

# ERRMSG: Unable to Uninstall / Upgrade DotImage - Error Message Says DotPdf is Already Installed

## Problem:

You receive a message stating that your system was unable to complete installation/upgrade of DotImage because DotPdf was already installed.

## Solution:

Open the registry editor (Start Run, type "regedit" without the quotes)

Navigate to:

HKEY\_CURRENT\_USER\Software\Atalasoft\DotPdf\

Find the version number of the DotImage install you're trying to install/upgrade and remove the key

## Example:

So, if we were installing/upgrading DotImage 10.0 , we'd delete

HKEY\_CURRENT\_USER\Software\Atalasoft\DotPdf\10.0\

Original Article:

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Atalasoft Knowledge Base

<https://www.atalasoft.com/kb2/KB/50141/ERRMSG-Unable-to-Uninstall-Upgrade-D...>