

[Tech Note 454](#)

Manual Uninstall of Wonderware® Products

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Introduction

This *Tech Note* describes the procedure for completely uninstalling Wonderware products on a computer.

This *Tech Note* covers uninstalling the following products: ActiveFactory, FS 2000 Common Components, DAS Servers, InBatch, Industrial Application Server, Industrial SQL Server, InTouch, InTrack, SCADAAlarm, and SuiteVoyager.

The reasons for completely uninstalling Wonderware products would include:

1. Double Common Components due to incorrect install order – See [Tech Note 313](#) for technical details. Typically, a symptom of Double Common Components is the presence of the **wwsl.dll** file in both **\Program Files\Common Files\Archestra** and also **\Program Files\FactorySuite\Common**.
2. It is determined that the installation is bad. This could be the analysis from a Support Engineer.
3. It is a test computer and it is desired to uninstall all Wonderware products before a new install of Wonderware products.

Application Versions

The Tech Note was tested using the following application versions:

- ActiveFactory 9.1
- FS 2000 Common Components
- DAS Servers (FactorySuite Gateway 1.0)
- InBatch 8.1
- Industrial Application Server 2.0

- Industrial SQL Server 9.0
- SQL Server 2000/2005
- InTouch 9.5
- InTrack 7.11
- SCADAAlarm 6.0
- SuiteVoyager 2.5.

Preparing for the Uninstall

Backup the License File

Backup the **wwsuite.lic** file. It is located in either of the following locations:

\Program Files\Common Files\Archestra\License

Or:

\Program Files\FactorySuite\Common\License

Backup Databases

Backup any databases that you would like to save.

- The SuiteVoyager database is backed up using the **Backup Manager** in the Portal.
- SQL Enterprise Manager is used to backup the InTrack database, InTouch Alarm databases, InBatch Info Server database, InSQL Runtime database and any other custom databases.

Backup Galaxies

If the Industrial Application Server GR (Galaxy Repository) is simply uninstalled and reinstalled, it is not necessary to backup the Galaxies. However, if the File Repository is deleted by following the procedure later in this document, it is necessary to backup the Galaxies.

The File Repository is located at **\Program Files\Archestra\Framework\FileRepository**. In this case, a reinstalled Industrial Application Server cannot directly use the SQL Server databases corresponding to Galaxies from the previous installation. If the IDE attempts to open a Galaxy from a previous installation, it generates an error message similar to the following figure:

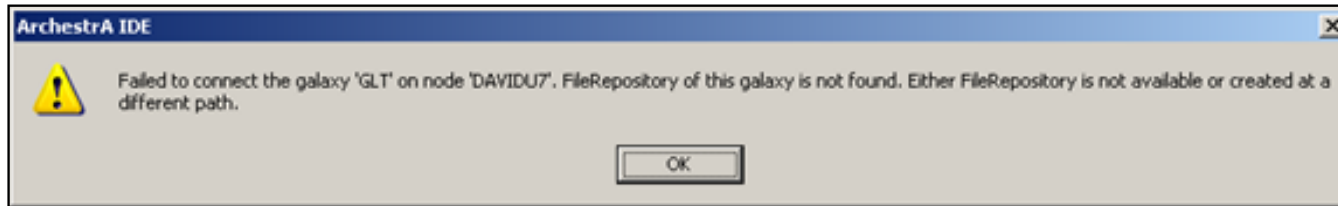


Figure 1: Connection Error to Legacy GR

Backup the Galaxy using either of the following methods:

Galaxy Database Manager

The preferred method to backup a Galaxy is to use **Galaxy Database Manager** in the System Management Console (SMC). Use the Galaxy Database Manager to backup Galaxies *before* the Wonderware Products are uninstalled, since it will not work after the Wonderware Products are uninstalled.

1. Expand the **Galaxy Database Manager** icon.
2. Right-click the target Galaxy (listed below the Galaxy Database Manager) and select **Backup** (Figure 2 below):

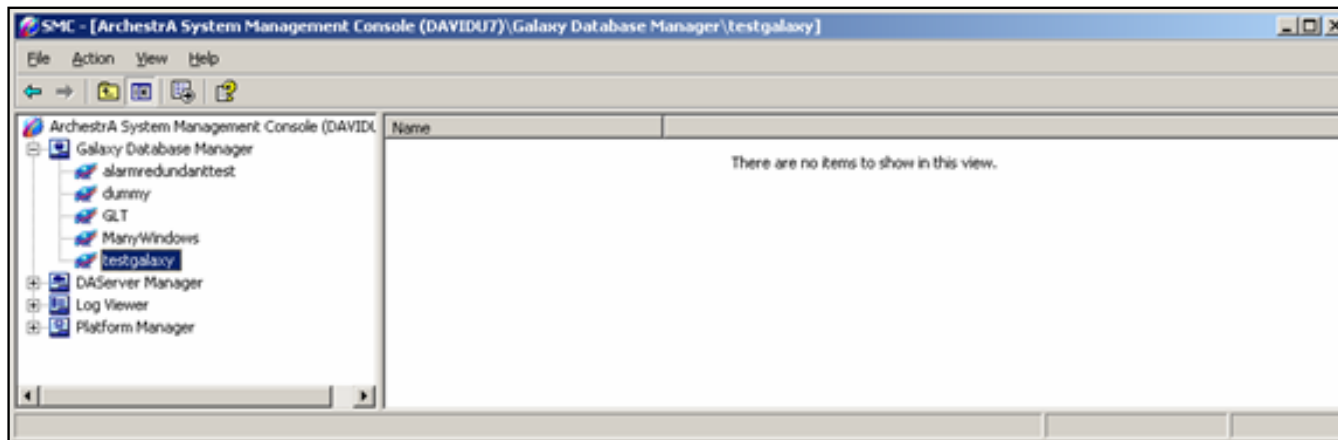


Figure 2: Backup the Galaxy DB using Galaxy Database Manager

SQL Enterprise Manager

The second method to backup a Galaxy is to backup the SQL Server database corresponding to the Galaxy using SQL Enterprise Manager. This method can be used even after the Wonderware Products have been uninstalled as long as the SQL Server database has not been deleted.

1. Right-click the target database and select **All Tasks/Backup Database** (Figure 3 below):

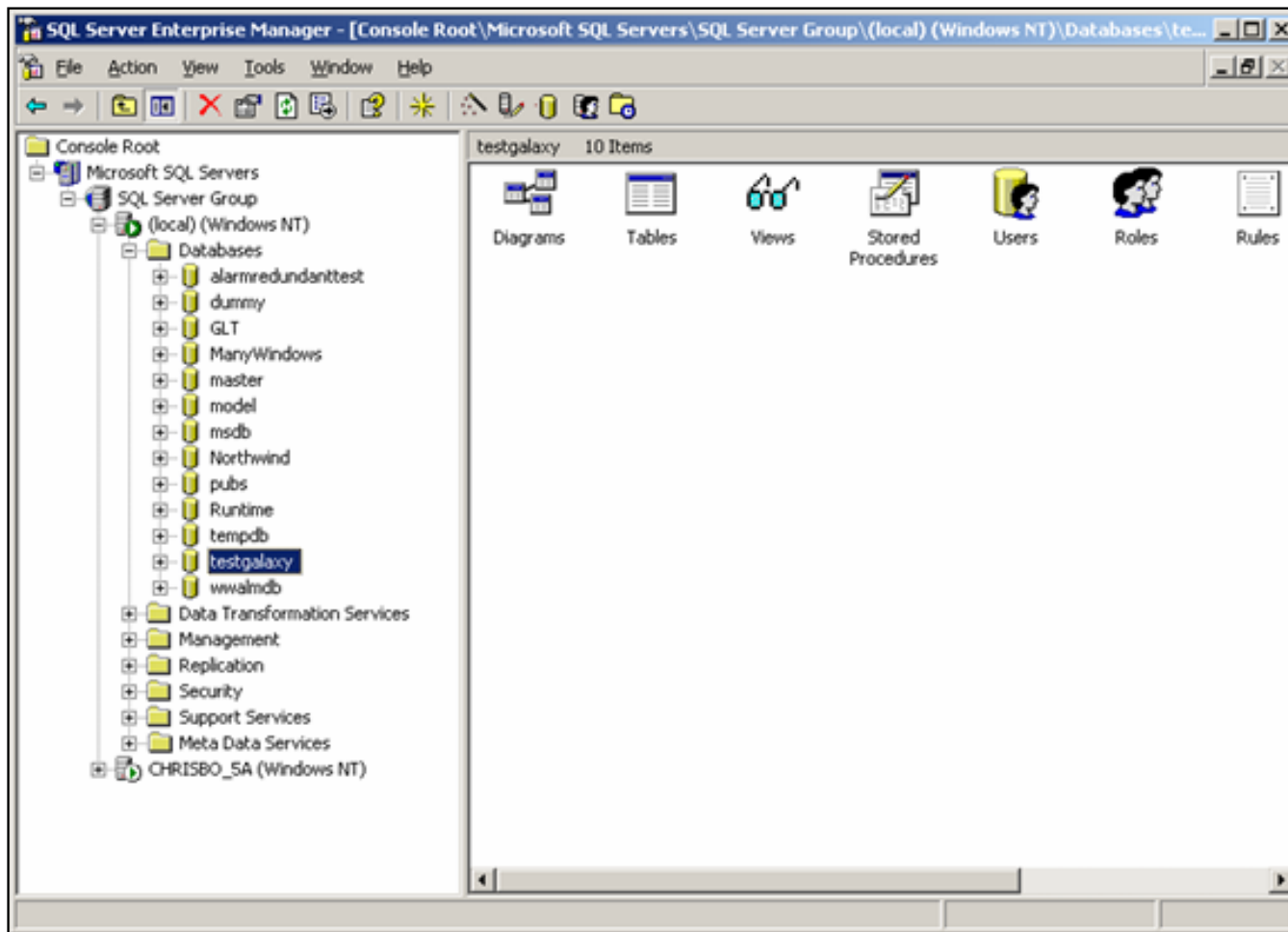


Figure 3: Backup the Galaxy DB using SQL Enterprise Manager

2. Select the appropriate options and click **OK** (Figure 4 below):

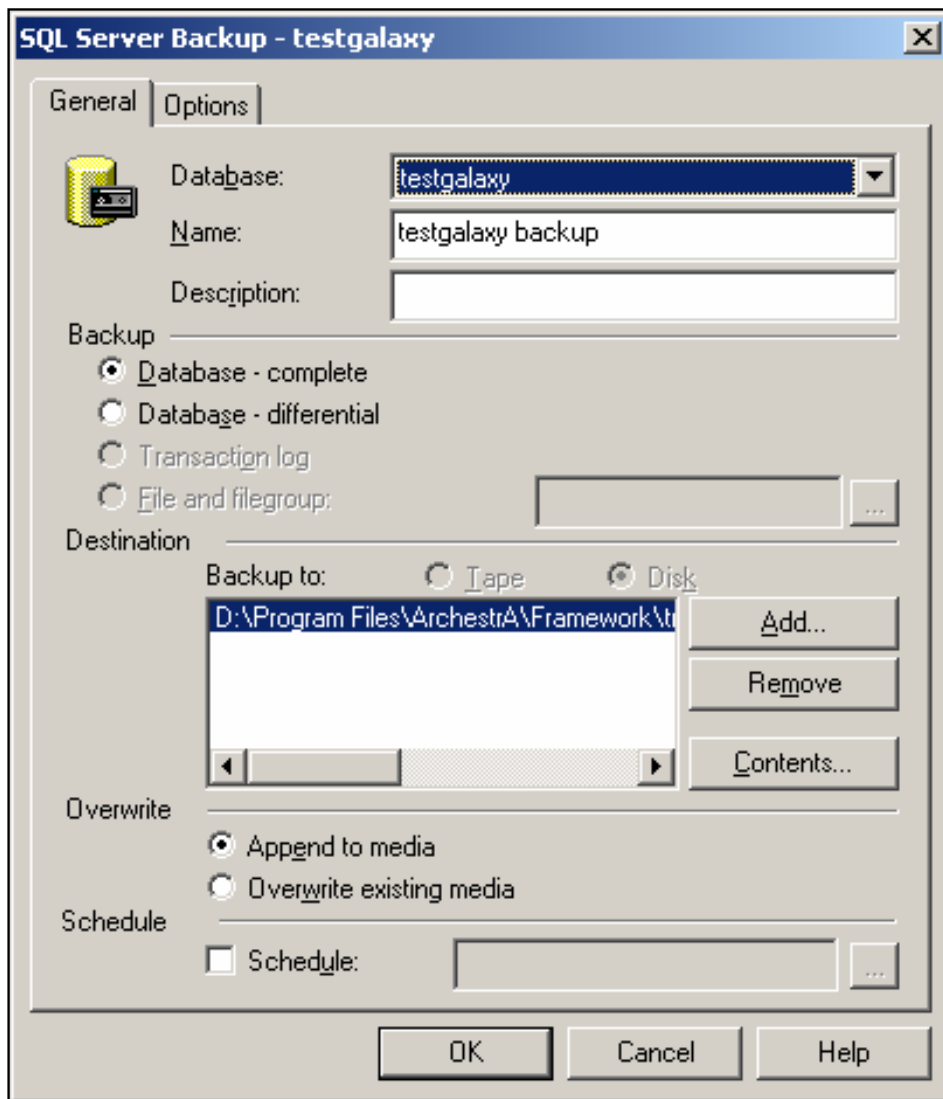


Figure 4: SQL Server Database Backup Options

Note: For SQL Server 2005, database backup is accomplished using the Microsoft SQL Server Management Studio. Expand the **Databases** icon, select the correct Galaxy DB, right-click and select **Tasks/Back Up**.

Note that a Galaxy can be restored to the same or higher version of Industrial Application Server. So, for example, a Backup of a IAS 2.0 Galaxy cannot be restored to a IAS 1.0 installation.

Backup Configurations, Applications and Data

The following folders and files must be backed up (where applicable):

- InBatch **config_A** folder
- InSQL History Blocks
- InTouch Applications and Historical Log Files
- SCADAAlarm Configuration Files
- IO Server (*.**cfg**) and DAS Server Configuration Files (*.**aacfg**)

Uninstalling Wonderware Products

Uninstall all Wonderware Products using **Control Panel/Add/Remove Programs**, with the following exception:

SuiteVoyager should be uninstalled by inserting the SuiteVoyager CD and selecting **Remove** at the **SuiteVoyager Server Install** dialog box. Using the CD ensures the removal of all SuiteVoyager program files, removes the IIS virtual directory, drops the administration database, and deregisters and removes all supporting components and services.

Note: Best practice for uninstalling any of the Wonderware Products that use the MSI Installer is to insert the CD and select the **Remove** option. However, using the correct CD in the field is not often practical, and from experience Wonderware Technical Support has found that the **Control Panel/Add/Remove Programs** method uninstalls the Wonderware Product correctly.

Backup Add-on Script Functions

Uninstalling InTouch leaves the Add-on Script Functions in the folder **\Program Files\Wonderware\InTouch**.

These function library files can be backed up and added back to the InTouch folder after reinstallation.

For example, the Tech Support Script Function Library consists of two files: **WWTechSp.dll** and **WWTechSp.wdf**. The files remain in the InTouch installation folder after the uninstall.

Delete any Leftover Folders and Registry Entries

1. Delete the following folders, if they exist after uninstalling all of the Wonderware Products:
 - \Program Files**Archestra**
 - \Program Files\Common Files**Archestra**

- \Program Files**FactorySuite**
- \Program Files**Wonderware**
- \Documents and Settings**InBatch_Admin**
- Delete the **Archestra** folder and **ActiveFactory*** folders under any user in \Documents and Settings\Application Data

If any of the folders cannot be deleted, try stopping any Wonderware Service. If that still does not work, reboot and try again.

2. At the Windows **Start/Run** menu, type regedit and click **OK**.

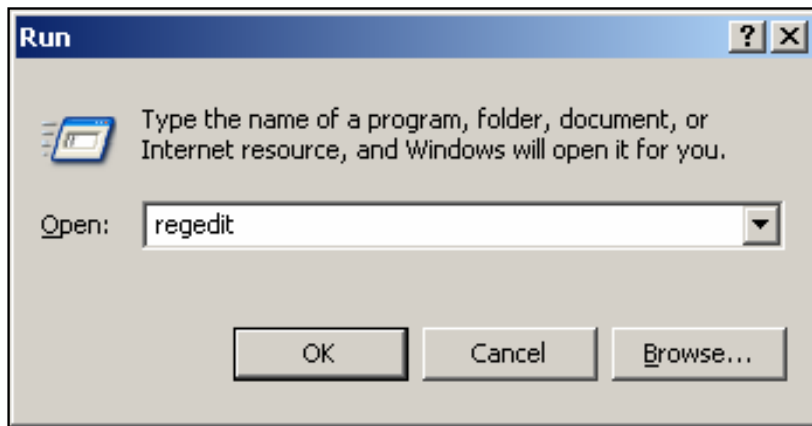


Figure 5: Open Regedit

This opens the Windows NT Registry Editor.

3. Delete the following Registry keys:
 - HKEY_LOCAL_MACHINE\SOFTWARE\Archestra
 - HKEY_LOCAL_MACHINE\SOFTWARE\Wonderware
4. Delete the following Services (in HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services):
 - Aa* Services (such as aaBootstrap, aaGlobalDataCacheMonitorSvr, aaGR, aaLogger)
 - FS Service Control
 - InBatch*
 - InSQL*
 - SLS
 - slssvc
 - Suitelink*
 - WWLOGSVC

- WNetDDE

5. Delete `HKEY_CURRENT_USER\Software\Archestra`.

6. Delete `HKEY_CURRENT_USER\Software\Wonderware`.

Delete any Databases Corresponding to Galaxies

Use SQL Enterprise Manager or SQL Server Management Studio to delete any databases corresponding to Galaxies, if this is the GR Node and if those databases are no longer needed.

Right-click the target database and select **Delete**.

If the database cannot be deleted because it is in use, **Stop**, then **Start** SQL Server using the **SQL Server Service Manager**. This program can be accessed from **Start/Programs/Microsoft SQL Server/Service Manager** (Figure 6 below).

For SQL Server 2005, select **Start/All Programs/Microsoft SQL Server 2005/Configuration Tools/SQL Server Configuration Manager**. Select **SQL Server 2005 Services** (Figure 7 below).

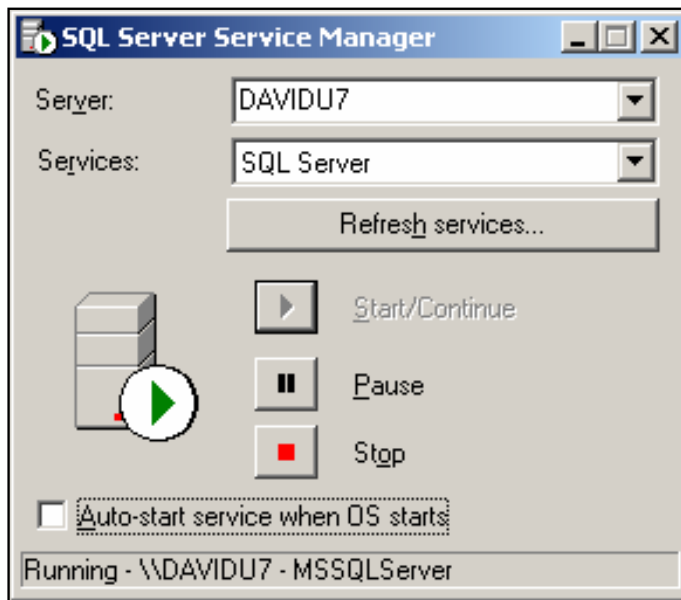


Figure 6: SQL Server Service Manager

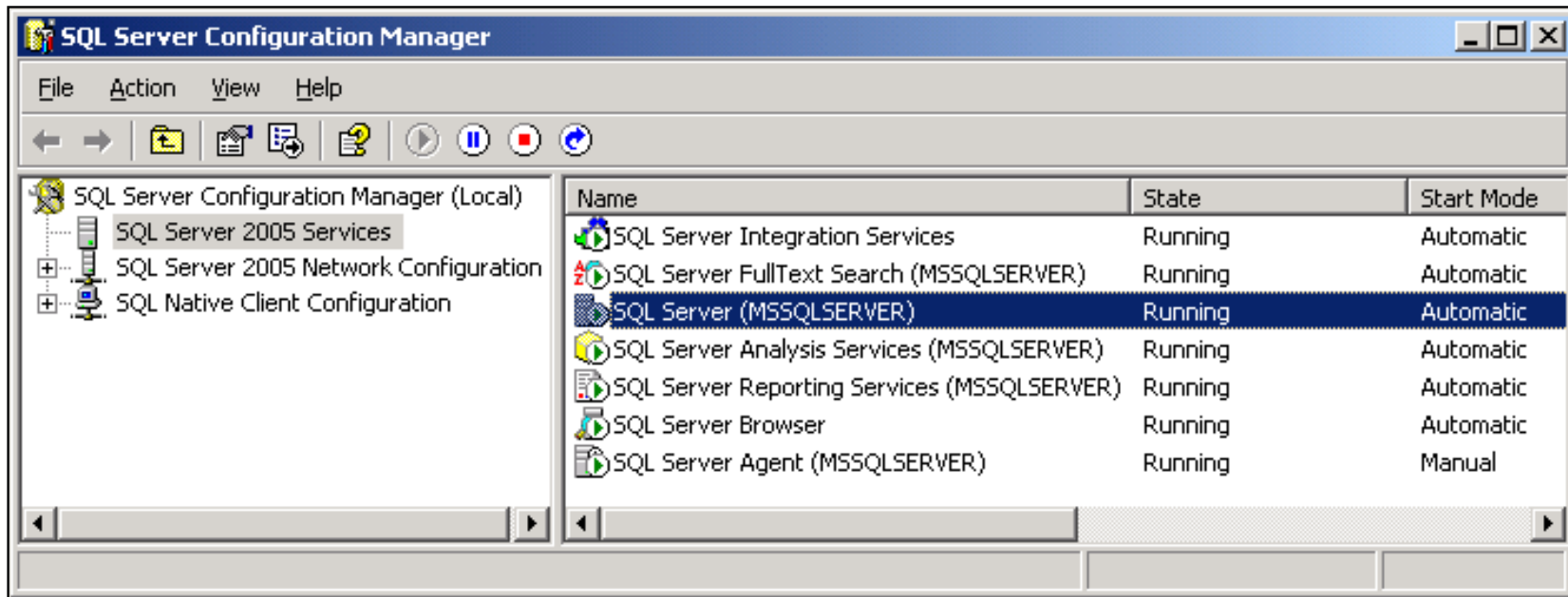


Figure 7: SQL Server Configuration Manager/SQL Server 2005 Services

Reinstallation

Reboot the Computer and Reinstall

Best practice before reinstalling Wonderware Products is to install the **FS 2000 Common Components** *before installing any other Wonderware product.*

Installing Common Components before installing Wonderware products avoids the Double Common Components problem documented in [Tech Note 313](#). Once the FS 2000 Common Components have been installed, any other Wonderware product can be installed in any order.

The FS 2000 Common Components are installed by installing any FS 2000 IO Server or by running **setup.exe** from the folder \FS2K711\Common on the **Device Integration** CD.

Restore Galaxies

After Industrial Application Server is reinstalled, the Galaxies can be restored.

Perform the following steps:

1. Use SQL Enterprise Manager (or SQL Server Management Studio) to delete any SQL Server database used in the previous

Galaxy, if they still exist.

2. Using the IDE, press the **New Galaxy** button to create the Galaxy with the *same name* as the backed up Galaxy. This is the galaxy that appears in the restore-from-backup operation (steps 5 and 6 below).
3. Locate the Galaxy Backup created in previous steps, then use the Galaxy Database Manager in the SMC to restore the Galaxy.
4. Right-click the Galaxy name and select **Restore**.
5. If you have a backup of the SQL Database, use SQL Enterprise Manager or SQL Server Management Studio to restore the database.
6. Right-click the database to restore and select **All Tasks/Restore Database**.

For SQL Server 2005, right-click the database to restore and select **Restore Database**.

If you get a message indicating that the database is in use, stop and start SQL Server.

Be sure to select the option **Force restore over existing database** and make sure the **Restore as** path is correct. Restoring the database using SQL Server 2005 includes similar options.

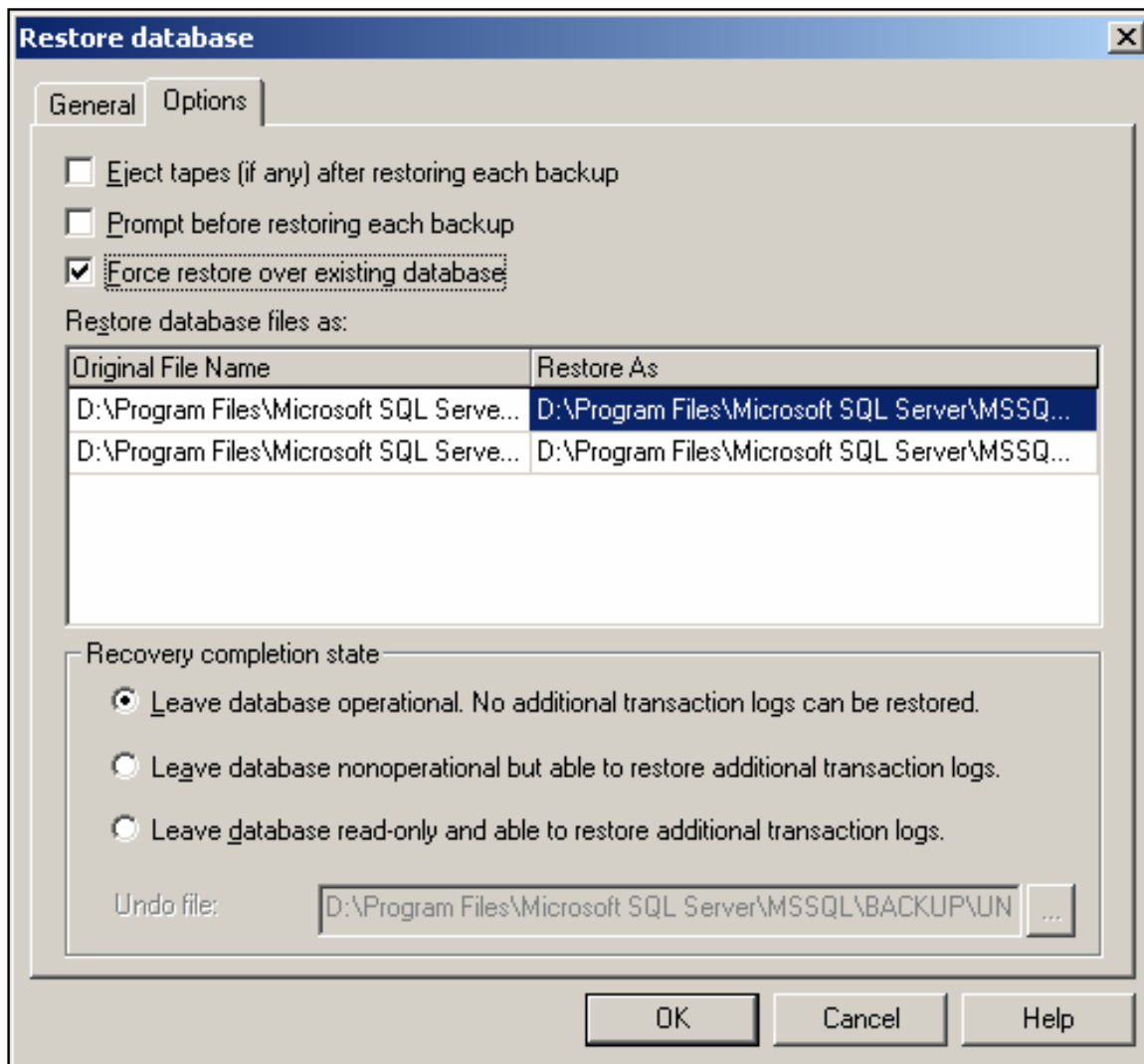


Figure 8: Restore Database (Enterprise Manager)

7. Click **OK** to begin the Restore operation.

Conclusion

There are situations where it is desired or necessary to completely uninstall all Wonderware Products. However, in the field it may not be practical to take a computer off-line for several hours to implement the uninstall and reinstall procedure. In fact, in some cases it may even be necessary to reinstall the Operating System.

In these severe cases, it would be better to have an image of the system available in case the system becomes unusable, whether it is a software-related or hardware-related problem. Then, if the system needs to be restored quickly, the backup image can be used. Various products (such as

Norton Ghost) are available for creating backup images.

Supporting Tech Notes

Tech Note 179: [Manually Uninstalling InTouch 7.0/7.1](#)

Tech Note 184: [Uninstalling InBatch 7.0](#)

Tech Note 313: [Installing FactorySuite A2 components along with FactorySuite 2000 Components-updated](#)

Tech Note 322: [Manually Removing IndustrialSQL Server™ 8.0 and Microsoft® SQL Server™ 2000](#)

D. Ujifusa

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