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page=subscribe_toggle&return=content&type=CONTENT&id=TN864&viewlocale=en_US)

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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.

Wonderware Historian Server Runtime Database can be backed up using SQL Server Management Studio. Refer to the appropriate section in Tech Note 817 (./index?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**.
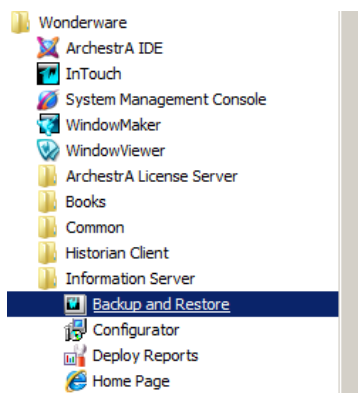

FIGURE 1: INFORMATION SERVER BACKUP AND RESTORE UTILITY

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.
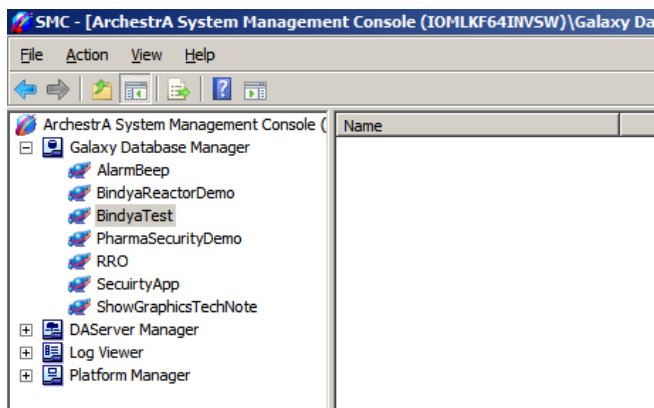

FIGURE 2: BACKUP THE GALAXY DB USING GALAXY DATABASE MANAGER

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**.
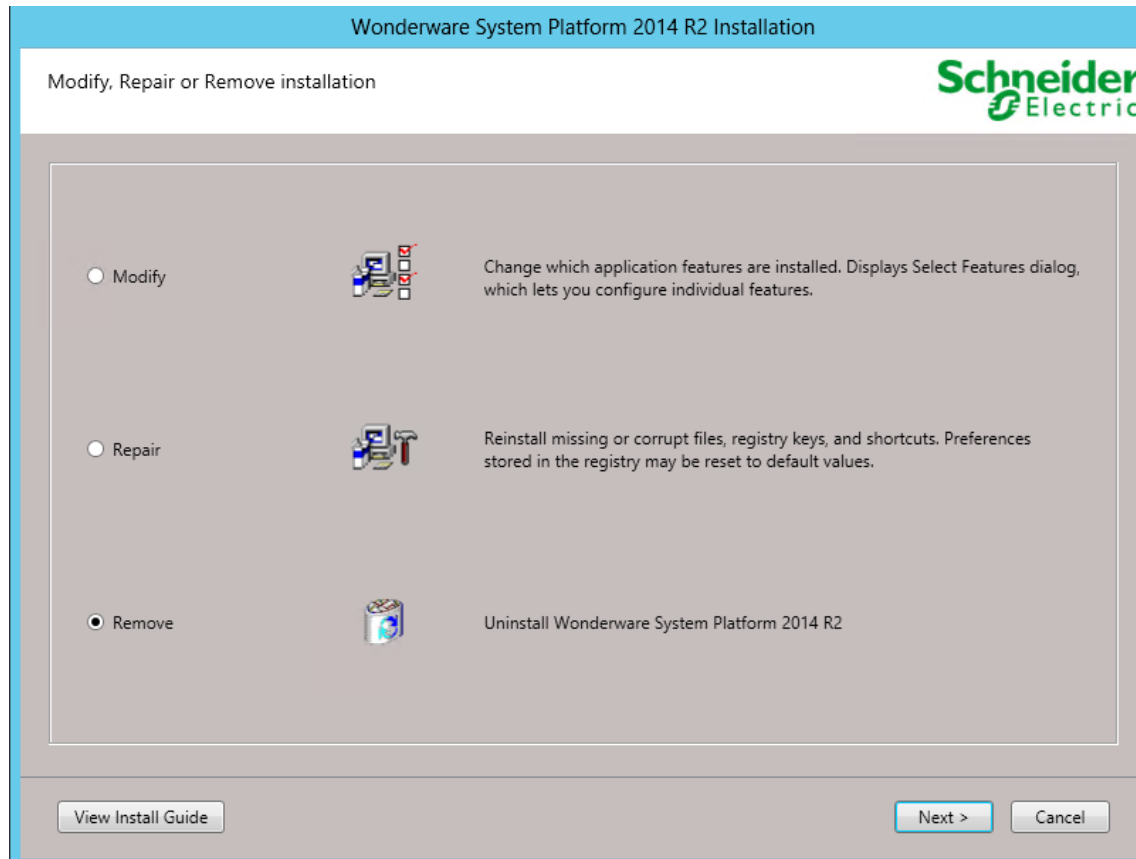
FIGURE 3: REMOVE WONDERWARE SYSTEM PLATFORM

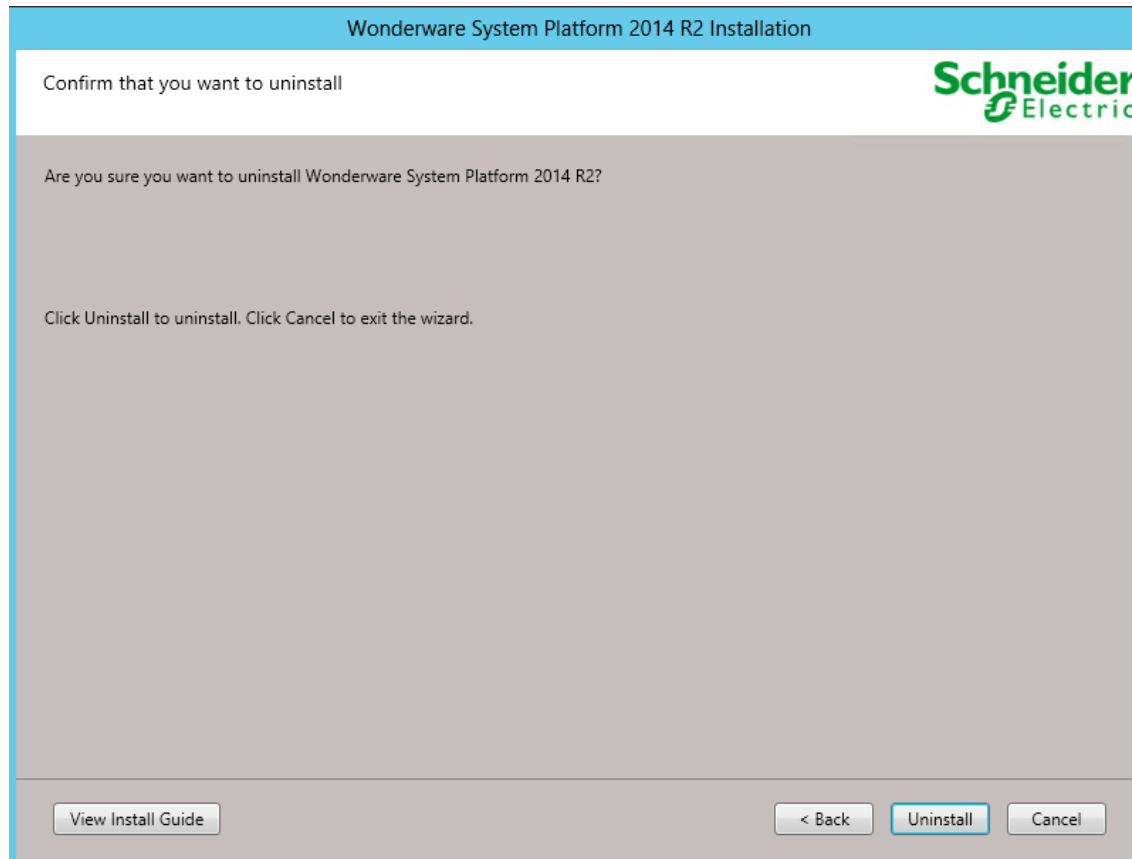2. Click **Uninstall** (Figure 4 below).

FIGURE 4: UNINSTALL
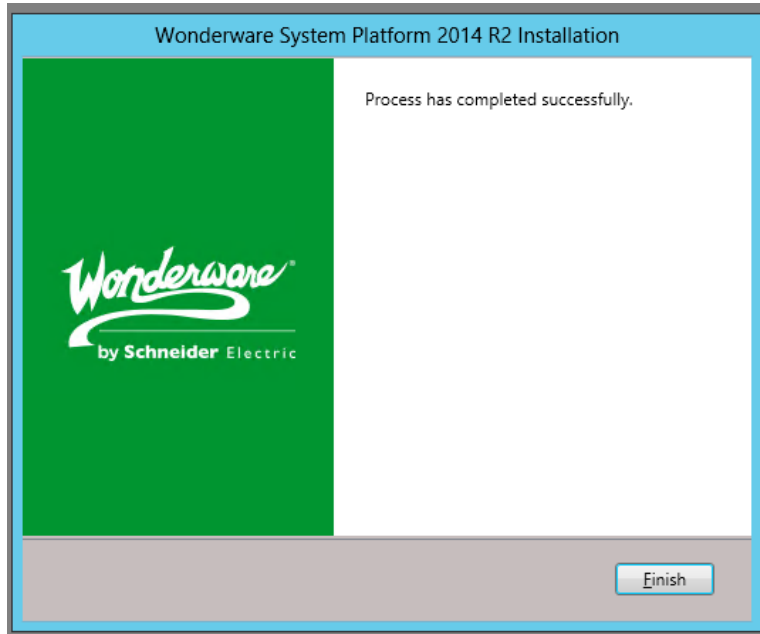
3. Click **Finish**.

FIGURE 5: FINISH THE UNINSTALL

Uninstalling SOME Wonderware System Platform Products

1. If need to uninstall a particular WSP product, click **Modify**, then **Next**.
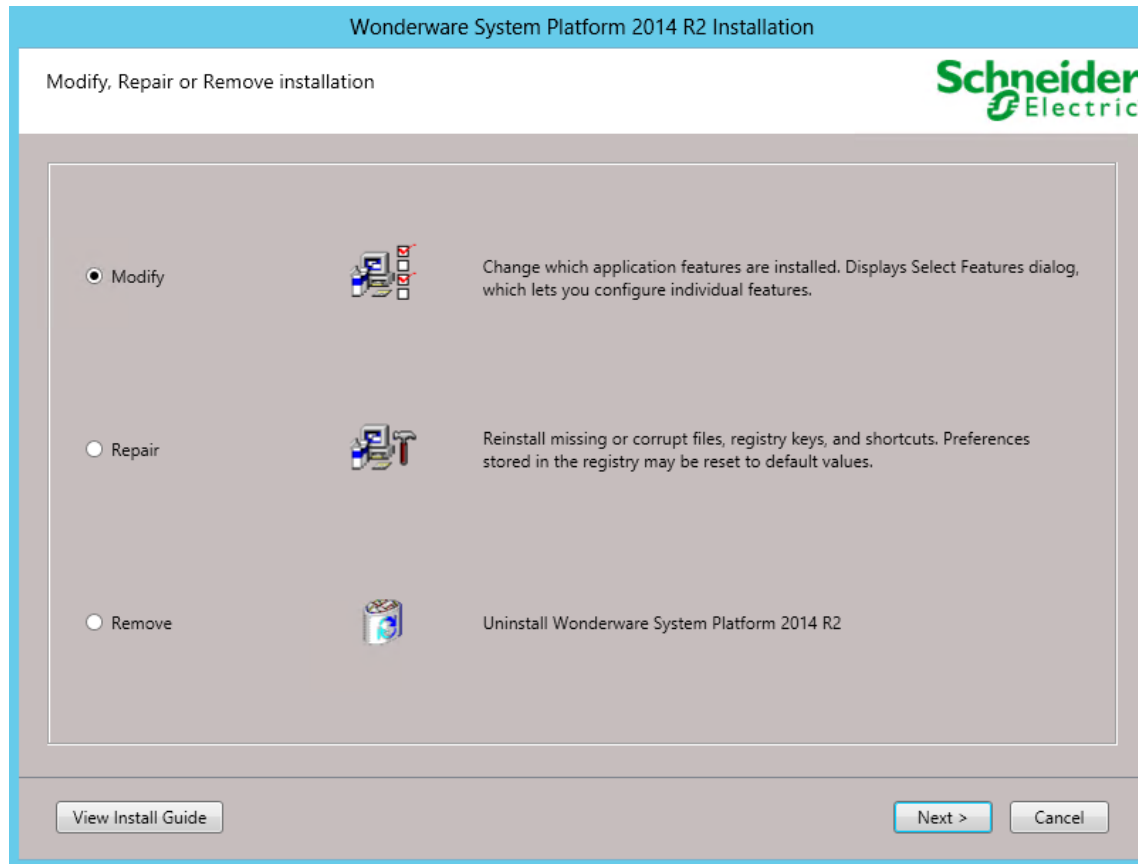
FIGURE 6: MODIFY THE ASP PROGRAM

The Installation wizard appears and shows the products that are currently installed (Figure 7 below).
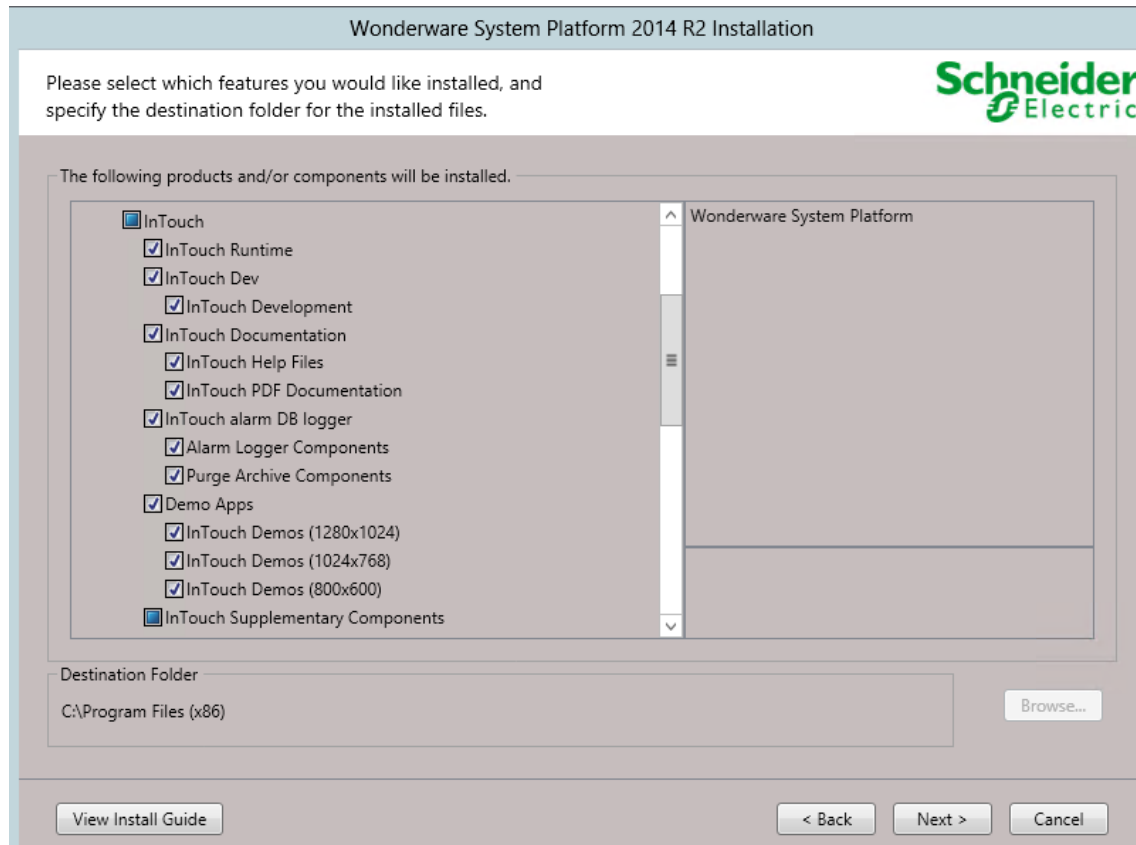
FIGURE 7: SELECT AN WSP PRODUCT

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).
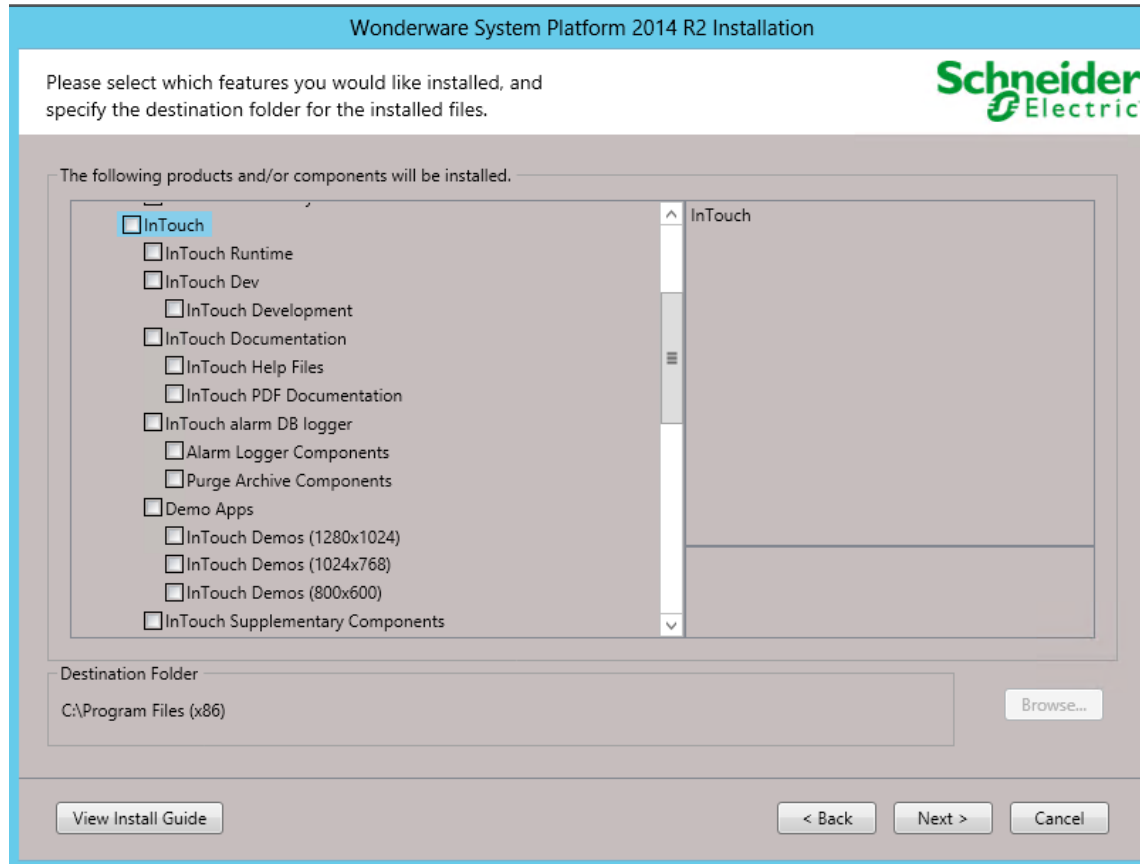
FIGURE 8: DE-SELECT THE FEATURES

3. Click **Next**.
4. Click **Modify** to confirm the features, and to begin the Uninstall.
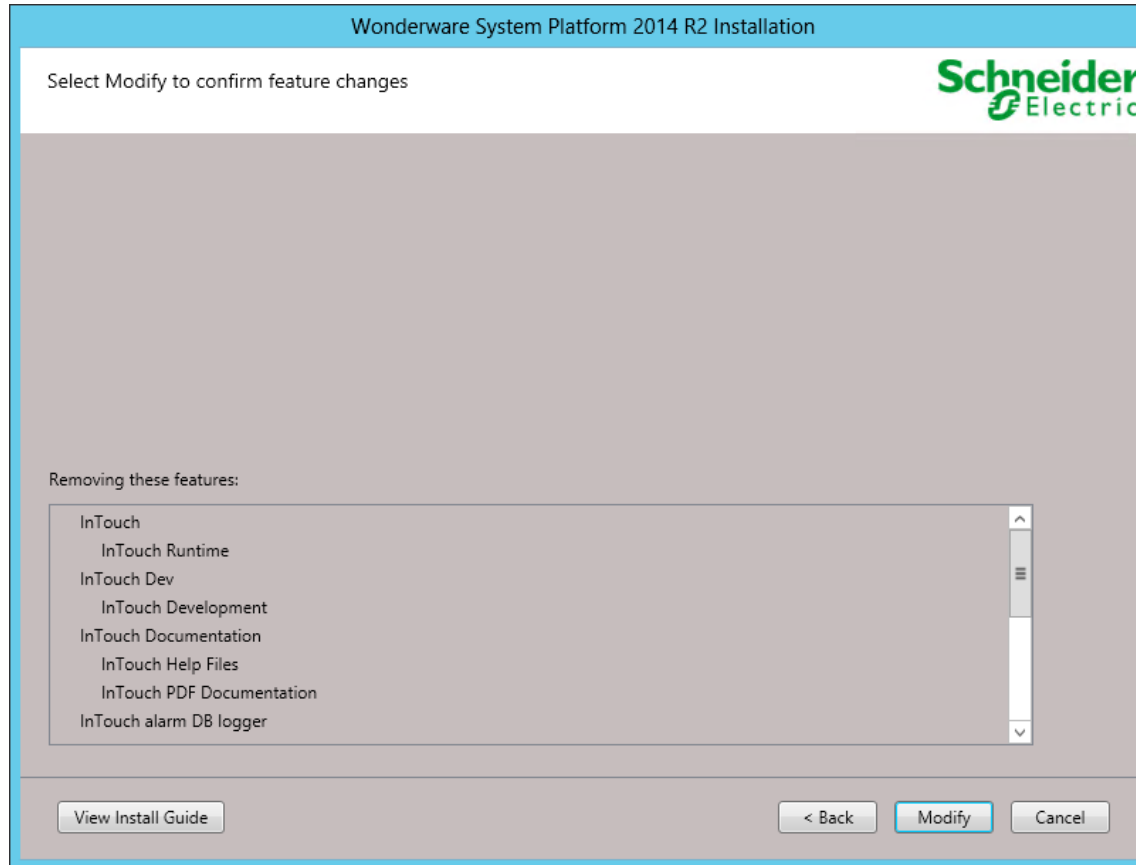
FIGURE 9: CLICK MODIFY TO BEGIN UNINSTALLING

5. Read and accept the license agreement by checking the box as shown below.
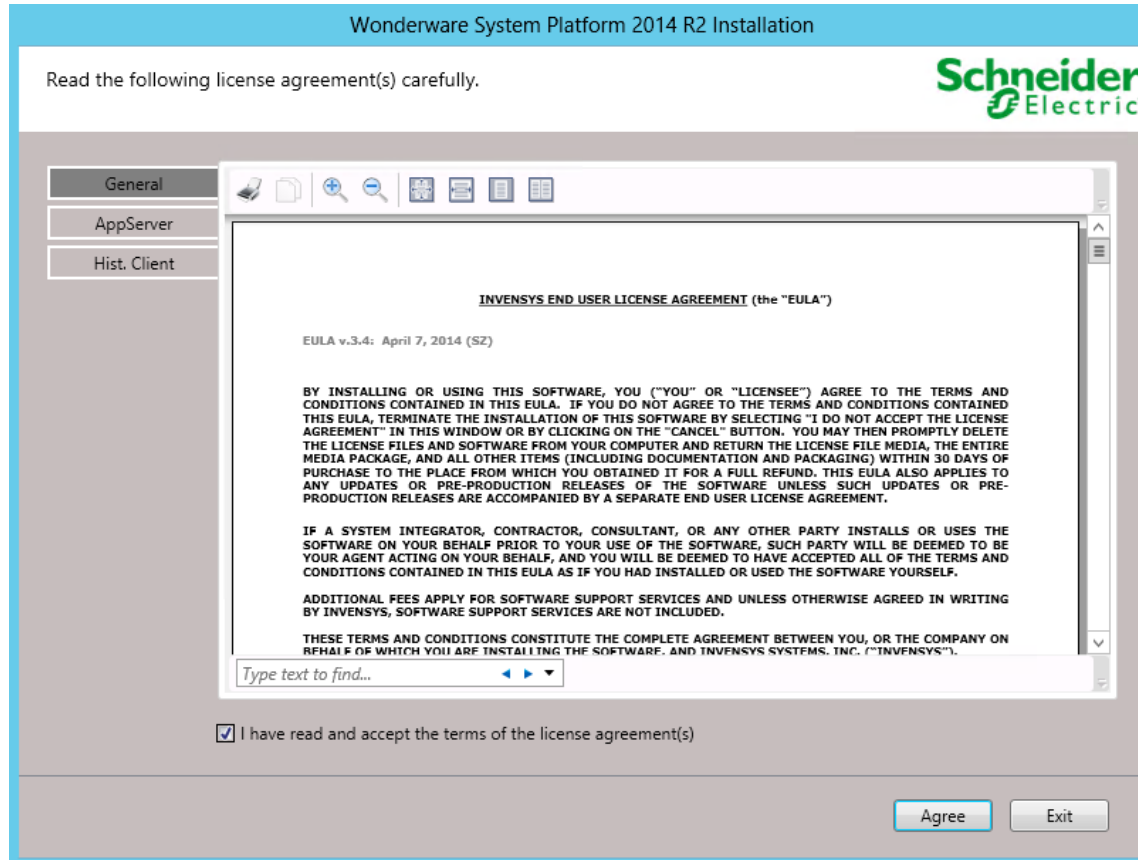
FIGURE 10: LICENSE AGREEMENT FORM

6. Click **Finish**.
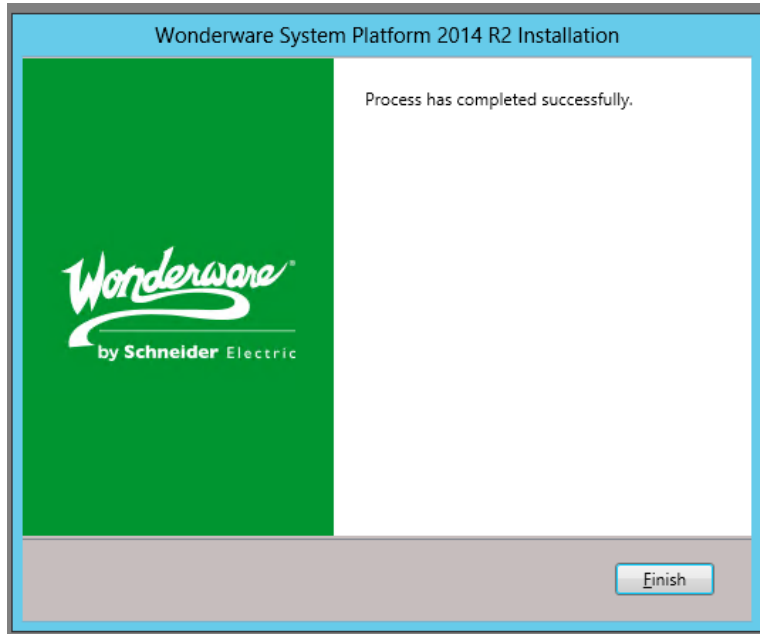
FIGURE 11: CLICK FINISH

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).
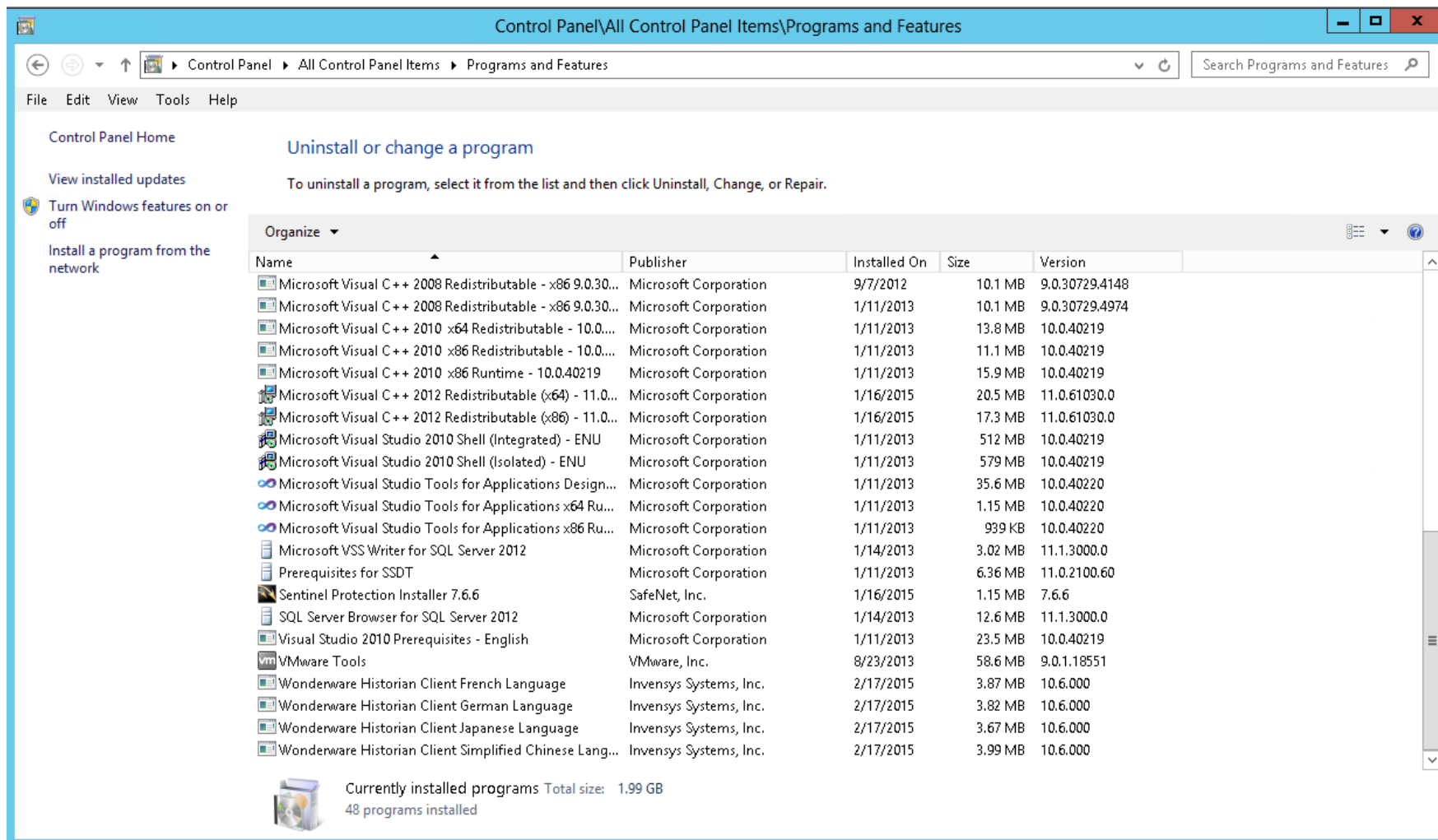
FIGURE 12: WONDERWARE SYSTEM PLATFORM PRODUCTS IN CONTROL PANEL

1. Double-click each product and click **Yes** when you are prompted (Figure 13 below).
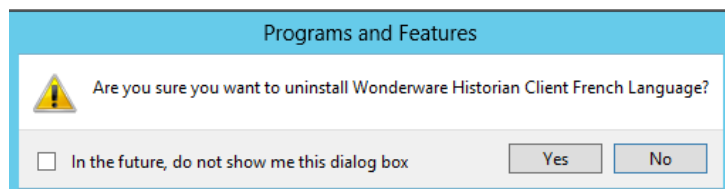
FIGURE 13: CONFIRM UNINSTAL**L**

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 Registry Key	**32-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\5E08C16E-C333-4998-9E93-063AE1AD9528 **64-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\5E08C16E-C333-4998-9E93-063AE1AD9528
Wonderware Historian 2014 32-Bit (version 11.5)	1. Run the command line 2. Run the	Msiexec /X {C3B8EAA7-9A9E-4472-A5E5-3BF9E0443C9F} LAUNCHFROMEXE=True

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 **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 **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 **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 Registry Key	**32-Bit OS:** 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 Client Japanese Language 2014 (version 10.5)	1. Run the command line	Msiexec /X {44549036-3D53-40D6-8407-CAF92B38F48C} LAUNCHFROMEXE=True
	2. Delete Registry Key	**32-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\44549036-3D53-40D6-8407-CAF92B38F48C **64-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\44549036-3D53-40D6-8407-CAF92B38F48C
Wonderware Historian Client Simplified Chinese Language 2014 (version 10.5)	1. Run the command line	Msiexec /X {02385994-C089-4E7C-83A6-AFB8B30797B1} LAUNCHFROMEXE=True
	2. Delete Registry Key	**32-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\02385994-C089-4E7C-83A6-AFB8B30797B1 **64-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\02385994-C089-4E7C-83A6-AFB8B30797B1
Wonderware InTouch 2014 (version 11.0)	1. Run the command line	Msiexec /X {6DC68155-E577-421D-AEAA-CE7394693508} LAUNCHFROMEXE=True
Wonderware InTouch Documents	2. Run the command line	Msiexec /X {D6B53F78-5DDE-44BF-98A9-F5D373D7DEDC} LAUNCHFROMEXE=True
	3. Delete Registry Key	**32-Bit OS:** 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
Wonderware Information	2. Run the 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-

	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 Registry Key	**32-Bit OS:** 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	

Historian Documents	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\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 **64-Bit OS:**

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:

	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 Server 2014R2 (version 5.6)	1. Run the command line	Msiexec /X {7259A614-D118-4026-838E-08230926BB35} LAUNCHFROMEXE=True
Wonderware Information Server Documents	2. Run the command line	Msiexec /X {17D65716-FE58-4D6C-ACA4-A9A098BCA005} LAUNCHFROMEXE=True
ArchestrA Web Graphics (version 5.6)	3. Run the command line	Msiexec /X {238E560D-0494-44DA-922F-62DBF7328478} LAUNCHFROMEXE=True
	4. Delete Registry Key	**32-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\ADD67D6B-060C-4F4B-987D-E33FAF90D7EA **64-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\ADD67D6B-060C-4F4B-987D-E33FAF90D7EA
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\ADD67D6B-060C-4F4B-987D-E33FAF90D7EA **64-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\ADD67D6B-060C-4F4B-987D-E33FAF90D7EA
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\5A2E6902-6474-4657-AB49-66DEEB084E48 **64-Bit OS:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\5A2E6902-6474-4657-AB49-66DEEB084E48
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\455D681E-672F-46F5-9686-B176DA76B9F8 **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. Delete Registry Key	**32-Bit OS:** 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. Delete Registry Key	**32-Bit OS:** 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\CurrentVersion\Uninstall\FE5CF6E2-07D0-44D7-BD96-E33CDAA51585

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:

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 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.

Related Tech Notes

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

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: TN864
Version: 6.0
Status: Published
Published: February 27, 2015

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Product

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