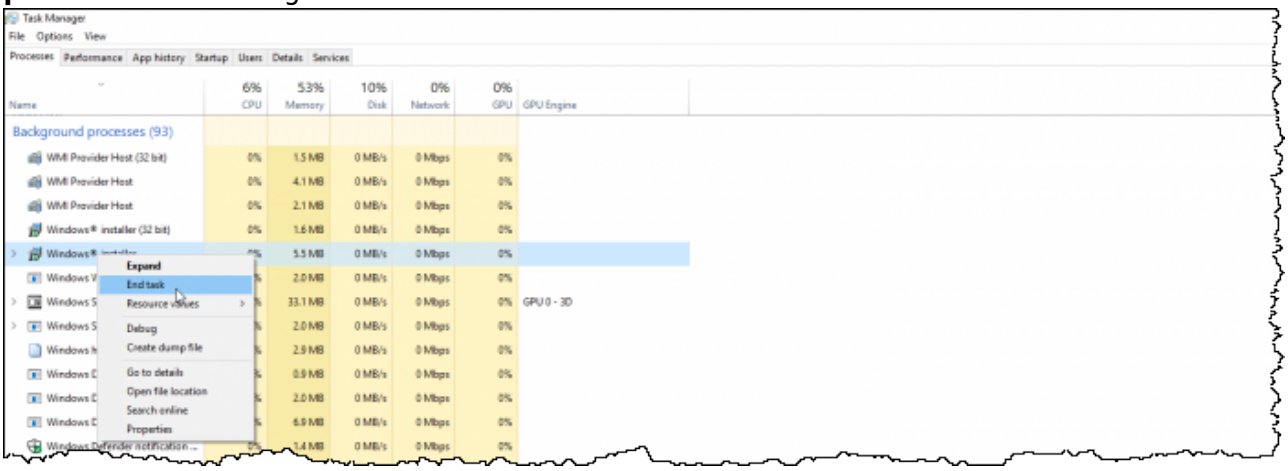



Once rebooted, try to uninstall the software following the instructions in the section **Uninstall via Windows Control Panel**.

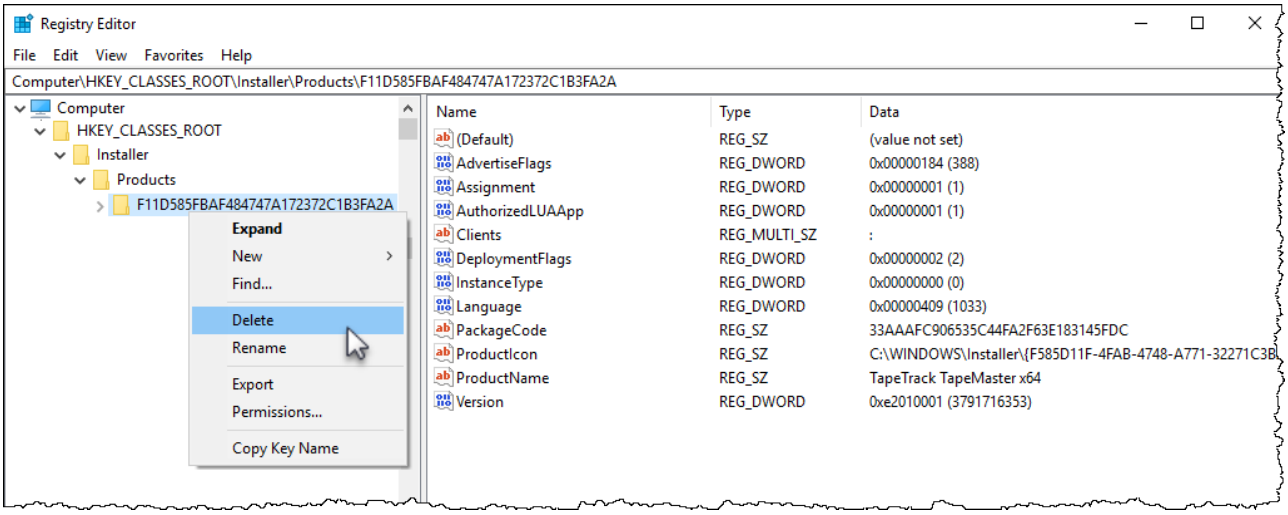
Use Task Manager to terminate the Windows Installer Service and then try to uninstall via Windows Control Panel.

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**.




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=1515981476**

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