Cannot install - prompted to uninstall

If you are unable to uninstall or reinstall CVLT II after a system failure or hard drive crash, you can use the CVLT II Uninstall Cleanup Patch to remove remnants of previous CVLT II installations from your computer. This will allow you to reinstall the program. The utility cleanup patch can be found at TPCCPG.COM > Utilities > Cleanup. You may also contact the Technical Support Center at esupport@pearson.com or call Technical Support at800-627-7271.