

Removing SharpDesk 3.2 and Serial Number

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We have found issues with the uninstaller for SharpDesk 3.2 and a 64-bit OS. Issue has been seen in both Windows 7 and Vista x64.

The following process has worked for removing SharpDesk from your installed programs:

1 - Open your 32 bit registry - regedt32

2 - Browse

to HKLM\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\

3 - Remove SharpDesk Instances

To remove your previously used Serial Number for the SharpDesk Install, delete the following file:

C:\Windows\Sharp_SDInfo_0.log

You should now be able to install SharpDesk 3.3 and put in a new Serial Number.

Les Olson Company Knowledge Base

<http://www.kb.lesolson.com/InstantKB2016/KnowledgebaseArticle50112.aspx>