

Message: Could not remove Shortcut Chief Architect.Ink.

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The information in this article applies to:



QUESTION

While uninstalling my Chief Architect program I receive the following message:

"Warning 1910. Could not remove Shortcut <shortcut name>.Ink. Verify that the shortcut file exists and that you can access it."

ANSWER

This warning is occurring because the Chief Architect uninstaller is attempting to remove the shortcut to the program from the Windows Desktop. However, if the Public Desktop's desktop.ini file is set as Read Only then this operation will fail.

The desktop.ini file is a hidden file used to customize and adjust settings for the Windows folders that contain the file.

In other words, this file saves information about the folder it is stored in so that your settings for that folder remain the same unless you change them.

To remove the Read Only attribute from the desktop.ini file



1. Open **File Explorer**.

This can be done by pressing **Windows Key + E** on the keyboard.

2. Under the **View** menu select **Options** and then select **Change folder and search options**.

3. In the **Folder Options** dialog switch to the **View** tab and select **Show hidden files, folders, and drives** then uncheck **Hide protected operating system files (Recommended)**.
4. Choose **Yes** to the warning dialog that appears when choosing not to hide operating system files then click **Apply** and **OK** in the **Folder Options** dialog.
5. Now navigate to **C:\Users\Public\Desktop** and right-click the **desktop.ini** file choosing **Properties**.
6. In the **Properties** dialog clear the **Read-only** check box and click **Apply** then **OK**.
7. When finished uninstalling it is recommended that you follow steps 1-3 again to undo the changes made in Folder Options.

Related Articles

-  [Troubleshooting Installation Issues \(/support/article/KB-00108/troubleshooting-installation-issues.html\)](/support/article/KB-00108/troubleshooting-installation-issues.html)
-  [Uninstalling a Home Designer Program \(/support/article/KB-00109/uninstalling-a-home-designer-program.html\)](/support/article/KB-00109/uninstalling-a-home-designer-program.html)