

Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2

SUMMARY

In some cases, using Windows Program & Features (Windows 7, Windows 8, Windows 2008 and Windows 2012 Servers) to uninstall Wonderware products is not completely successful. This procedure might be necessary because sometimes some files might be left over, even if all the WSP 2014 and WSP 2014R2 products have been removed.

If you have already used the Windows features, use this Tech Note to check for a complete uninstall

This *Tech Note* describes the procedure for manually uninstalling Wonderware System Platform (WSP) 2014 and 2014R2 products from a computer.

SITUATION

Preparing for the Uninstall

Backup the License Files:

Backup the wwsuite.lic, ArchestrA.lic, ArchestrAServer.lic and Wonderware.OPT files. The files are located in the following locations.

For 32-bit operating systems

\Program Files\Common Files\ArchestrA\License

For 64-bit operating systems

\Program Files (x86)\Common Files\ArchestrA\License

Backup Databases:

Backup any databases that you would like to save.

6/18/2015

InQuira InfoCenter - Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2

Wonderware Historian Server Runtime Database can be backed up using SQL Server Management Studio. Refer to the appropriate section in <u>Tech Note 817 (/index?</u> page=content&id=TN432) for more details.

The Wonderware Information Server (SuiteVoyager) database can be backed up by doing either of the following:

Run WIS Backup/Restore Utility from Start/Program Files/Wonderware/Information Server (Figure 1 below) or **Program Files** (x86)]\Wonderware\SuiteVoyager\BackupRestore\BackupRestore.exe.



Backup Your Galaxies:

To backup a Galaxy you will need 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. The backup operation creates a cab file.



FIGURE 2: BACKUP THE GALAXY DB USING GALAXY DATABASE MANAGER

Backup Configurations, Applications and Data

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

• Historian: Backup the Runtime database using SQL Server Management Studio. Make copies of your history block folders (typically in x:\Historian\Data\Circular, etc.).

For example, run a SELECT * FROM StorageLocation query to find the actual folder locations.

- Historian Client: Backup any *.aaTrend files, *.XLS files, or *.DOC files you may have saved.
- InTouch Applications and Historical Log Files.
- FSGateway: Backup the *. AAcfg file. This is the configuration file for FSGateway.

The file is located in the following directory:

On Windows Vista, Windows 7, Windows 8, Windows Server 2008 and 2012: C:\ProgramData\Wonderware\DAServer\FSGateway.

On Windows XP and Windows Server 2003: C:\Documents and Settings\All Users\Application Data\Wonderware\DAServer\FSGateway.

Backup Add-on Script Functions

Uninstalling InTouch leaves the Add-on Script Functions.

For 32 bit operating systems

\Program Files\Wonderware\InTouch

For 64 bit operating systems

\Program Files (x86)\ 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.

Uninstalling All Wonderware System Platform Products:

To uninstall Wonderware System Platform Products click Setup.exe from the WSP 2014 or WSP 2014R2 DVD version that was installed on the machine.

1. Uninstall all the WSP products at once by clicking Remove, then Next.

	Wonderwa	re System Platform 2014 R2 Installation
Modify, Repair or Remove	installation	Schneider Electric
O Modify		Change which application features are installed. Displays Select Features dialog, which lets you configure individual features.
O Repair	過 î	Reinstall missing or corrupt files, registry keys, and shortcuts. Preferences stored in the registry may be reset to default values.
• Remove	6	Uninstall Wonderware System Platform 2014 R2
View Install Guide		Next > Cancel

FIGURE 3: REMOVE WONDERWARE SYSTEM PLATFORM

2. Click Uninstall (Figure 4 below).

Wonderware System Platform 2014 R2 Insta	llation
Confirm that you want to uninstall	Schneider Electric
Are you sure you want to uninstall Wonderware System Platform 2014 R2?	
Click Uninstall to uninstall. Click Cancel to exit the wizard.	
View Install Guide	< Back Uninstall Cancel

FIGURE 4: UNINSTALL

3. Click Finish.

Wonderware Syster	n Platform 2014 R2 Installation
by Schneider Electric	Process has completed successfully.
	Einish

FIGURE 5: FINISH THE UNINSTALL

Uninstalling SOME Wonderware System Platform Products

1. If need to uninstall a particular WSP product, click Modify, then Next.

	Wonderwa	re System Platform 2014 R2 Installation
Modify, Repair or Remove i	installation	Schneider Electric
Modify		Change which application features are installed. Displays Select Features dialog, which lets you configure individual features.
 Repair 	ß	Reinstall missing or corrupt files, registry keys, and shortcuts. Preferences stored in the registry may be reset to default values.
 Remove 	6	Uninstall Wonderware System Platform 2014 R2
View Install Guide		Next > Cancel

FIGURE 6: MODIFY THE ASP PROGRAM

The Installation wizard appears and shows the products that are currently installed (Figure 7 below).

InTouch	 Wonderware System Platform
☐ InTouch Runtime	
☐ InTouch Dev	
✓ InTouch Development	
☑ InTouch Documentation	
✓ InTouch Help Files	=
✓ InTouch PDF Documentation	
✓ InTouch alarm DB logger	
Alarm Logger Components	
Purge Archive Components	
🖌 Demo Apps	
✓ InTouch Demos (1280x1024)	
✓InTouch Demos (1024x768)	
✓InTouch Demos (800x600)	
InTouch Supplementary Components	

FIGURE 7: SELECT AN WSP PRODUCT

In this example, all the InTouch features are going to be uninstalled.

2. De-select (uncheck) EACH feature from the list under the main list item. In this example, all the InTouch features are de-selected (Figure 8 below).

he following products and/or components will be installed.	
	^ InTouch
InTouch Runtime	
InTouch Dev	
InTouch Development	
InTouch Documentation	
InTouch Help Files	=
InTouch PDF Documentation	
InTouch alarm DB logger	
Alarm Logger Components	
Purge Archive Components	
Demo Apps	
InTouch Demos (1280x1024)	
InTouch Demos (1024x768)	
InTouch Demos (800x600)	
InTouch Supplementary Components	✓
and and the state of the state	
estination Folder	
	Page

FIGURE 8: DE-SELECT THE FEATURES

- 3. Click Next.
- 4. Click **Modify** to confirm the features, and to begin the Uninstall.

Wonderware System Platform 2014 R2 Installation	
Select Modify to confirm feature changes	Schneider Electric
Removing these features:	
InTouch	^
InTouch Runtime	
InTouch Dev	=
InTouch Development	_
InTouch Documentation	
InTouch Help Files	
InTouch PDF Documentation	
InTouch alarm DB logger	~
View Install Guide < Back	c Modify Cancel

FIGURE 9: CLICK MODIFY TO BEGIN UNINSTALLING

5. Read and accept the license agreement by checking the box as shown below.

	Wonderware System Platform 2014 R2 Installation	
Read the following I	license agreement(s) carefully.	ler tric
General AppServer Hist. Client	<section-header><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></section-header>	
L	✓ I have read and accept the terms of the license agreement(s)	
	Agree Exit	

FIGURE 10: LICENSE AGREEMENT FORM

6. Click Finish.

Wonderware System	n Platform 2014 R2 Installation
by Schneider Electric	Process has completed successfully.
	Einish

FIGURE 11: CLICK FINISH

Wonderware System Platform Products Are Still Displayed in Programs & Features under Control Panel

Some of the products of WSP 2014 & WSP 2014R2 can still be displayed on Programs & Features under Control Panel for Windows 7, Windows 8, Windows 8.1 or Windows 2008 and Windows 2012 Servers.

For example, Historian Client Language Packs are still displayed in the Control Panel (Figure 12 below).

		Control Panel\All Control Panel Items\Programs and Features					_ □	x	
¢	🔄 💿 👻 🕆 📷 🕨 Control Panel 🕨 All Control Panel Items 🕨 Programs and Features 🔹 🗸 🚺 Search Programs and Features						nd Features	, Q	
Fil	e Edit View Tools Help								
	Control Panel Home	Uninstall or change a program							
	View installed updates	To uninstall a program, select it from the l	ist and then click Uninstall, Change, or Re	epair.					
۲	Turn Windows features on or								
	off	Organize 🔻						•==	?
	Install a program from the	Name 📩	Publisher	Installed On S	Size	Version			^
	network .	Microsoft Visual C++ 2008 Redistributable -	x86 9.0.30 Microsoft Corporation	9/7/2012	10.1 MB	9.0.30729.4148			
		Microsoft Visual C++ 2008 Redistributable -	x86 9.0.30 Microsoft Corporation	1/11/2013	10.1 MB	9.0.30729.4974			
		Microsoft Visual C++ 2010 x64 Redistributa	ble - 10.0 Microsoft Corporation	1/11/2013	13.8 MB	10.0.40219			
		🔳 Microsoft Visual C++ 2010 x86 Redistributa	ble - 10.0 Microsoft Corporation	1/11/2013	11.1 MB	10.0.40219			
		Microsoft Visual C++ 2010 x86 Runtime - 1	0.0.40219 Microsoft Corporation	1/11/2013	15.9 MB	10.0.40219			
		d 👷 Microsoft Visual C++ 2012 Redistributable (x64) - 11.0 Microsoft Corporation	1/16/2015	20.5 MB	11.0.61030.0			
		🖟 Microsoft Visual C++ 2012 Redistributable (x86) - 11.0 Microsoft Corporation	1/16/2015	17.3 MB	11.0.61030.0			
		🚜 Microsoft Visual Studio 2010 Shell (Integrate	ed) - ENU Microsoft Corporation	1/11/2013	512 MB	10.0.40219			
		🚜 Microsoft Visual Studio 2010 Shell (Isolated)	- ENU Microsoft Corporation	1/11/2013	579 MB	10.0.40219			
		Microsoft Visual Studio Tools for Application	ns Design Microsoft Corporation	1/11/2013	35.6 MB	10.0.40220			
		🥶 Microsoft Visual Studio Tools for Applicatio	ns x64 Ru Microsoft Corporation	1/11/2013	1.15 MB	10.0.40220			
		🥶 Microsoft Visual Studio Tools for Applicatio	ns x86 Ru Microsoft Corporation	1/11/2013	939 KB	10.0.40220			
		Microsoft VSS Writer for SQL Server 2012	Microsoft Corporation	1/14/2013	3.02 MB	11.1.3000.0			
		📑 Prerequisites for SSDT	Microsoft Corporation	1/11/2013	6.36 MB	11.0.2100.60			
		Sentinel Protection Installer 7.6.6	SafeNet, Inc.	1/16/2015	1.15 MB	7.6.6			
		📑 SQL Server Browser for SQL Server 2012	Microsoft Corporation	1/14/2013	12.6 MB	11.1.3000.0			
		💷 Visual Studio 2010 Prerequisites - English	Microsoft Corporation	1/11/2013	23.5 MB	10.0.40219			≡
		VMware Tools	VMware, Inc.	8/23/2013	58.6 MB	9.0.1.18551			
		📧 Wonderware Historian Client French Langu	age Invensys Systems, Inc.	2/17/2015	3.87 MB	10.6.000			
		📧 Wonderware Historian Client German Lang	uage Invensys Systems, Inc.	2/17/2015	3.82 MB	10.6.000			
		🔲 Wonderware Historian Client Japanese Lang	juage Invensys Systems, Inc.	2/17/2015	3.67 MB	10.6.000			
		Wonderware Historian Client Simplified Ch	nese Lang Invensys Systems, Inc.	2/17/2015	3.99 MB	10.6.000			~
		Currently installed programs 48 programs installed	Total size: 1.99 GB						

FIGURE 12: WONDERWARE SYSTEM PLATFORM PRODUCTS IN CONTROL PANEL

1. Double-click each product and click Yes when you are prompted (Figure 13 below).





2. After you finish uninstalling all Wonderware Historian Client Language Packs, you will not see any WSP product listed in the Control Panel.

If these scenarios do not work, complete the following tasks.

Problems When Using Setup.exe to Begin the Uninstall

In some cases, when you click setup.exe to install WSP 2014 or WSP 2014R2, you might experience the following:

- Nothing Happens
- You might see a screen where nothing can be checked.
- You cannot move forward with the installation process.

These symptoms mean that there are still some hidden features present on the computer. Sometimes you can see a message that no feature has been selected, even though you did select it, or you might see a message that a feature (InTouch Docs) are installed.

To proceed with the uninstall, you need to remove the specific product GUIDS from the system. This can be done by opening the command prompt window and firing a command manually for each product, using its own GUID.

Wonderware System Platform 2014

The following table lists the command line to uninstall Wonderware System Platform 2014 components, and the registry keys you must delete for a full uninstall.

In all cases listed below, you must complete the uninstall in the following order:

- 1. Run the Command Line for the product you want to delete
- 2. Run the Command Line for the feature you want to delete.
- 3. Delete the Registry Key for your operating system (32- or 64-bit OS)

Product/Feature	Action	Command Line/Registry Key
Wonderware Application Server 2014 (version 4.0)	1. Run the command line	Msiexec /X {CEC43902-011A-4B0A-9612-599771830DE9} LAUNCHFROMEXE=True
Wonderware Application Server Documents	2. Run the command line	Msiexec /X {21219E71-6142-48E0-AC94-3D7B6F7DF1A2} LAUNCHFROMEXE=True
	3. Delete	32-Bit OS:
	Registry	$HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\5E08C16E-C333-4998-interval and interval and inte$
	Key	9E93-063AE1AD9528
		64-Bit OS:
		$HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\5E08C16E-C333-4998-9E93-063AE1AD9528$
Wonderware Historian	1. Run the	
2014 32-Bit (version	command	Msiexec /X {C3B8EAA7-9A9E-4472-A5E5-3BF9E0443C9F} LAUNCHFROMEXE=True
11.5)	line	
	2. Run the	

6/18/2015

InQuira InfoCenter - Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2

Historian Documents	command line	Msiexec /X {943FF8F8-B1E8-457F-9A8B-AF74E95DA540} LAUNCHFROMEXE=True
	3. Delete Registry Key	32-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\CA76E76D-1D5D-42c0- A1D0-B693E7FDD9A7
		64-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\CA76E76D- 1D5D-42c0-A1D0-B693E7FDD9A7
Wonderware Historian 2014 64-Bit (version 11.5)	1. Run the command line	Msiexec /X {10D810D4-3AD3-4f87-9BAB-4C00C28D3B7A} LAUNCHFROMEXE=True
Wonderware Historian Documents	2. Run the command line	Msiexec /X {943FF8F8-B1E8-457F-9A8B-AF74E95DA540} LAUNCHFROMEXE=True
	3. Delete Registry Key	32-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\C898BEC7-0C92-4288- A18B-3E56E595F6DE
	Ţ	64-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\C898BEC7- 0C92-4288-A18B-3E56E595F6DE
Wonderware Historian Client 2014 (version 10.5)	1. Run the command line	Msiexec /X {0CD04450-FA55-4141-BBBA-B00613894467} LAUNCHFROMEXE=True
Wonderware Historian Client Documents	2. Run the command line	Msiexec /X {749D0D77-08BC-4823-A507-3445CC3205CB} LAUNCHFROMEXE=True
	3. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\815D657E-9E8F-4E82- 98A8-CBA693F99622
	Ţ	64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\815D657E- 9E8F-4E82-98A8-CBA693F99622
Wonderware Historian Client German Language 2014 (version 10.5)	1. Run the command line	Msiexec /X {F57CD488-F0C0-4D63-93D2-F433748128A3} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\F57CD488-F0C0-4D63- 93D2-F433748128A3
	2	64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\F57CD488- F0C0-4D63-93D2-F433748128A3
Wonderware Historian Client French Language	1. Run the command	Msiexec /X {74014C17-CA01-4FFB-B521-069177CA1918} LAUNCHFROMEXE=True

2014 (version 10.5)	line	
	2. Delete	32-Bit OS:
	Registry Key	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\74014C17-CA01-4FFB-B521-069177CA1918
		64-Bit OS:
		HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\74014C17-CA01-4FFB-B521-069177CA1918
Wonderware Historian	1. Run the	
Client Japanese Languag	e command	Msiexec /X {44549036-3D53-40D6-8407-CAF92B38F48C} LAUNCHFROMEXE=True
2014 (version 10.5)	line	
	2. Delete	
	Kegistry Key	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\44549036-3D53-40D6-840/- CAF92B38F48C
		HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\44549036- 3D53-40D6-8407-CAF92B38F48C
Wonderware Historian	1. Run the	
Language 2014 (version	command	Msiexec /X {02385994-C089-4E7C-83A6-AFB8B30797B1} LAUNCHFROMEXE=True
10.5)	line	
	2. Delete	32-Bit OS:
	Registry Key	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\02385994-C089-4E7C-
	КСу	64-Rit OS:
		HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\02385994- C089-4E7C-83A6-AFB8B30797B1
Wonderware InTouch	1. Run the	
2014 (version 11.0)	command line	Msiexec /X {6DC68155-E577-421D-AEAA-CE7394693508} LAUNCHFROMEXE=True
Wonderware InTouch	2. Run the	
Documents	command line	Msiexec /X {D6B53F78-5DDE-44BF-98A9-F5D373D7DEDC} LAUNCHFROMEXE=True
	3. Delete	32-Bit OS:
	Registry Key	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\DC4C5D9A-0F96-44DE-82DC-7A26A148C275
		64-Bit OS:
		HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\DC4C5D9A-0F96-44DE-82DC-7A26A148C275
Wonderware Information Server 2014 (version 5.5)	1. Run the command line	Msiexec /X {786DDC42-543D-49C6-93F6-85A429AD7F9B} LAUNCHFROMEXE=True
Wenden en t.C.	2. Run the	
Wonderware Information command		Msiexec /X {E819B6A1-464D-43BB-A362-0CBC4A57B810} LAUNCHFROMEXE=True

Server Documents	line	
ArchestrA Web Graphics (version 5.5)	3. Run the command line	Msiexec /X {83B269A3-782A-4FA8-87E5-278F19D86821} LAUNCHFROMEXE=True
	4. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\56A4E9FF-66D1-4E17- 88D3-BBE0A1301E37
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\56A4E9FF- 66D1-4E17-88D3-BBE0A1301E37
ArchestrA License Web Server	1. Run the command line	Msiexec /X {34FE1C88-A6CC-4FA4-A50A-AF6C0854105C} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\56A4E9FF-66D1-4E17- 88D3-BBE0A1301E37
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\56A4E9FF- 66D1-4E17-88D3-BBE0A1301E37
InTouch Access Anywhere Gateway (version 11.0)	1. Run the command line	Msiexec /X {C907FCCB-4D0E-43ED-A954-05FC341BFFE1} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\4102EE36-BB7D-42AD- 92C1-AD1D5099E148
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\4102EE36- BB7D-42AD-92C1-AD1D5099E148
InTouch Access Anywhere Server (version 11.0)	1. Run the command line	Msiexec /X {FF7B3612-9ACC-4520-B54F-09D431130BF1} LAUNCHFROMEXE=True
	3. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\0116DF75-D091-4251-9E94- AF65CE68A9B4
	-	64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\0116DF75- D091-4251-9E94-AF65CE68A9B4
Invensys License Manager (version 1.0)	1. Run the command line	Msiexec /X {6AD1FFC3-28B3-4C80-9D68-6AD5A95A347A} LAUNCHFROMEXE=True
	2. Delete Registry	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\F5FD619B-7492-4FA7-

6/18/2015		InQuira InfoCenter - Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2
	Key	BABF-FCE9E87F52C1
		64-Bit OS:
		HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\3A24EF6E-2C1A-404C-8B7A-CA98EF4657BB
ArchestrA License Server (version 1.0)	1. Run the command line	Msiexec /X {44CC3DC4-51EE-445D-B8A1-8D478D4BFA31} LAUNCHFROMEXE=True
	2. Delete	32-Bit OS:
	Registry Key	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\6C25174D-4C7E-4A7F-B70B-5A31BF642E1F
		64-Bit OS:
		$HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\6C25174D-4C7E-4A7F-B70B-5A31BF642E1F$

Wonderware System Platform 2014R2

The following table lists the command line to uninstall Wonderware System Platform 2014 components, and the registry keys you must delete for a full uninstall.

In all cases listed below, you must complete the uninstall in the following order:

- 1. Run the Command Line for the **product** you want to delete
- 2. Run the Command Line for the feature you want to delete.
- 3. Delete the Registry Key for your operating system (32- or 64-bit OS)

Product/Feature	Action	Command Line/Registry Key
Wonderware Application Server 2014R2 (version 4.1)	1. Run the command line	Msiexec /X {6CCBB6AC-EF23-402D-8972-DD7206566567} LAUNCHFROMEXE=True
Wonderware Application Server Documents	2. Run the command line	Msiexec /X {0AE39276-07A1-4AF2-A3A2-C0202A173D10} LAUNCHFROMEXE=True
	3. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\50BB7A65-BE58-402B-9E81- 6FD1FDF3F506
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\50BB7A65-BE58-402B-9E81-6FD1FDF3F506
Wonderware Historian 2014R2 32-Bit (version 11.6)	1. Run the command line	Msiexec /X {DC58F291-2028-4059-BBF5-69492C462352} LAUNCHFROMEXE=True
Wonderware	2. Run the	

6/18/2015

InQuira InfoCenter - Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2

Historian Documents	command line	e Msiexec /X {2F3AAFEA-5693-4B15-9D03-577CFBAEC9A5} LAUNCHFROMEXE=True
	3. Delete Registry Key	32-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\FAD03E4A-FBFE-4311-B431- EB6E420D317B
		64-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\FAD03E4A- FBFE-4311-B431-EB6E420D317B
Wonderware Historian 2014R2 64-Bit (version 11.6)	1. Run the command line	Msiexec /X {A89FF7CE-62FE-4420-A510-42F73CB6B0FC} LAUNCHFROMEXE=True
Wonderware Historian Documents	2. Run the command line	Msiexec /X {2F3AAFEA-5693-4B15-9D03-577CFBAEC9A5} LAUNCHFROMEXE=True
	3. Delete Registry Key	32-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\762EDFEC-8522-446C-9D21-CAE43F87B19B
		64-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\762EDFEC-8522- 446C-9D21-CAE43F87B19B
Wonderware Historian Client 2014R2 (version 10.6)	1. Run the command line	Msiexec /X {C01ECBF9-575D-486F-BB5F-E7EE4E77C278} LAUNCHFROMEXE=True
Wonderware Historian Client Documents	2. Run the command line	Msiexec /X {3533D277-D37D-4C87-B8F6-D0BEB2DDA1F8} LAUNCHFROMEXE=True
	3. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\32CD0D82-3BFF-42E8-A0D0- F86A40FF369D
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\32CD0D82-3BFF- 42E8-A0D0-F86A40FF369D
Wonderware Historian Client German Language 2014R2 (version 10.6)	1. Run the command line	Msiexec /X {835E1300-D101-4991-A171-FAC49DCAF0FD} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\835E1300-D101-4991-A171- FAC49DCAF0FD
		04-BIL US:

InQuira InfoCenter - Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\835E1300-D101-4991-A171-FAC49DCAF0FD

Wonderware Historian Client French Language 2014R2 (version 10.6)	1. Run the command line	Msiexec /X {12897D21-DAE5-4CDF-8123-33C90600EC4A} LAUNCHFROMEXE=True
,	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\12897D21-DAE5-4CDF-8123- 33C90600EC4A
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\12897D21-DAE5- 4CDF-8123-33C90600EC4A
Wonderware Historian Client Japanese Language 2014 (version 10.6)	1. Run the command line	Msiexec /X {DEABC100-3409-4550-B3DF-8A66851B4747} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\DEABC100-3409-4550-B3DF-8A66851B4747
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\DEABC100-3409-4550-B3DF-8A66851B4747
Wonderware Historian Client Simplified Chinese Language 2014R2 (version 10.6)	1. Run the command line	Msiexec /X {CCFE9F80-6B30-4B5D-8386-598EA7921036} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\CCFE9F80-6B30-4B5D-8386- 598EA7921036
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\CCFE9F80-6B30- 4B5D-8386-598EA7921036
Wonderware InTouch 2014R2 (version 11.1)	1. Run the command line	Msiexec /X {BB2EE0FF-26C9-4DD2-A094-98A56CAB67F1} LAUNCHFROMEXE=True
Wonderware InTouch Documents	2. Run the command line	Msiexec /X {75B15570-C7A7-41F6-ACCA-320F0BD932DC} LAUNCHFROMEXE=True
		32-Bit OS:

InQuira InfoCenter - Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2

3. Delete Registry Key	$HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\428C6F1B-28C0-420D-871F-5B0CBA458794$
	64-Bit OS: HKEY LOCAL MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\428C6F1B-28C0-

420D-871F-5B0CBA458794 Wonderware Information command line Msiexec /X {7259A614-D118-4026-838E-08230926BB35} LAUNCHFROMEXE=True Server 2014R2 (version 5.6) Wonderware 2. Run une command line Msiexec /X {17D65716-FE58-4D6C-ACA4-A9A098BCA005} LAUNCHFROMEXE=True 2. Run the Information Server Documents ArchestrA Web command line Msiexec /X {238E560D-0494-44DA-922F-62DBF7328478} LAUNCHFROMEXE=True 3. Run the Graphics (version 5.6) 32-Bit OS: 4. Delete HKEY LOCAL MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\ADD67D6B-060C-4F4B-987D-Registry Key E33FAF90D7EA 64-Bit OS: HKEY LOCAL MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\ADD67D6B-060C-4F4B-987D-E33FAF90D7EA ArchestrA License 1. Run the Msiexec /X {34FE1C88-A6CC-4FA4-A50A-AF6C0854105C} LAUNCHFROMEXE=True Web Server command line **32-Bit OS:** 2. Delete HKEY LOCAL MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\ADD67D6B-060C-4F4B-987D-Registry Key E33FAF90D7EA 64-Bit OS: HKEY LOCAL MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\ADD67D6B-060C-4F4B-987D-E33FAF90D7EA InTouch Access Anywhere 1. Run the Msiexec /X {C907FCCB-4D0E-43ED-A954-05FC341BFFE1} LAUNCHFROMEXE=True Gateway (version command line 11.0) 32-Bit OS: 2. Delete HKEY LOCAL MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\5A2E6902-6474-4657-AB49-Registry Key 66DEEB084E48 64-Bit OS: HKEY LOCAL MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\5A2E6902-6474-4657-AB49-66DEEB084E48 InTouch Access command line Msiexec /X {FF7B3612-9ACC-4520-B54F-09D431130BF1} LAUNCHFROMEXE=True 1. Run the Anywhere Server (version 11.0)

	3. Delete	32-Bit OS:
	Registry Key	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\455D681E-672F-46F5-9686-
		B1/0DA/0B9F8
		64-Bit OS:
		HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\455D681E-672F-46F5-9686-B176DA76B9F8
Invensys License Manager	1. Run the command line	Msiexec /X {36A67212-6F36-48A0-9ADD-83A795A45644} LAUNCHFROMEXE=True
	2 Doloto	32-Bit OS:
	Registry Key	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\1928B528-CA3A-43EA-8036-9FDCD8903981
		64-Bit OS:
		$HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\1928B528-CA3A-43EA-8036-9FDCD8903981$
Wonderware License Server	1. Run the command line	Msiexec /X {59D33EB6-5E9A-4C53-B6E4-7DDB3AEBBE65} LAUNCHFROMEXE=True
	2 Dalata	32-Bit OS:
	Registry Key	HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\A24C3678-BB40-4A82-ACEF-DCE3762A4338
		64-Bit OS:
		$HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\A24C3678-BB40-4A82-ACEF-DCE3762A4338$

Complete Removal of the WSP 2014 or WSP 2014R2

If all the WSP 2014 or WSP 2014R2 above products have been uninstalled from the system successfully, clean up the following registry items.

Note: Complete the following tasks in the order they are presented.

For WSP 2014

For 32 Bit operating systems:

 $HKEY_LOCAL_MACHINE \ SOFTWARE \ Microsoft \ Windows \ Current \ Version \ Uninstall \ Fe5CF6E2-07D0-44D7-BD96-E33CDAA51585 \ Microsoft \ Windows \ Current \ Version \ Version$

For 64 Bit operating systems:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\Fe5CF6E2-07D0-44D7-BD96-E33CDAA51585

For WSP 2014R2

For 32 Bit operating systems:

https://okmgcs.km.invensys.com/gcs/index?page=content&id=TN864&actp=search&viewlocale=en_US&searchid=1434638044130

InQuira InfoCenter - Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2

 $HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\A501B9FE-D95E-462F-BB41-CEED910F9172$

For 64 Bit operating systems:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\A501B9FE-D95E-462F-BB41-CEED910F9172

If you **upgraded** WSP 2014 to WSP 2014R2, delete both the above keys for WSP 2014 and WSP 2014R2 per operating system

Delete the ASBServices Database

The database is left after uninstall intentionally, allowing the configuration to be preserved across uninstall/reinstall scenarios. If you would like the machine to be completely clean it is best recommended to remove the ASBServices from database.

• Run the following SQL command query to completely remove the ASBServices database:

DROP DATABASE ArchestrAServicesDB

Delete any Leftover Folders and Registry Entries

Important: This procedure should ONLY be done when there are no Invensys products (InBatch, Triconex, SimSci, etc.) installed on the computer.

After uninstalling all of the Invensys Software Products, delete the following folders if they exist.

For **32-bit** operating systems:

- \Program Files\ArchestrA
- \Program Files\Common Files\ArchestrA
- \Program Files\Wonderware

For **64-bit** operating systems:

- \ Program Files (x86)\ArchestrA
- \ Program Files (x86)\Common Files\ArchestrA
- \Program Files (x86)\Wonderware

For Windows 7, Windows 8, Windows 2008 and Windows 2012 Servers:

- C:\Users\Public\Wonderware
- C:\ProgramData\ArchestrA
- C:\ProgramData\Wonderware

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

Delete Remaining Registry Keys

1. Using **regedit**, delete the following Registry keys:

For **32 Bit** operating system:

- HKEY_LOCAL_MACHINE\SOFTWARE\ArchestrA
- HKEY_LOCAL_MACHINE\SOFTWARE\Wonderware

For **64 Bit** operating system:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ArchestrA
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wonderware
- 2. Delete the following Services (in HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services):
- NmxSvc
- Aa* Services (such as aaBootstrap, aaGlobalDataCacheMonitorSvr, aaGR, aaLogger)
- FS Service Control
- InBatch*
- InSQL*
- SLS
- slssvc
- Suitelink*
- WWLOGSVC
- WWNetDDE
- 3. Delete HKEY_CURRENT_USER\Software\ArchestrA.
- 4. Delete HKEY_CURRENT_USER\Software\Wonderware.
- 5. Reboot the machine.

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 offline 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.

Related Tech Notes

For products released prior to WSP 2014: <u>Tech Note 926 (/index?page=content&id=TN526)</u>: Manual Uninstall of Wonderware Products.

InQuira InfoCenter - Manually Uninstalling Wonderware System Platform (WSP) 2014 and 2014R2

For products released prior to ASP 2012: Tech Note 454 (./index?page=content&id=TN115): Manual Uninstall of Wonderware Products.

Tech Notes Information

Doc ID:TN864Version:6.0Status:PublishedPublished:February 27, 2015

Author

BindyaShah

Product

- Information Server
- Historian Client
- Historian
- Application Server
- InTouch
- InTouch Access Anywhere
- System Platform