

How To - Perform a clean uninstall of BlackBerry Desktop Manager software

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Component:	<input type="text" value="Desktop Software"/>	
Handheld:	<input type="text" value="Not Applicable"/>	
Software Version:	<input type="text" value="All"/>	
Email Integration Option:	<input type="text" value="All"/>	
Operating System:	Desktop: <input type="text" value="All"/>	Server: <input type="text" value="Not Applicable"/>

Summary

Information:

1. Use **Add/Remove** buttons to remove BlackBerry® Desktop Manager:
 1. Go to **Start > Settings > Add/Remove** programs.
 2. Select **BlackBerry Desktop Software**.
 3. Select **Remove**.
2. Delete registry entries:
 1. Go to **Start > Run > type Regedit > Select OK**.
 2. Delete the **Research In Motion** folder within `HKEY_CURRENT_USER\Software\.`
 3. Delete the **Research In Motion** folder within `HKEY_Local_Machine\Software\.`
3. Delete folders from Windows® Explorer:
 1. **Open** Windows Explorer.
 2. Delete the Research In Motion folder within `C:\Program Files\.`
 3. For any version, including Service Pack 4, delete **Research In Motion** folder within `C:\Documents and Settings\\Application Data\.`

Note: If the user is unable to see Application folder, it is probably in a hidden system folder. This can be made visible by selecting **Show Hidden Files and Folders** option under Windows Explorer.
4. Delete `C:\Program Files\Common Files\PUMATECH` shared folder.



Knowledge Base Article

Note: Any other synchronization software for other personal digital assistants (PDA) using the PUMATECH folder will need to be reinstalled after a successful installation of BlackBerry Desktop Manager.

5. Restart the computer.

Additional Information

Keywords

uninstall, desktop, manager, software, uninstall, clean