

When you uninstall HP printing software, not all of the components get uninstalled. This can block a reinstall, or prevent a problem from being solved. In this situation, you will need to do a full scrub of the printer's software from the system. Below are the steps for scrubbing version 14 and below of the HP software from **Non-HP** computers. If you use these steps on a HP computer, you run the risk of deleting important computer components.

Full Version 14 and below Scrubber Steps:

1. Press Ctrl+Alt+Delete. In XP this will open the Task Manager. In later versions of Windows, this will bring up a systems list and you will have to choose to run the Task Manager.
2. Click on the Process tab, and make sure no HP processes are running.
3. Run disk cleanup on your computer
4. Download and run the software and drivers below.
<http://www8.hp.com/us/en/support-drivers.html>
5. Once the download is done extracting, cancel the download.
- 6.. Press the Windows key + R on the keyboard to bring up the run menu.
7. Type %temp% in the run field, and click OK.
8. Look for, and open the folder starting with 7z (Example: 7zS2356)
9. Open folder Util
10. Open folder CCC
11. Run the uninstall_ L4.bat
12. When the uninstall has completed restart the computer
13. Press the Windows key + R on the keyboard to bring up the run menu.
14. Type %programfiles% in the run field and click OK.
15. Delete any HP/Hewlett Packard folders.
16. Press the Windows key + R on the keyboard to bring up the run menu.
17. Type %programfiles(x86)% in the run field, and click OK. This is for 64 bit systems only. 32 bit systems should not have this folder.
18. Delete any HP/Hewlett Packard folders.
19. Press the Windows key + R on the keyboard to bring up the run menu.
20. Type %appdata% in the run field, and click OK.
21. Delete any HP/Hewlett Packard folders.
22. Press the Windows key + R on the keyboard to bring up the run menu.
23. Type %programdata% in the run field. This is for Windows Vista and higher only. Windows XP and lower should not have this folder.
24. Delete any HP/Hewlett Packard folders.
25. Press the Windows key + R on the keyboard to bring up the run menu.
26. Type regedit in the run field.
27. Delete any HP/Hewlett Packard folders or keys that you find.
28. Run Disk cleanup from Accessories\ System Tools
29. Download and install the latest version of Adobe flash player
<http://www.adobe.com/support/flashplayer/downloads.html>

30. Use this tool to clean the system and registry. Note: This utility is not HP sponsored or approved. HP and I are not responsible for damages or loss of data caused by the utility. This step is optional. You can skip it if you want.

http://download.cnet.com/Advanced-SystemCare/3000-2086_4-10407614.html?part=dl-6271865&subj=dl&tag=b...

31. Download the full feature software and drivers

<http://www8.hp.com/us/en/support-drivers.html>

32. Run the download to reinstall the printer