

Uninstalling the Support Tool

It may be necessary to reinstall the Support Tool to ensure you have the latest version on your computer.

To do this, log in to the computer that has the Support Tool installed. Then go to **Settings > Apps > Installed apps**

In the search bar that says "Search apps", type in "Simple RFID Support Tool".



Older versions of the Support Tool were named "Print Client Refresh Tool". If "Simple RFID Support Tool" does not pop up, then try this name. If neither of the names shows anything, then go straight to downloading the Support Tool here:

<https://kb.simplerfid.com/books/support-tool/page/support-tool-installation-windows>

Click on the 3 dots on the right, and select "Uninstall". Now [install the support tool](#) and refresh the Print Client.

Please note that this will create a new Printer Station, so you will need to contact support here: <https://support.simplerfid.com/support/tickets/new>

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