



Technical Support Document
Topic: Installation of RCC software
ST081704

Uninstallation / Clean Installation of RCC Software

While running the software you may experience problems. The software on its own will not cause these problems, they are usually caused by some system settings and can be easily fixed.

Following are the steps we recommend you follow to solve these problems. Start with item 1 and see if that solves the problem. If it doesn't move on to item 2 and see if that solves the problem. After you complete each step see if the problem is solved. Once the problem is solved you can stop at that step and will not need to continue troubleshooting. In rare cases you will still have a software problem after completing all the steps. In that case please give us a call and we will try to solve your specific problem.

1. Try again. Sometimes just running the software again, or restarting your computers and running the software will solve all of your problems.
2. (PC only) Clear any temporary files. Windows (and our software) use temporary files to store information. Overtime these temp files can grow in number and cause performance problems. These files are usually stored in c:\temp and c:\windows\temp. Delete all the files in these locations and try again.
3. Clear any preferences files. Preference files store your software settings. A bad set of preferences files could cause the software to run erratically, or some commands to not work properly.

Uninstalling Roland ColorChoice:

Windows - Exit RCC. Use 'Uninstall' feature and uninstall the RCC. Use 'Windows Explore' and locate C:\windows\program files\RCC for ColorCAMM and delete folder and contents

Manually removing the registry in PC -

Run registry editor by running the 'regedit'.

Locate following folder:

H_KEY_CURRENT_USER\Software\Amiable

Manually delete this folder. Close out the program.

Macintosh - Open the Preferences folder that is located in the System folder. Drag the RCC folder to the Trash.

Clean installation:

RCC for Mac

Sometimes it is necessary to do a clean installation of RCC to make sure that no remnants of previous versions exist. This involves deleting several extra files before the installation begins.

1. Make a backup of any RCC files saved in the RCC for ColorCAMM folder.
2. Drag the RCC folder from your hard drive to the Trash Can.
3. Open the Preferences folder that is located in the System folder.
4. Drag the RCC Stuff folder to the Trash Can.

You have now removed any remnants of RCC from your computer. You are ready to install RCC on your clean system. Follow the installation procedure.

RCC for Windows

Sometimes it is necessary to do a clean installation of RCC to make sure that no remnants of previous versions exist. This involves deleting several extra files before the installation begins.

1. Make a backup of any RCC files saved in the RCC directory.
2. Use 'Uninstall' feature and uninstall the RCC
3. From Windows's Explorer, delete RCC application directory.
4. Click the Windows directory to display its contents.

You have now removed any remnants of RCC on your computer. You are ready to install RCC on your clean system.