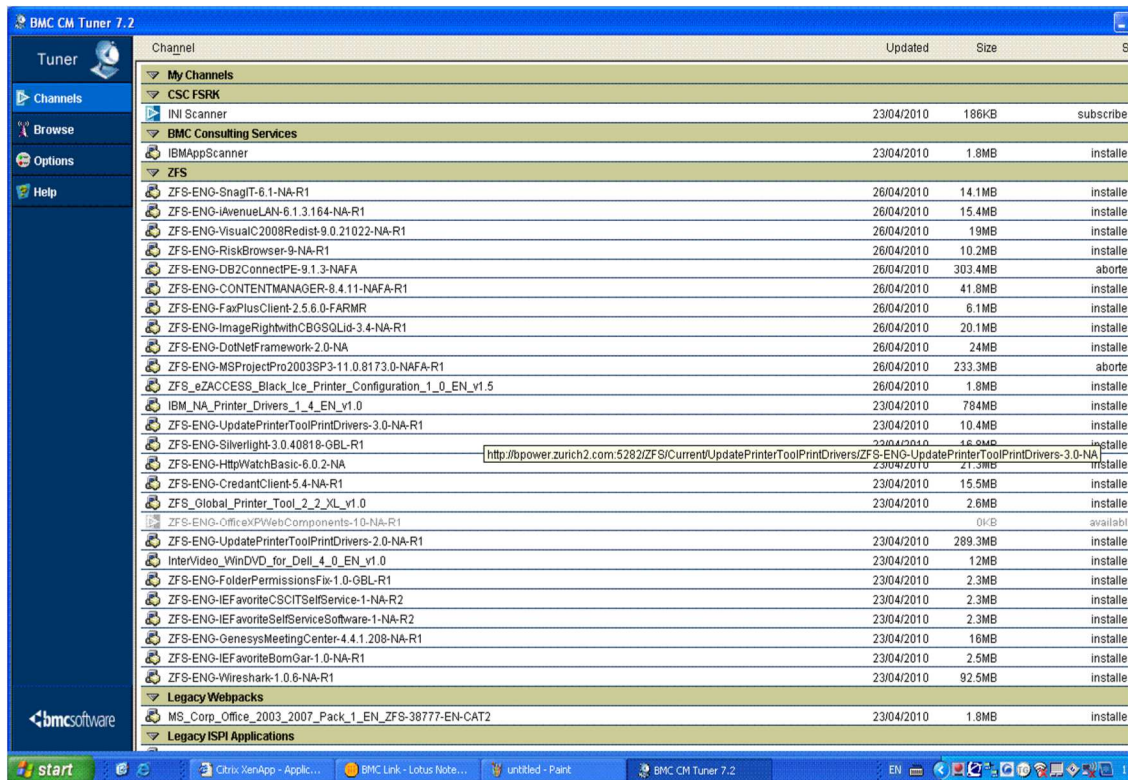


To UNINSTALL a package using BMC Tuner:

1. To launch the BMC Tuner on your computer, click Start, Run and then enter <http://bpower.zurich2.com:5282/bPOWER/Current/ChannelManager?start> in the run command and click OK.



2. When the BMC Tuner launches, see if the software you are troubleshooting is already listed.

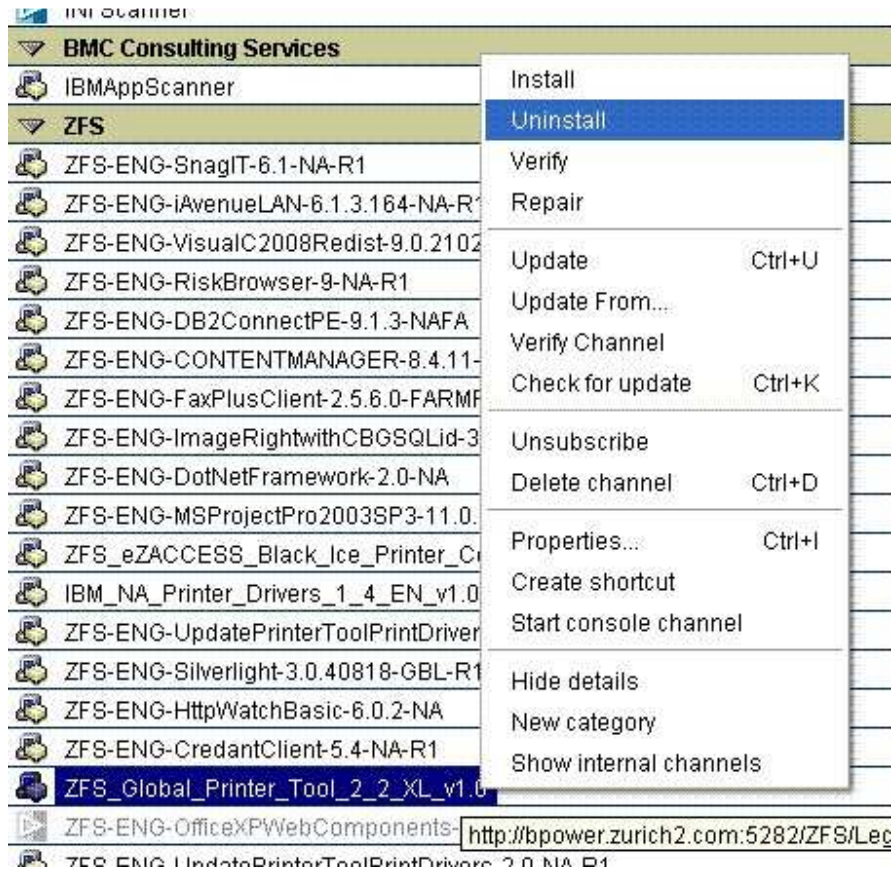


For this example, the client is calling to have the Zurich Global Printer Tool reinstalled as it is no longer working.

You can see from the list above that the software is already listed in the Tuner.

You can uninstall it from here by highlighting the software, right click on it and selecting Uninstall.

While uninstalling, the status will show as Running.



In order to have the package completely removed:

- Right click on the package. Choose "Unsubscribe".
- Right click on the package. Choose "Delete Channel".