

KMT Software, Inc.

Unable to Uninstall KMT Programs

Problem Description

Often times, due to a variety of reasons, KMT programs are not fully or properly uninstalled. When this is the case, a user may receive an error message such as when s/he attempts to either install a new copy of the program OR attempts to remove the program from the Add/Remove Programs utility:

- Error Number: 0x80040707
- Description: dll function call crashed: dllUnParker.BeginDeletion

What's Happening?

The initial failed uninstall removed the dll file that handles the uninstall process but DID NOT remove the uninstall registry key and other important registry keys, so the Operating System still believes the program is installed on the system.

Resolution

The way to handle this case is to delete the uninstall key for the relative program. To do this, follow these steps

- Open the Registry Editor by typing: regedit in the Run window and clicking OK
- Within the registry, go to the following hive:
\\HKEY_LOCAL_MACHINE\\Software\\Microsoft\\Windows\\CurrentVersion\\Uninstall\\
- Search the Uninstall folder for the registry key you seek to delete. [You may have to click through the random class ids and check the DisplayName values until you find the correct key]
- Once you locate the key with the Display Name: OfficeReady Pro, right click directly on the key and select Delete
- Click OK to confirm key deletion
- Run the setup for the program again and you will not receive the error message anymore

Severe Case Resolution

In the event you can't find the key with the Display Name value of: OfficeReady ... you should search the Uninstall folder for this key: {C4105CD2-E861-4960-BDB1-A6BB32CCBE8E}. If you find that, delete the key and then attempt to reinstall the program. See more below:

1. Delete the program installation folder which is normally under the following location "D:\\Program Files\\OfficeReady Pro 3.0"

2. Delete the following registry entries:

Under HKCU

- HKEY_CURRENT_USER\\Software\\VB and VBA Program Settings\\OfficeReady 3.0

Under HKLM

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HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{C4105CD2-E861-4960-BDB1-A6BB32CCBE8E}

-
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{BEA4515B-4CE1-4888-873B-3C8728BF735E}

In the event you can't find that key in the Uninstall folder, move onto this next step. Try to locate any folders with the following names under the C:\Program Files\InstallShield Installation Information\
Installation Information\
1) {C4105CD2-E861-4960-BDB1-A6BB32CCBE8E} (refers to the OR 3.0 Core uninstall)
2) {BEA4515B-4CE1-4888-873B-3C8728BF735E} (refers to the ORPro 3.0 uninstall)

- If any of these folders are found on the machine these will need to be DELETED.

- Now the user must try and run the ORPro 3.0 installer.

After deleting the registry keys, you will have to go to the following directory to delete the add-in (this is only if you are receiving errors when you open MS Word).

c:\documents and settings\\application data\microsoft\word\startup

Once you are here, you need to delete the folder named 'Startup'. Afterwards, please empty out your recycling bin and reboot your machine. Once the machine is back up continue with installation.

After deleting the registry keys, you will have to go to the following directory to delete the add-in (this is only if you are receiving errors when you open MS Excel).

c:\documents and settings\\application data\microsoft\excel\altstart

Once you are here, you need to delete all file(s) and folder(s). Afterwards, please empty out your recycling bin and reboot your machine. Once the machine is back up continue with installation.