

# Q Local desktop icon/shortcut remains on the Desktop after uninstall

## How To:

Delete Q Local icon/shortcut after uninstall if it fails to remove.

## Follow the steps below:

<http://support.microsoft.com/?kbid=932406>

User uninstalls Q Local but the Desktop icon/shortcut remains on the Desktop. If they click on it, nothing happens. The shortcut Properties will appear, but the target path is missing. If they try to delete the icon, they get an error message.

This is a known problem in Vista. The Vista Desktop does not always refresh properly when it should, whether it is after an installation, after downloading files there, etc

Manually refresh Desktop by right-clicking on the Desktop and then clicking Refresh.

Note: There is a fix available from Microsoft although we have not tested it with regard to Q Local (see Link below).

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Software Support -> — Q — -> Q Local -> General Information -> Q Local desktop icon/shortcut remains on the Desktop after uninstall

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4271>