



### COMPLETE REMOVAL OF TAVULTESOFT KEYMAN

In some situations (see explanation below), some components of *Tavultesoft Keyman* are not removed successfully during uninstallation. If you are having difficulty uninstalling or upgrading *Tavultesoft Keyman*, please use the following instructions to ensure complete removal of the application and all components from your system.

#### 1. Removing Tavultesoft Keyman 3.2 (or earlier)

- Open the **Programs - Startup** folder (from the **Start** menu), and delete any link that is starting (any version of) *Tavultesoft Keyman* when **Windows** starts. (You may need to look at the **All Users Startup** folder as well as the specific user's **Startup** folder.)
- Reboot the computer.
- Locate the folder with the keyman executable - it will usually be **C:\KEYMAN**, **C:\TAVULTESOFT\KEYMAN**, or **C:\Program Files\Tavultesoft\Keyman** and delete the entire folder.

#### 2. Removing Tavultesoft Keyman 4, 5 or 6

- Open **Control Panel - Add/Remove Programs** and if an entry exists for *Tavultesoft Keyman*, select **Remove** (uninstall). If no such entry is shown, or if uninstallation fails to complete for any reason, just proceed to the next step.
- Download the file [removekeyman.zip](#) from the *Tavultesoft* website, and use **WinZip** or any other appropriate application to extract the executable program "**Remove Keyman.exe**" and save it to your desktop or some other convenient location. (Newer versions of **Windows** allow **zip** archives to be opened without the need for other applications.)
- Run the executable application "**Remove Keyman.exe**", and follow the instructions displayed.
- **Reboot the computer**. This is essential - don't just log off and on again, as that does not always ensure that all files and registry entries are deleted..

### Explanation

The most common indications that a problem exists is that (1) Keyman continues to be started automatically even after it has been uninstalled, and/or (2) an error message "KMSHELL.EXE is corrupt" is displayed. There are two reasons that difficulties are sometimes encountered when uninstalling or upgrading *Tavultesoft Keyman*.

First, if a version of *Keyman* prior to *Keyman 5* has ever been installed, although it cannot work correctly with *Windows XP*, it can leave a link in your **Programs - Startup** folder that cause the *Keyman* executable to be started when *Windows* is started.

Second, some older versions of *Keyman 5* and *Keyman 6* did not successfully remove the *keyman.exe* file (or the registry entry to start it with Windows) if they were already active when uninstallation was initiated. This problem was corrected with Tavultesoft Keyman version 6.0.159.0, and can prevent uninstallation or upgrading if an earlier version has ever been installed.

Following the above procedure will remove all *Tavultesoft Keyman* files and registry entries and allow a new version to be installed without any version conflicts.