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Date:	04/03/2019	
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,
 - Find the following files and delete them; **Supervis.5sy, Settings.oem**, **Untitled.5us**,
 - 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 **<u>Control Panel Uninstall</u>** the Heidenhain software listed.
- Now need to delete the Hidden Folders.
- Need to View hidden files and folders in Windows 10
 - Open File Explorer from the taskbar.
 - Select **View** > Options> Change **folder** and search options.
 - 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.
 - 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;

Starrett



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				JI JI LUIU ILL JAIVI
1	amd64_microsoft-wi	Manifests (C:\Windows\WinSxS)	MANIFEST File	9/15/2018 12:24 AM
] amd64_microsoft-ap	Manifests (C:\Windows\WinSxS)	MANIFEST File	9/15/2018 12:25 AM
L] amd64_eacb78d96414	Manifests (C:\Windows\WinSxS)	MANIFEST File	1/14/2019 7:47 PM
[] amd64_dual_c_apo.in	Manifests (C:\Windows\WinSxS)	MANIFEST File	9/15/2018 12:24 AM
[] QC5000.LIC	IK 5000 (C:\ProgramData)	LIC File	8/12/2017 9:48 AM
3	& QC5000	IK 5000 (C:\Program Files (x86)\HEIDENHAIN)	lcon	6/6/2017 9:33 AM
[x86_dual_ntprint.inf_3	WinSxS (C:\Windows)	File folder	9/15/2018 12:28 AM
Ľ	wow64_microsoft-wi	WinSxS (C:\Windows)	File folder	9/15/2018 2:08 AM
	msil_system.deploym	WinSxS (C:\Windows)	File folder	1/14/2019 7:45 PM
	msil_presentationfont	WinSxS (C:\Windows)	File folder	1/14/2019 7:45 PM
	K5000 Software v3.4.0	GA-0256-1262-0708 (C:\Users\Public\Public Documents)	File folder	8/12/2017 9:47 AM
	IK5000	HEIDENHAIN (C:\ProgramData\Microsoft\Windows\Start Menu\Programs)	File folder	1/14/2019 8:00 PM
	IK5000	Docs (C:\Users\Public\Public Documents\GA-0256-1262-0708\IK5000 Software v3.4.0\AutoPlay)	File folder	8/12/2017 9:47 AM
	IK5000	Drivers (C:\Users\Public\Public Documents\GA-0256-1262-0708\IK5000 Software v3.4.0\AutoPlay)	File folder	8/12/2017 9:47 AM
	IK 5000	HEIDENHAIN (C:\Program Files (x86))	File folder	8/12/2017 9:48 AM
	IK 5000	Drivers (C:\Program Files (x86)\HEIDENHAIN\IK 5000)	File folder	8/12/2017 9:48 AM
	IK 5000	ProgramData (C:)	File folder	8/12/2017 9:48 AM
	IK 5000	Local (C:\Users\Starrett\AppData)	File folder	8/12/2017 9:48 AM
ſ	IK 5000	Documents (C:\Users\Starrett)	File folder	2/15/2017 7:44 PM
	AV350+ - IK5000	User Manuals (C:\Users\Public\Public Documents\GA-0256-1262-0708)	File folder	2/15/2017 7:27 PM
	AV350+ - IK5000	AV350+ - IK5000 (C:\Users\Public\Public Documents\GA-0256-1262-0708\User Manuals)	File folder	2/15/2017 7:27 PM
	AV300+ - IK5000	User Manuals (C:\Users\Public\Public Documents\GA-0256-1262-0708)	File folder	2/15/2017 7:27 PM
	AV300+ - IK5000	AV300+ - IK5000 (C:\Users\Public\Public Documents\GA-0256-1262-0708\User Manuals)	File folder	< 2/15/2017 7:27 PM
	amd64_wcf-wsatconf	WinSxS (C:\Windows)	File folder	1/14/2019 7:45 PM
	amd64_microsoft-wi	WinSxS (C:\Windows)	File folder	9/15/2018 12:28 AM

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