

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 20 and above 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.

1. Run disk cleanup on your computer
2. Click on the Start menu.
3. Click on the Control Panel.
4. Open Add or Remove Programs.
5. Uninstall all HP software.
6. When the uninstall has completed restart the computer
7. Press the Windows key + R on the keyboard to bring up the run menu.
8. Type %programfiles% in the run field and click OK.
9. Delete any HP/Hewlett Packard folders.
10. Press the Windows key + R on the keyboard to bring up the run menu.
11. 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.
12. Delete any HP/Hewlett Packard folders.
13. Press the Windows key + R on the keyboard to bring up the run menu.
14. Type %appdata% 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 %programdata% in the run field. This is for Windows Vista and higher only. Windows XP and lower 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 regedit in the run field.
21. Delete any HP/Hewlett Packard folders or keys that you find.
22. Run Disk cleanup from Accessories\ System Tools
23. Download and install the latest version of Adobe flash player
<http://www.adobe.com/support/flashplayer/downloads.html>
24. 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...
25. Download the full feature software and drivers
<http://www8.hp.com/us/en/support-drivers.html>
26. Run the download to reinstall the printer