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Uninstall not possible because Add/remove programs button is not active in control panel.

Solution ID : nai15264 Last Modified : 4 MAR 2004

Goal and/or Problem Description

Uninstall not possible because Add/remove programs button is not active in control panel.
VirusScan 4.5.x uninstall is not possible.
Cannot uninstall VirusScan 4.5x

Problem Environment

McAfee VirusScan Multiplatform 4.5.x
Microsoft Windows NT Workstation
Microsoft Windows 2000
Microsoft Windows ME
Microsoft Windows 9x

Changes affecting this problem

Install of VirusScan was made with a customized MSI package.

Cause of this problem

Custom .MSI file has the uninstall option disabled.

Solution 1:

Search for the correct .MSI package in %SystemRoot%\Installer folder. Right click on this MSI file and choose uninstall. The software will now be removed.

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