



How to uninstall Smart Client

Encompass Removal Guide

The following steps include the removal of directories and registry keys and should be reviewed by your IT team. Removal of directories and registry keys outside of what is listed below may result in adverse affects.

Registry location

32 bit location: `HKEY_LOCAL_MACHINE/SOFTWARE/Elle Mae`

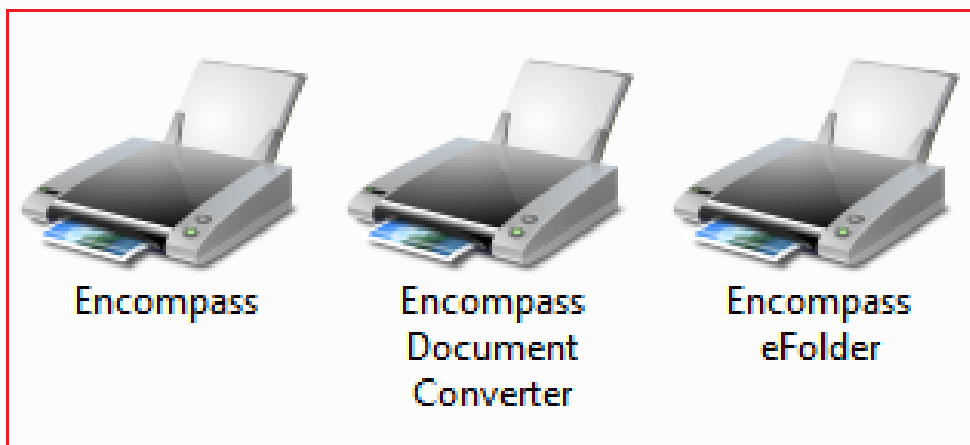
64 bit location: `HKEY_LOCAL_MACHINE/SOFTWARE/Wow6432Node/Elle Mae`

Remove the following from Add/Remove Programs or Programs and Features

| Name | Publisher |
|--------------------------------------|--------------------------|
| Dolby Audio X2 Windows APP | Dolby Laboratories, Inc. |
| Encompass | Elle Mae, Inc. |
| Encompass eFolder | Elle Mae, Inc. |
| Encompass SmartClient | Elle Mae, Inc. |
| SmartClient Core | Elle Mae, Inc. |
| Google Chrome | Google, Inc. |
| Intel(R) Network Connections Drivers | Intel |

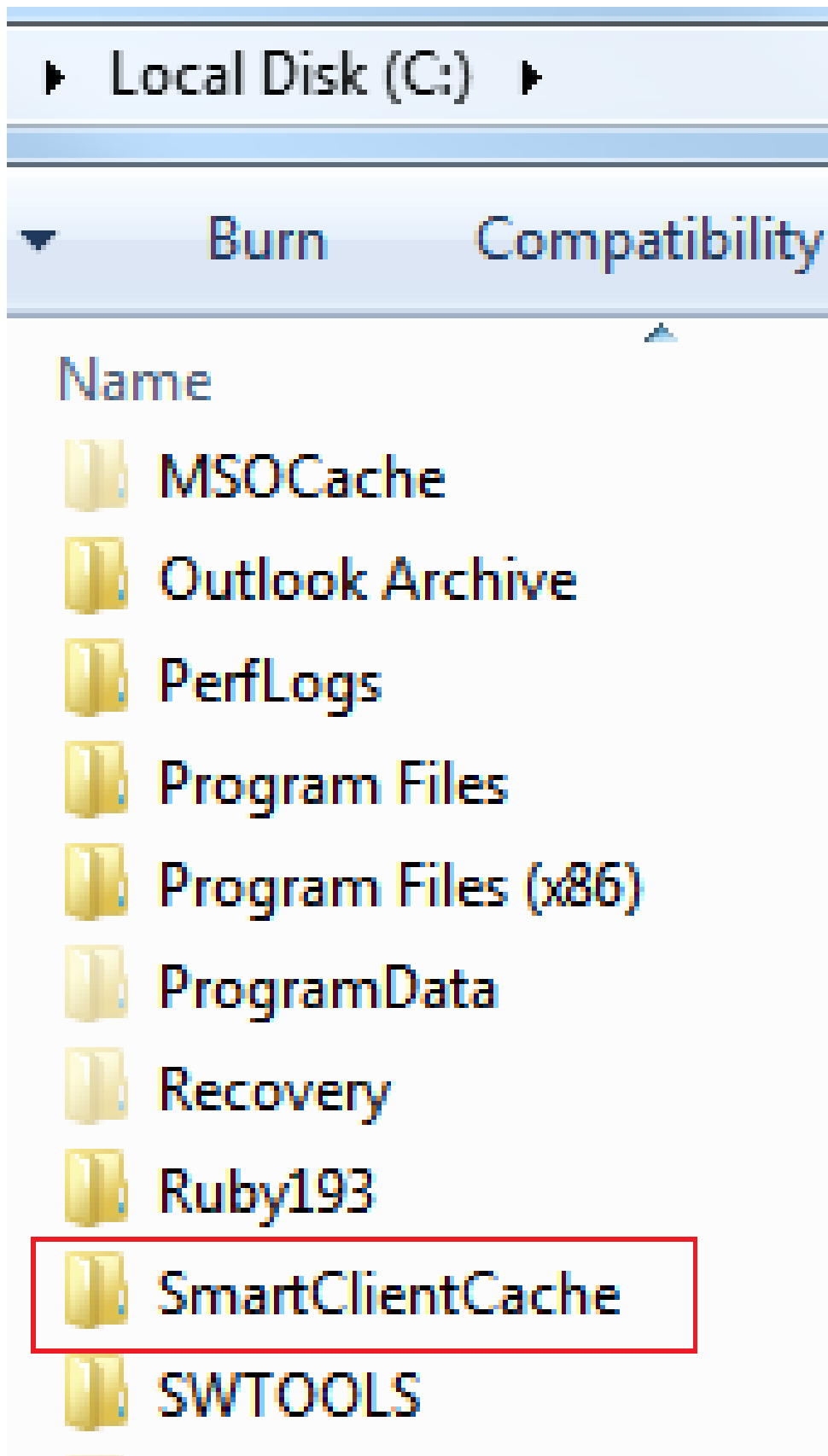
Remove the 3 Encompass Printers

The Encompass Document Converter will be removed when you remove it from Programs and Features, but the Encompass & eFolder printers will need to be removed manually by right clicking on the printer icon & selecting “Remove device.”

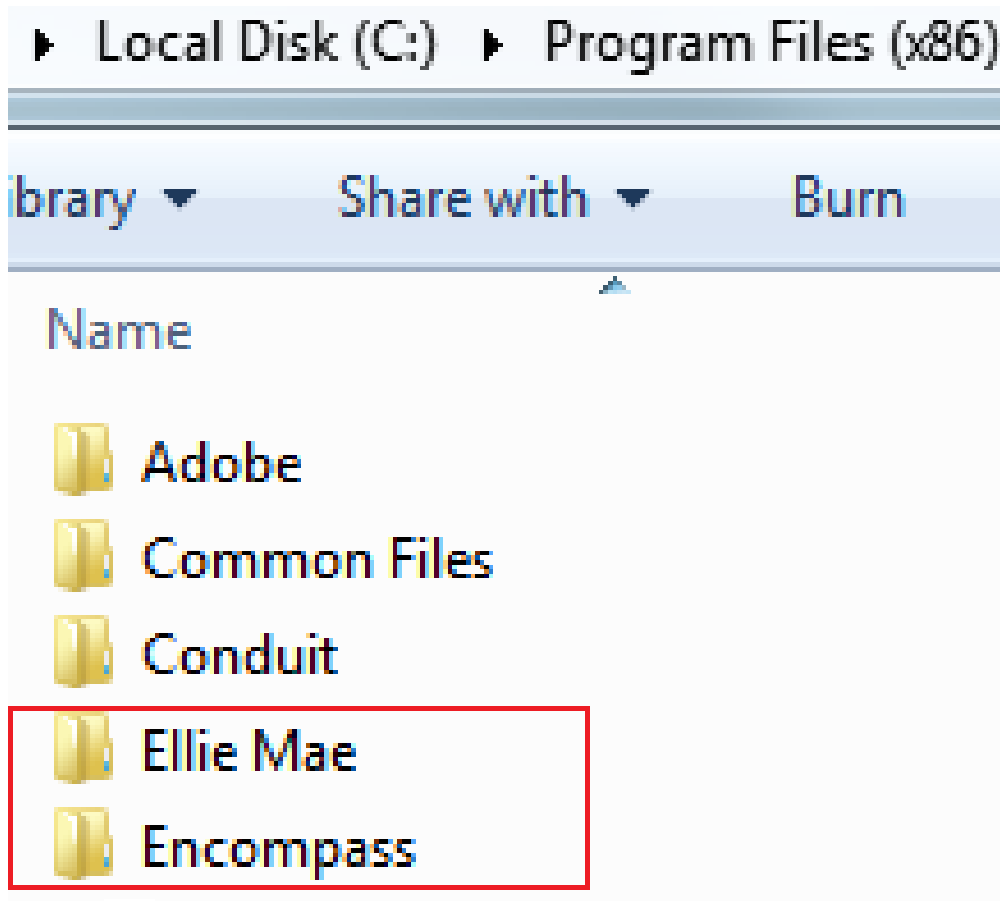


Remove the following Directories

SmartClientCache is located on the root of C:

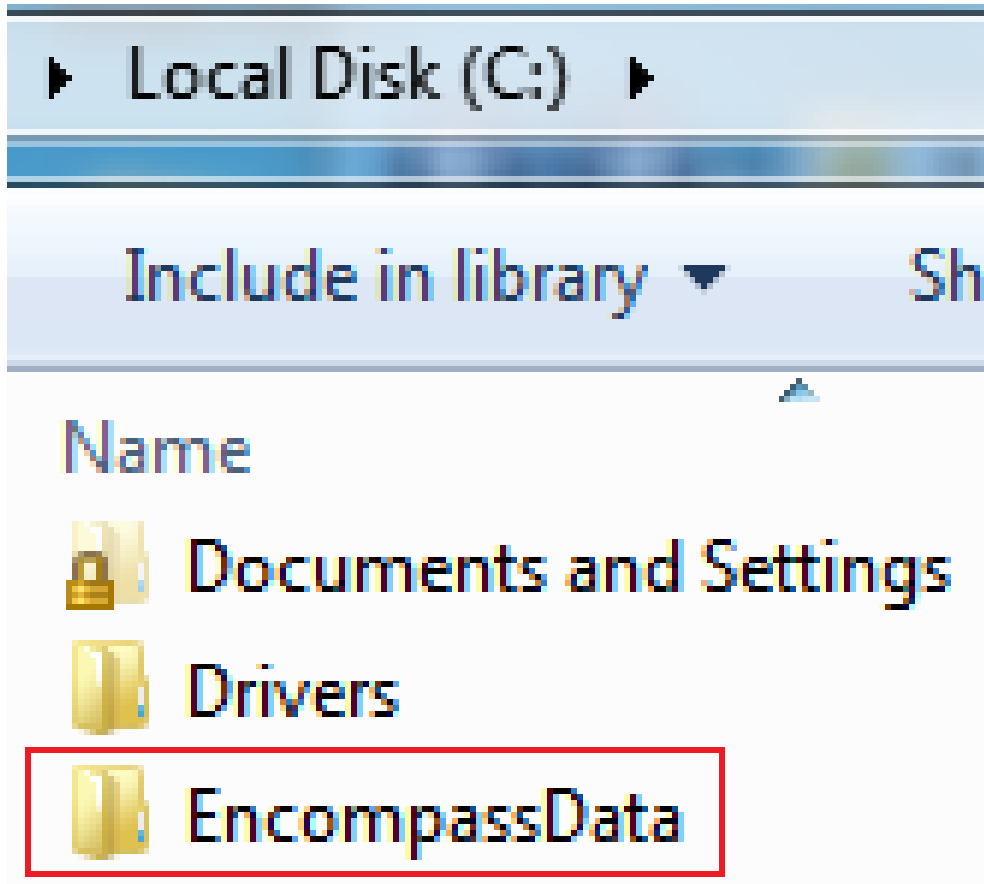


Ellie Mae & Encompass are located in Program Files or Program Files (x86) for 64 bit machines. You can Delete these Folders without issues.

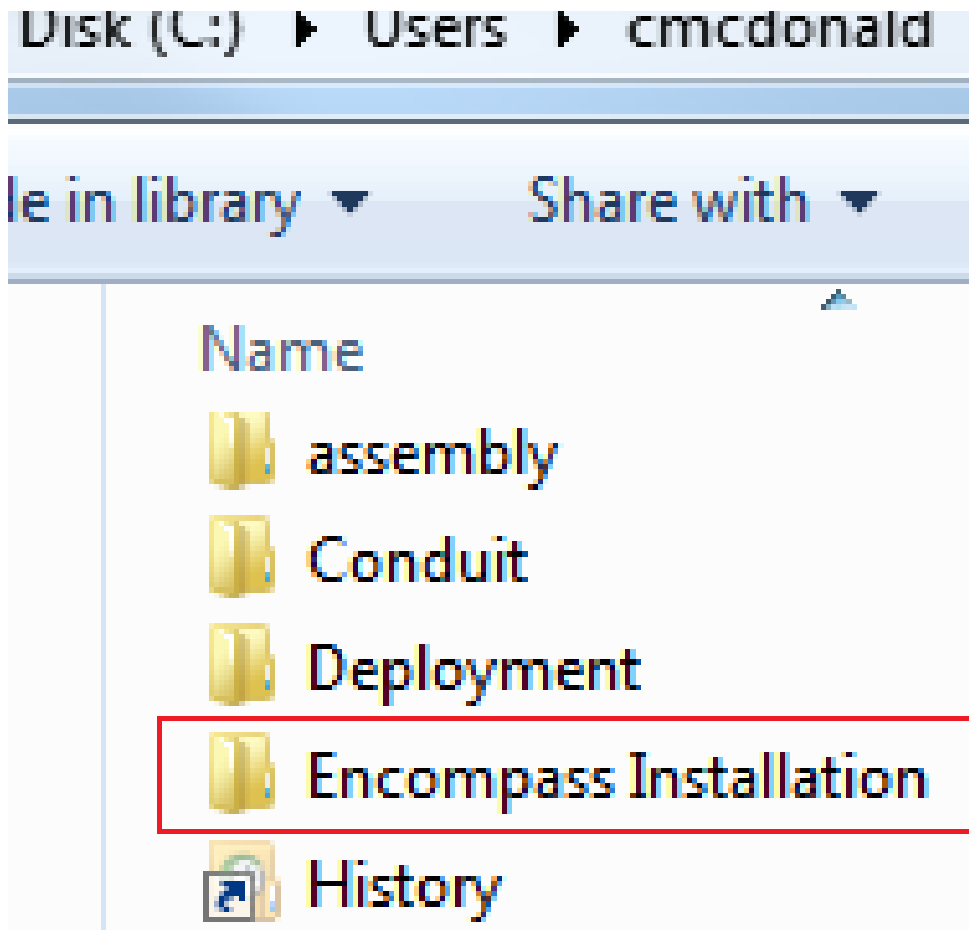


The EncompassData Directory is usually on the root of C: but can be located elsewhere. Check the registry to verify location. This can be found in the same location as the Installation Mode. The EncompassData directory will only be present with a Server or Stand-Alone installation, as well as with older client installations from versions 7.0 and earlier.

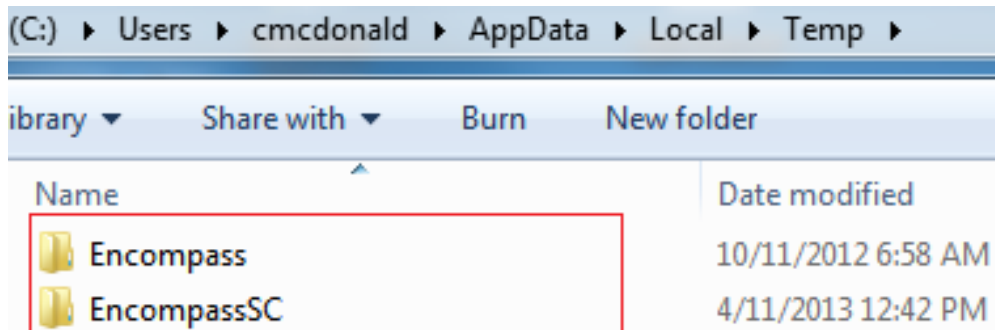
**You will need to check the folder contents for loan files C:\EncompassData\Loans. If there are none please delete EncompassData folder. If there are files let the client know and rename EncompassData to EncompassDataOld only!*



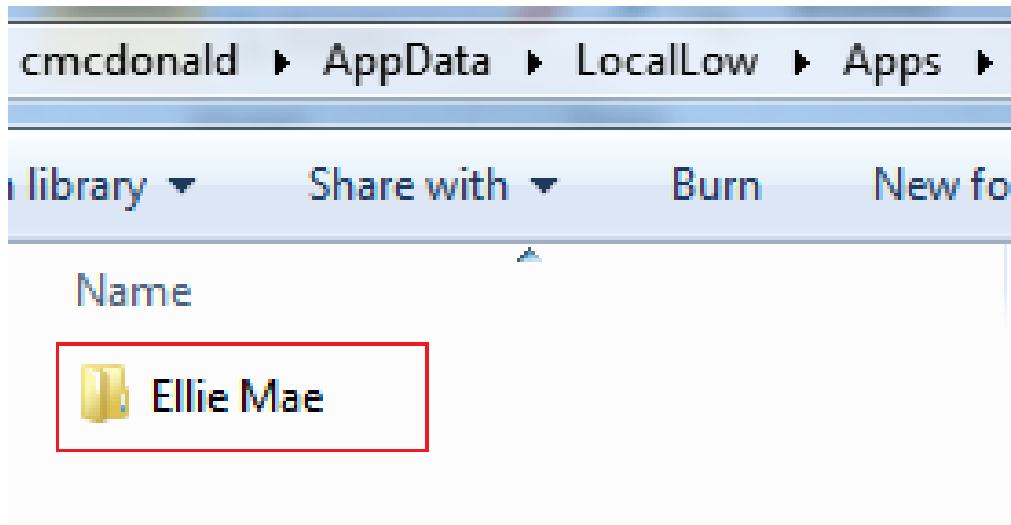
C:\Users\User Name\AppData\Local



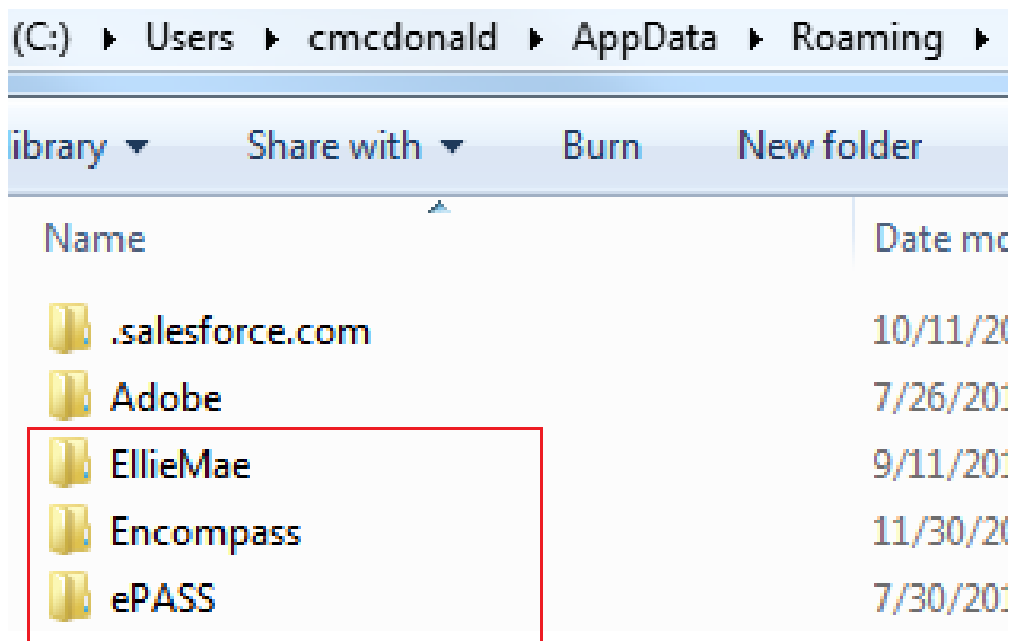
C:\Users\User Name\AppData\Local\Temp



C:\Users\User Name\AppData\LocalLow\Apps



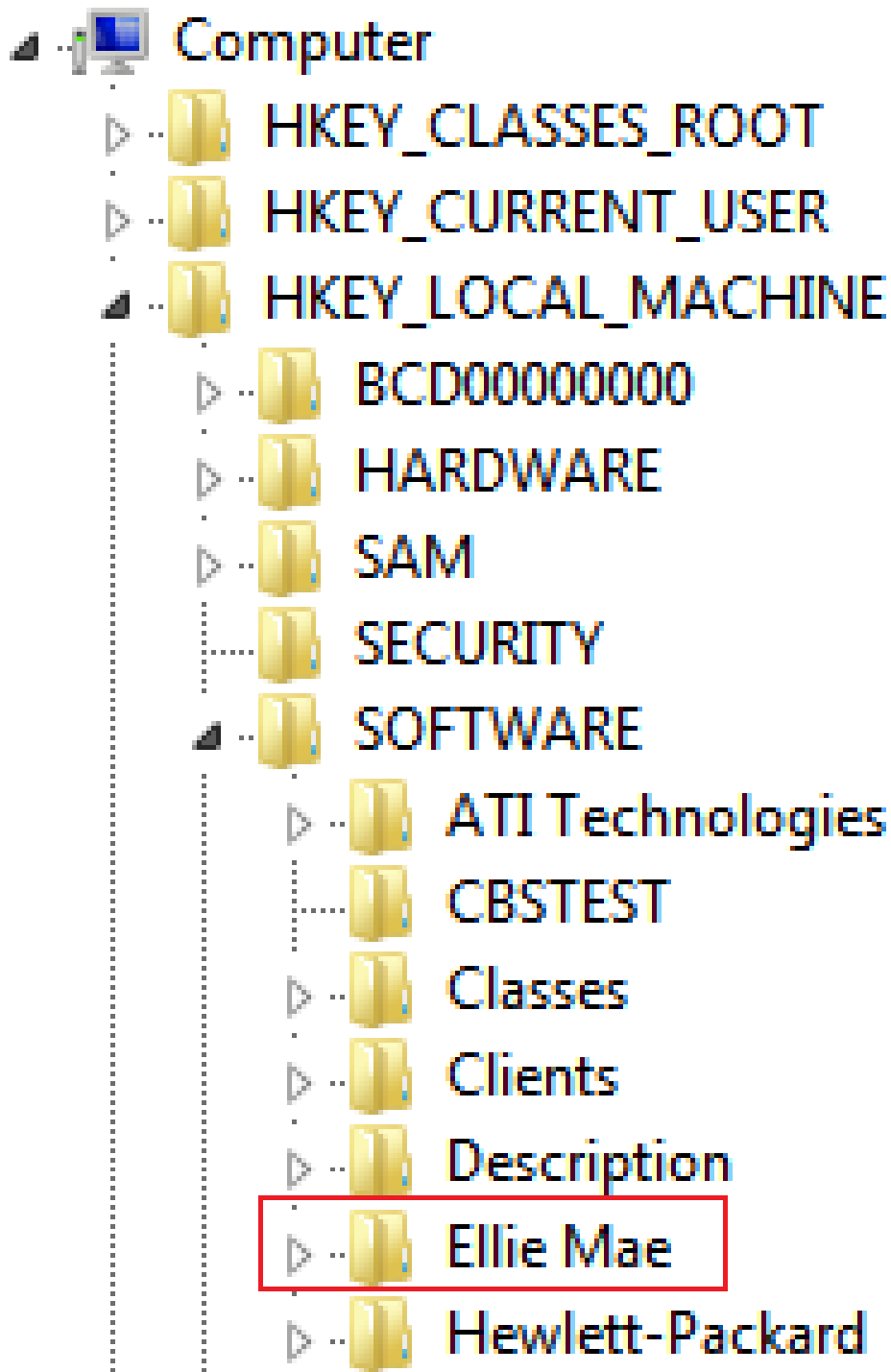
C:\Users\User Name\AppData\Roaming



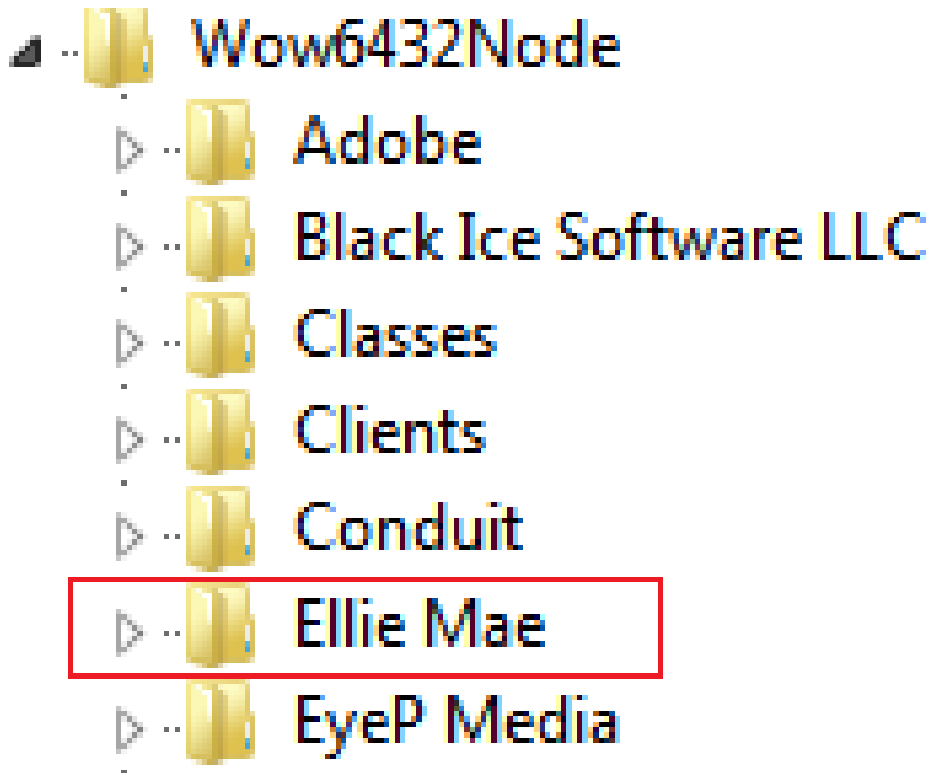
Remove the following Registry Keys

HKEY_LOCAL_MACHINE

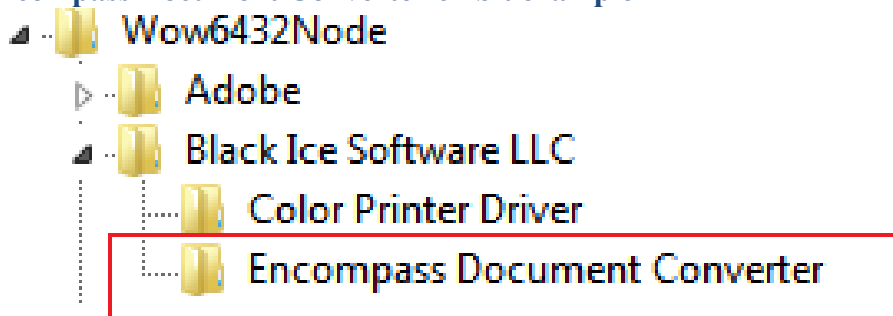
Ellie Mae Key for 32 bit machines



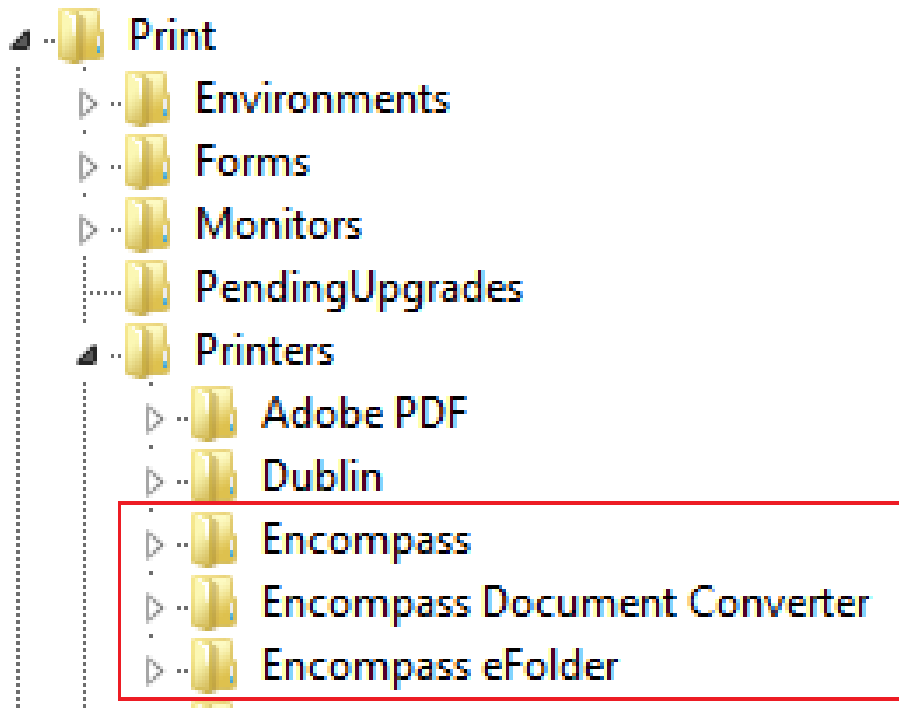
Ellie Mae Key for 64 bit machines



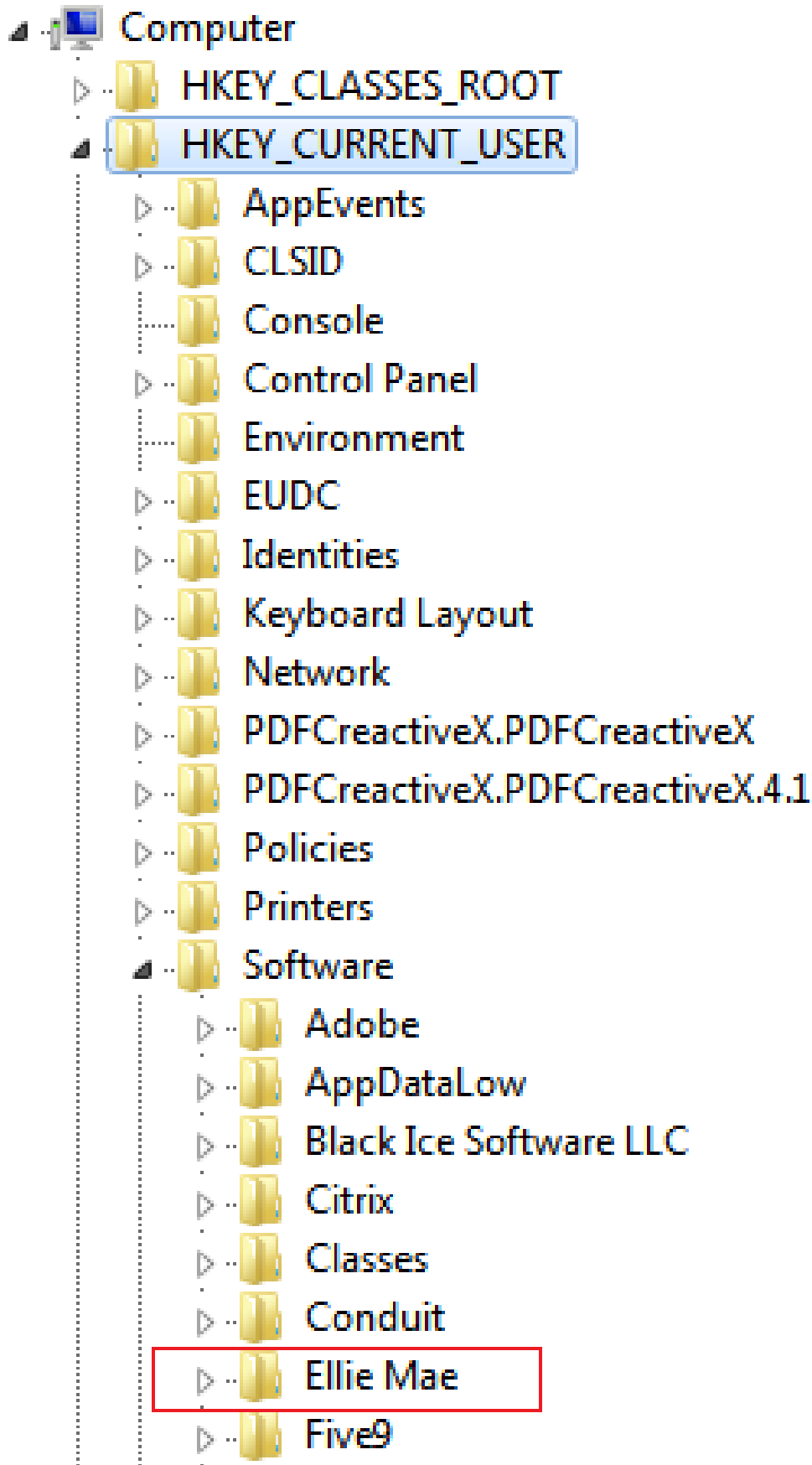
Encompass Document Converter 64 bit example

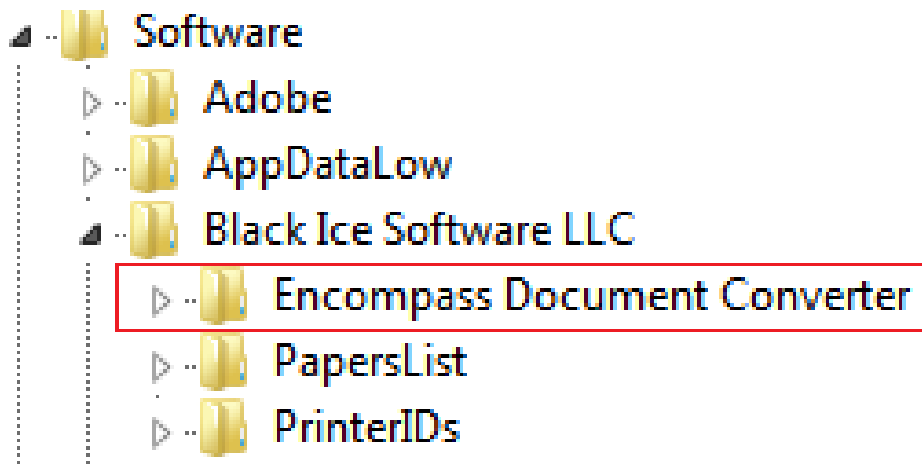


Remove any Printers listed here after removing them from Devices and Printers
HKEY_LOCAL_MACHINE_SYSTEM_CurrentControlSet_Control_Print_Printers

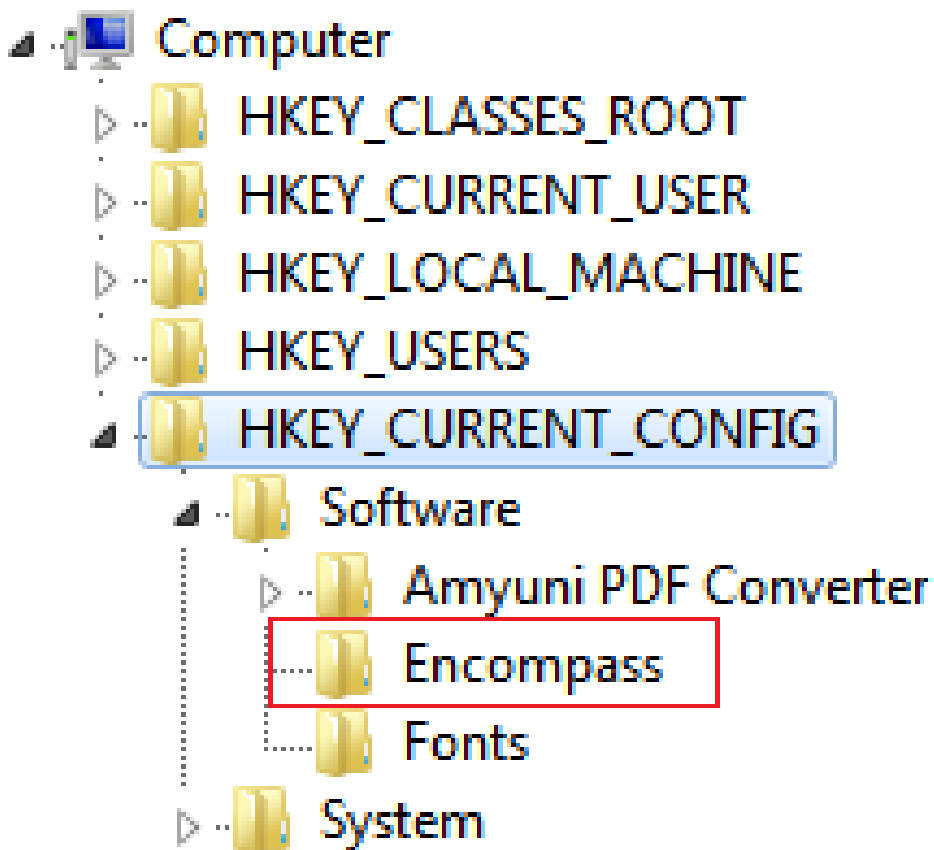


HKEY_CURRENT_USER





HKEY_CURRENT_CONFIG



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