

**Key Words:**

How to perform a manual uninstall of Backup Exec System Recovery

**Situation:**

A standard un installation of the program through Control Panel > Add/Remove Programs fails.

**Solution:**

Un installation preparation

1. Copy the folder C:\Program Files\Common Files\Symantec\Licenses to an alternate location as a backup.
2. Open the Microsoft (MS) Windows services management console
  1. Click on **Start > Run**.
  2. In the box, type: services.msc.
  3. Click on OK.
3. Right click on **Backup Exec System Recovery**.
4. Click **Stop**.
5. Close the console.

Open the MS Windows task manager

1. Click on **Start > Run**.
2. In the box, type: taskmgr.exe.
3. Click **OK**.
6. Click the **Processes** tab.
7. Click **VProTray.exe**.
8. Click **End Process**.
9. Close the task manager.

## Windows Installer Cleanup Utility

Note: These instructions are provided for your convenience only. Symantec does not provide warranty support for or assistance with the Windows Installer Cleanup Utility. For technical support or assistance with the Windows Installer Cleanup Utility, contact Microsoft.

1. Download and install the [Windows Installer Cleanup Utility](#) from Microsoft.
2. Click on **Start > All Programs > Windows Install Clean Up**.
3. Select **Symantec Backup Exec System Recovery**.
4. Click **Remove**.
5. Click **Exit**.

## Registry Editing and File Removal

Warning: We strongly recommend that you make a backup of the Windows registry and the workstation before making any changes to the registry. Incorrect use of the Windows registry editor may result in permanent data loss or corrupted files. Modify only the keys that are specified. Only persons who are experienced in the use of the registry editor application should modify the registry. See the document [How to back up the Windows registry](#) for instructions.

1. Open the Registry Editor.
2. Click on **Start > Run**.
3. In the box, type: regedit.
4. Click on **OK**.
5. Delete each of the following registry keys:
  - o HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec\Backup Exec System Recovery
  - o HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec\Installed Recovery Technology
  - o HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\Current Version\Installer\User Data\S-1-5-18\Products\CD339D1422F576B4588A92CCF2A07A1D
  - o HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\Current Version\Uninstall\{41D933DC-5F22-4B67-85A8-29CC2F0AA7D1}
  - o HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Backup Exec System Recovery
  - o HKEY\_CLASSES\_ROOT\Installer\Products\CD339D1422F576B4588A92CCF2A07A1D
6. Close the Registry Editor
7. Open Windows Explorer and delete **C:\Program Files\Symantec\Backup Exec System Recovery**.
8. Still in Windows Explorer, navigate to **C:\Program Files\Common Files\Symantec Shared\Licenses**.
9. Open each file in this folder using Notepad to verify which file is for Backup Exec System Recovery. Each file is readable in plain English.
10. Delete only the file that is for Backup Exec System Recovery.
11. Restart the server to complete the uninstallation.

**Additional information about the cause of this error**

This issue can be caused if the original installation path is lost/forgotten etc.