

Knowledge Base

System Software

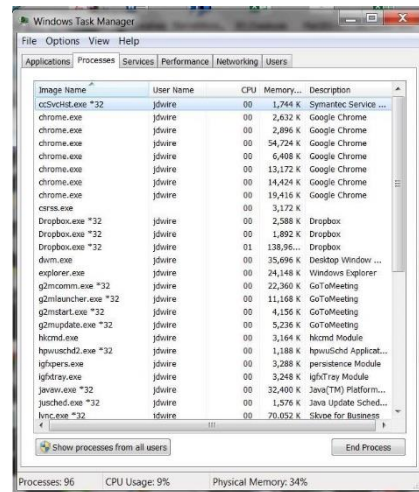
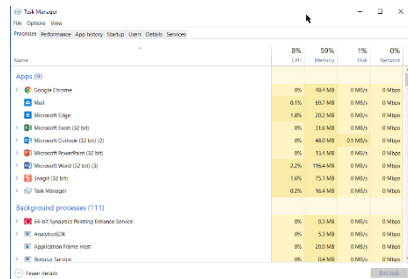
Uninstall ZoomAndGo

The following steps will assist the user in removing ZoomAndGo files

STEP 1 - Open Task Manager

Select and hold down <Ctrl> <Alt> . Choose Task Manager.

You should see one of these pop-ups. At the bottom of either form, there is an End Process or End Task



STEP 2 - On the Processes tab, look for two files. Highlight the tiles one after the other and choose end task

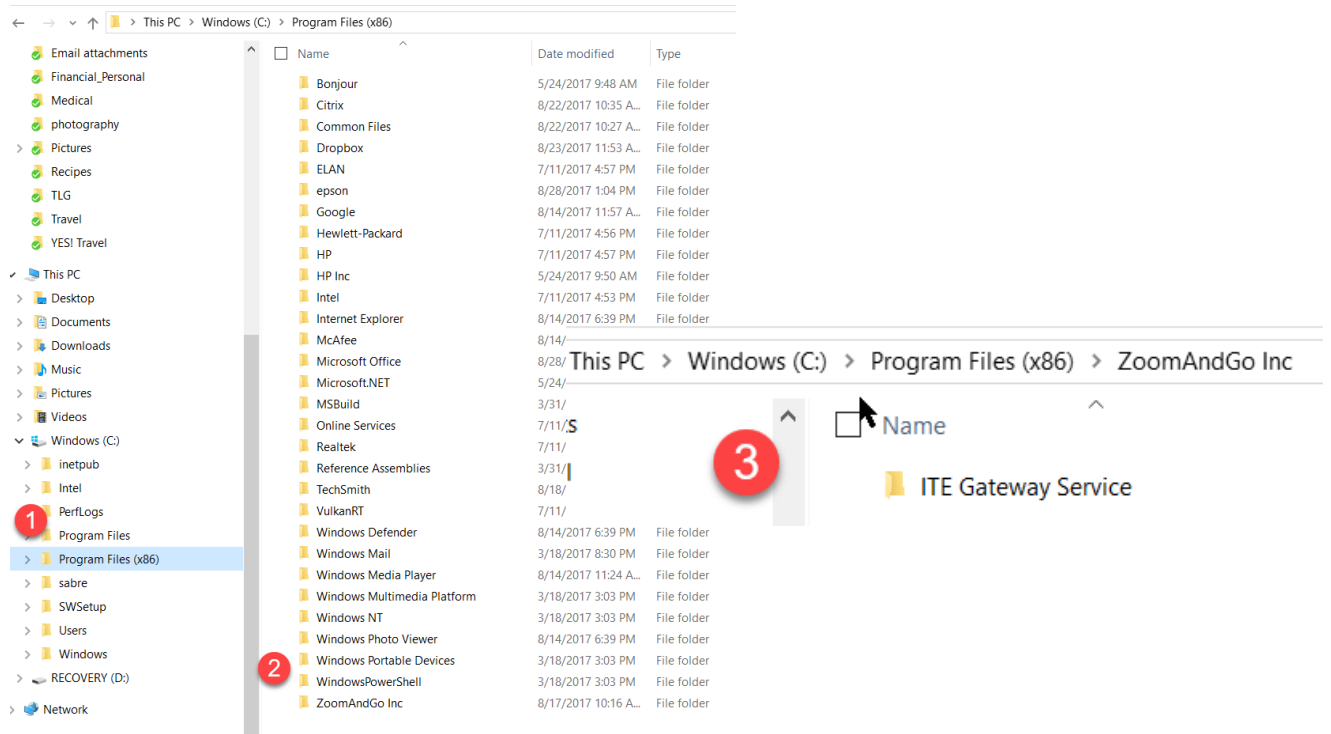
FILES **ZoomAndGo.Launcher.exe**

Javaw.exe

STEP 3 - Go to your Computer file directory



STEP 4 – Locate the files for ZoomAndGo Inc.



The screenshot shows a Windows File Explorer window with the following path: This PC > Windows (C:) > Program Files (x86). The left sidebar shows the navigation pane with 'Program Files (x86)' selected. The main pane shows a list of folders. A secondary view on the right shows the path 'This PC > Windows (C:) > Program Files (x86) > ZoomAndGo Inc' and a list of files, including 'ITE Gateway Service'.

Name	Date modified	Type
Bonjour	5/24/2017 9:48 AM	File folder
Citrix	8/22/2017 10:35 A...	File folder
Common Files	8/22/2017 10:27 A...	File folder
Dropbox	8/23/2017 11:53 A...	File folder
ELAN	7/11/2017 4:57 PM	File folder
epson	8/28/2017 1:04 PM	File folder
Google	8/14/2017 11:57 A...	File folder
Hewlett-Packard	7/11/2017 4:56 PM	File folder
HP	7/11/2017 4:57 PM	File folder
HP Inc	5/24/2017 9:50 AM	File folder
Intel	7/11/2017 4:53 PM	File folder
Internet Explorer	8/14/2017 6:39 PM	File folder
McAfee	8/14/2017 6:39 PM	File folder
Microsoft Office	8/28/2017 11:57 A...	File folder
Microsoft.NET	5/24/2017 11:57 A...	File folder
MSBuild	3/31/2017 11:57 A...	File folder
Online Services	7/11/2017 4:57 PM	File folder
Realtek	7/11/2017 4:57 PM	File folder
Reference Assemblies	3/31/2017 11:57 A...	File folder
TechSmith	8/18/2017 11:57 A...	File folder
VulkanRT	7/11/2017 4:57 PM	File folder
Windows Defender	8/14/2017 6:39 PM	File folder
Windows Mail	3/18/2017 8:30 PM	File folder
Windows Media Player	8/14/2017 11:24 A...	File folder
Windows Multimedia Platform	3/18/2017 3:03 PM	File folder
Windows NT	3/18/2017 3:03 PM	File folder
Windows Photo Viewer	8/14/2017 6:39 PM	File folder
Windows Portable Devices	3/18/2017 3:03 PM	File folder
WindowsPowerShell	3/18/2017 3:03 PM	File folder
ZoomAndGo Inc	8/17/2017 10:16 A...	File folder

STEP 5 – Uninstall

STEP 6 – Reboot computer