

WARNING: Serious problems might occur if you modify the registry incorrectly. These problems might require that you reinstall the operating system. Rockwell Automation cannot guarantee that these problems can be solved. Modify the registry at your own risk. Always back up your registry before making any changes.

Automatic Clean-up Procedure

Run the attached batch file 8384.bat to automatically clean-up RSLinx Classic on the computer.

Manual Clean-up Procedure

1. From the Control Panel's **Add/Remove Programs** applet, uninstall **RSLinx Classic**.
2. From the Control Panel's **Add/Remove Programs** applet, uninstall:
 - o **Software Harmony Runtime**
 - o **Harmony Runtime 2**

Note: Some versions of RSLinx Classic may not have Harmony, go to step 3.
3. From Windows Explorer delete the directory shown below:

32-bit:

C:\Program Files\Rockwell Software\RSLinx

64-bit:

C:\Program Files (x86)\Rockwell Software\RSLinx

4. From Windows Explorer delete the files shown below:

32-bit:

C:\Program Files\Rockwell Software\RSCCommon\harmony.* files

C:\Program Files\Rockwell Software\RSCCommon\RSEDS*.dll files

C:\Program Files\Rockwell Software\RSCCommon\RSHWare.exe

64-bit:

C:\Program Files (x86)\Rockwell Software\RSCCommon\harmony.* files

C:\Program Files (x86)\Rockwell Software\RSCCommon\RSEDS*.dll files

C:\Program Files (x86)\Rockwell Software\RSCCommon\RSHWare.exe

Note: To delete RSEDS*.dll files, all instances of RSLinx Classic and RSLinx Enterprise/FactoryTalk Linx must be stopped.

5. If uninstalling RSLinx Classic 4.12 or above, repair the **Electronic Data Sheets Reader** from the Control Panel's **Programs and Features** section.
6. Run the Registry Editor:
 1. Go to *Start*→*Run*
 2. In the dialog box, type **regedit**.
7. Create a backup copy of the registry as follows:
 1. Go to *File*→*Export*
 2. Select *All* for Export range
 3. Save the copy to a secure directory
8. Delete the following keys from the registry that still exist. Do not delete anything other than the keys below.

32-bit:

HKEY_LOCAL_MACHINE\SOFTWARE\Rockwell Software\Harmony

HKEY_LOCAL_MACHINE\SOFTWARE\Rockwell Software\RSLinx

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\App
Paths\RSLinx.exe
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\
{34540622-805E-4CC7-98CF-65A43E99CF4D}
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\RSLinx
### (all versions listed)
```

64-bit:

```
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Rockwell Software\Harmony
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Rockwell Software\RSLinx
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\App
Paths\RSLinx.exe
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\
{34540622-805E-4CC7-98CF-65A43E99CF4D}
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\RSLinx
### (all versions listed)
```

9. Delete the remaining registry keys:

- HKEY_CURRENT_USER\Software\Rockwell Software\RSLinx
- HKEY_CLASSES_ROOT\Installer\Products\22604543E5087CC489FC564AE399FCD4
- HKEY_USERS\.DEFAULT\SOFTWARE\Rockwell Software\RSLinx
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RSLinx
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Harmony

10. If using Windows 10, or RSLinx Classic version 3.90, delete the following keys:

```
HKEY_CURRENT_USER\SOFTWARE\Microsoft\Installer\Products\22604543E5087CC489FC!
HKEY_CURRENT_USER\SOFTWARE\Microsoft\Installer\Features\22604543E5087CC489FC!
```

Note: If the Windows operating system is downgraded from Windows 10 to lower version, Windows 10 registry keys may still be there.

11. Reboot the PC.

Advanced Clean-up Procedure

Microsoft offers **The Program Install and Uninstall troubleshooter** to help you automatically repair issues when you're blocked from installing or removing programs. It also fixes corrupted registry keys.

For more information see: [Fix problems that block programs from being installed or removed](#)

Was this answer helpful?

☐ Yes

☐ No

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