

RetroScan Software Purge

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1) Make a folder on your desktop called "Universal Key". You can use any name you wish but this is where you will store a copy of your RetroScanHD software registration key during this process.

NOTE: If you also have the RetroSync software on the same PC (not recommended), then you might want to make a separate folder for it called "RetroSync Key" and, if you know where that key is located, put a copy of your RetroSync key.bin file there for safe keeping. The reason is that the Universal and the RetroSync module have different registration keys for their respective softwares but both are called "key.bin". Having them in separate folders will make it easier to find in the future but, more importantly, prevent accidental overwrites of one key on top of the other. This is important because, if you lose your key, we can not replace it and you will need to purchase another.

2) Uninstall the RetroScan Universal software using the Windows add/remove feature. DO NOT simply delete the software or this will cause a whole host of issues that I can not help you with.

3) Click on the yellow folder on the task bar at the bottom of your desktop. At the top of the screen, you will see "File" "Home" "Share" and "View". Click on "View" and, over to the right, make sure the box is checked for "Hidden items".

4) To the lower left, select "Windows (C:)"

5) In the upper right, you will see a box that says "Search Windows (C:)" Type in the folder name Alternaware and perform a search.

NOTE: If you also have your RetroSync software on the same PC (not recommended), your search may also find another Alternaware folder under "ProgramData". This is not the folder you are looking for. The Alternaware folder related to the RetroScan Universal software is located deep on your system drive and is typically hidden by Windows to prevent unauthorized access. If you did not check the box for "Hidden items", you may not find this Alternaware folder. This step is non negotiable and cannot be skipped. If you can not find this Alternaware folder, you can not proceed. If you do not know how to do this, you will need to get a PC tech or someone knowledgeable to assist you. I will assist with any support directly related to our product but your ability to navigate Windows is your responsibility.

6) Once you find the correct "Alternaware" folder, open it and you will see a folder called "RetroScanHD". Open that folder and you will then see a file called "key.bin". This is a copy of your registration key for the Universal software. Copy that key.bin file to the desktop folder you created called "Universal Key". You will need this key.bin file later during re-installation of the software. If you do not have your key.bin file later, you will not be able to complete installation and we can not provide you with a replacement copy of that key.

7) After copying the key.bin file to the "Universal Key" folder for safe keeping, delete the Alternaware folder.

NOTE: you will not lose any of your captured or exported movie files since they do not reside in the Alternaware folder.

8) Empty your recycle bin.

9) Reboot your PC and let it sit for about 5 minutes or more so that all background boot processes complete.*

10) Install the software like normal.

NOTE: During the re-installation, it will ask you for your key.bin file at some point. If it does not, then you did not delete your Alternaware folder and you will likely still have the same issues as before.

11) After installation, make sure to go into the settings panel of the software and reset all your preferences for capture and export drives, capture resolution, etc. This is important because the software defaults to the C drive for both capture and export. If you previously captured to a different drive than C, then your files may seem missing when you open the software!

*NOTE: After Step 9, the status of your system is the same as it was before you ever installed the software for the very first time. Again, software doesn't "go bad" so, if you still have the same issues after you complete the above process, then there is something wrong with your PC. At that point, you will need to install on a different PC to see if the problem follows the unit or is confined to that problem PC. If you still have the same problem on a second PC, then I can further assist. But, if the problem goes away on the second PC, then there is nothing I can do to help address problems with the initial PC you were having issues on.

Let me know if you need any further assistance!

Roger Evans

Owner, MovieStuff, LLC