RetroSync Purge Instructions

1) Create a folder on your desktop called "RetroSync Key" or any name that will let you know what's in it.

2) Click on "View" at the top of your Windows file explorer and change your search settings to show "hidden items"

3) Find the folder on your C drive called "ProgramData" and open it.

4) Inside "ProgramData" find and open a folder called "Alternaware"

5) Inside "Alternaware" there is a folder with a very long name like {E6F9260F... etc. Open that folder.

6) Inside that folder is a copy of your "key.bin" file for the RetroSync software. You will need this later so copy that file to the folder you created in step 1.

NOTE: The reason for the separate folder is that the key.bin file for the RetroScan software is ALSO called "key.bin". Having a separate folder for the RetroSync key.bin file prevents it from over-writing your RetroScan key.bin file if it happens to be on your desktop.

7) Uninstall the RetroSync software using the Windows Add/Remove feature.

8) Go to your C drive and find a folder called "Program Files" and open it. NOTE: This is not "Program Files (x86)"

9) Find a folder called "RetroSyncAudio" and delete that folder. NOTE: Do NOT do this if you have skipped step 7.

NOTE: This will NOT delete audio files you have created or already exported as they exist in a separate location from your software.

10) Go back to the "Alternaware" folder in step 5 and delete it.

NOTE: This will NOT delete audio files you have created or already exported as they exist in a separate location from your software.

11) Empty your recycle bin

12) Reboot your PC and let it sit for a few minutes until all background boot processes have finished.

At this point, you have purged the RetroSync software from your system and it is like your the software has never been installed on it before.

13) Reinstall the RetroSync software like normal. It will ask for your key.bin file. Follow the onscreen instructions.

If you have followed all the above steps and still have issues, there is likely something wrong with your PC. At this point, you would need to try the software on another PC that matches the specifications on our website.