# Uninstalling eRoom plug-in

a few seconds ago Updated

In a few instances, you might need to uninstall eRoom plug-in in order to remove all aspects completely.
This will guide you through a manual verification of uninstallation. Some of these steps might need adminiatrator rights on yor computer, and your local IT-department might need to help you with that.

1. Close all open Web Browser sessions on the client workstation.
( copy of this guide can be downloaded from the attachments at the bottom of this article, for your referance after closing all browser windows.)

2. Shut down the eRoom Monitor.
Click on Documentum logo in the System Tray and select "Exit".
If prompted to remove the eRoom Monitor from your Start-up folder, select "Yes".

3. Verify the "ERClient7.exe" is not in the list of running processes.
Right-Click on the Windows Taskbar and select "Task Manager?"
Select the Details tab
If "ERClient7.exe" is a running process, click to select, and then click "End Process".

4. Uninstall the eRoom 7 Client via "Add/Remove Programs".
Select "eRoom 7" from the list of installed applications, and click "Change/Remove"
Confirm that you want to remove the program.
If prompted to "Remove Shared Files?" select "Yes to All".
Click OK when complete.

5. Remove Residual Files / Folders.
Confirm that the following folder locations have been removed; folders and subdirectories not removed by theapplication uninstall should be deleted manually:
C:\Program Files\
C:\Program Files (x86)\
%appdata% [type this in to the folder path field at the top of Explorer, and you will be navigated to a folder called 'Roaming', delete the 'eRoom' folder if it is present]

6. Remove Residual Registry Entries.

Using the Registry Editor ("regedit" from a command prompt), verify that the "eRoom" registry keys have beenremoved from following locations; registry entries not removed by the application uninstall should be deletedmanually:

HKEY_LOCAL_MACHINE\SOFTWARE\eRoom
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\eRoom
HKEY_CURRENT_USER\SOFTWARE\eRoom
HKEY_CURRENT_USER\Software\eRoom
HKEY_CURRENT_USER\Software\AppDataLow\eRoom
HKEY_CURRENT_USER\SOFTWARE\AppDataLow\Software\eRoom

7. Restart the client workstation.

Then install eRoom plug-in, with new version.

Attachments: