Industrial HiVision cannot be uninstalled, error message "Error extracting support files: Catastrophic failure"

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The error message "Error extracting support files: Catastrophic failure " displayed when trying to uninstall Industrial HiVision points out, that the installation information files in the corresponding subfolder of the hidden folder "C:\Program Files (x86)\Installshield Installation Information" have been altered or manipulated. According to Microsoft, this can possibly be caused by an Antivirus program.

If you want to update your installation of Industrial HiVision, you can move the files of the mentioned folder to another place on your disk and simply install the new version on top. After this action, the uninstallation process can be started successfully again.

If the uninstallation of Industrial HiVision fails then, please open a support ticket and ask for help. A support employee will help you to manually remove all installed components.