
How to re-install (uninstall) Voyager clients

- **Product:** Voyager
 - **Product Version:** All
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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Question

How do I re-install (uninstall) the Voyager clients?

Answer

Save off any important files such as the voyager.ini file before proceeding. See: [Which files should I preserve when installing new clients?](#)

1. Reboot your system before beginning.
 2. Use the Voyager Installer to *completely* un-install all Voyager clients on workstation: VoyagerInstall.exe > Run > Remove (the Windows System Settings > Add or Remove Programs might be used if VoyagerInstall.exe is not available)
 3. *Totally* delete the `C:\Voyager` directory completely (or whatever directory the clients are currently installed in on the PC)
 4. Optional: Clean the Windows Registry with a Registry cleaner.
 5. Search Windows Explorer for `voy*.dll` and delete *all* files found.
 6. Reboot the workstation again.
 7. Download to the local hard drive a clean copy of the clients from the Knowledge Center: Home > Voyager > Implementation Guides > [version] > VoyagerInstall.exe
 8. Install the clients using an account on the PC with *administrative privileges*: VoyagerInstall.exe > Run > Install > follow prompts to complete installation (**please see [Overview of Voyager client installation process](#) for detailed client installation steps**).
 9. Depending on user's workstation permissions, may need to right-click > "Run as Administrator" first time each module is opened.
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Note

You do *not* need to uninstall your existing clients if you are simply updating them to a new version of Voyager (as in the case of a server upgrade).

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