



Author:	Steve E Johnson II	
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File Name:	QC5000 - IK5000 Uninstalling_A	

This document will show how to fix a crash or corruption problem. Try Step 1 first. If that does not work try Step 2.

Step #1

- This document explains how to delete a few files and re-launch QC5000 or IK5000. This might fix any Crash Issues.
- Access your C: drive, Depending on the age of the software, you should have a QC5000 folder,
 - o Find the following files and delete them; **Supervis.5sy, Settings.oem, Untitled.5us,**
 - o Launch the QC5000 or IK5000 software. Say yes to all the pop-up windows that ask if you want to write new files. When the software is up and running, click Help, Restore Settings, and choose a settings file from about two weeks ago or from a period when they knew the system was working without an issue.
- If this work – you're done. If not try Step #2

Step #2

- This document explains how to completely uninstall the QC5000 / IK5000 hidden software folders.
- Using the Windows **Control Panel Uninstall** the Heidenhain software listed.
- Now need to delete the Hidden Folders.
- Need to **View hidden files and folders in Windows 10**
 - o Open File Explorer from the taskbar.
 - o Select **View** > Options> Change **folder** and search options.
 - o Select the **View** tab and, in Advanced Settings, select **Show hidden files, folders,** and drives and OK.
- Now search for the QC5000 or IK5000 folders from the C: drive.
 - o Delete the Folders found in directories – examples;
 - Drivers (C:\Program Files (x86)\Heidenhain\IK5000)
 - ProgramData (C:)
 - C:\Users\Starrett\AppData
 - Local (C:\Users\Starrett\AppData\Local)

See Picture for example;



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