

[Tech Note 926](#)

Manually Uninstalling ArcestrA System Platform (ASP) 2012 and Later

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Introduction

In some cases, using Windows' Add/Remove Programs (Windows 2003 & Windows XP) or Program & Features (Windows 7 & Windows 2008 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 ASP 2012 products have been removed.

Wonderware Technical Support recommends using this procedure instead of the Add/Remove programs functions. 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 ArcestrA System Platform (ASP) 2012 and later products from a computer.

Application Versions

This *Tech Note* was tested using the following application versions:

- Wonderware InTouch 10.5 & later
- Wonderware Application Server 3.5 & later
- FS Gateway 2.0 SP1 & later
- Wonderware Historian 10.0 SP1 & later
- Wonderware Historian Client 10.0 SP2 & later
- Wonderware Information Server 4.5 & later

Preparing for the Uninstall

Backup the License Files

Backup the **wwsuite.lic**, **ArcestrA.lic**, **ArcestrAServer.lic** and **Wonderware.OPT** files. The files are located in the following locations.

- For 32-bit operating systems

\Program Files\Common Files\Arcestra\License

- For 64-bit operating systems

\Program Files (x86)\Common Files\Arcestra\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 the [Tech Note 817](#) for more details.
- The Wonderware Information Server (SuiteVoyager) database can be backed up by either of the two below.

Run WIS **Backup/Restore Utility** from Start/Program Files/Wonderware/Information Server (Figure 1 below).

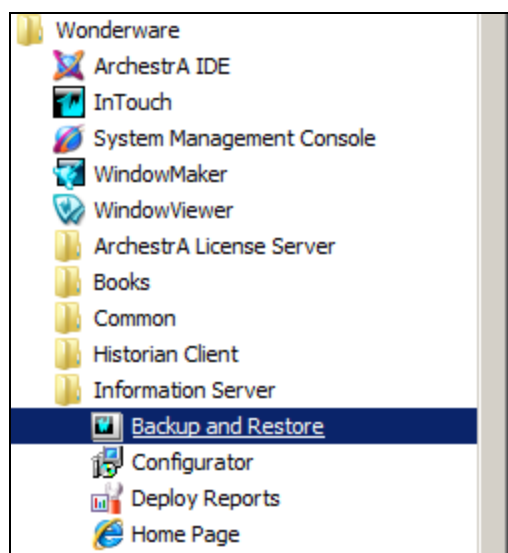


FIGURE 1: INFORMATION SERVER BACKUP AND RESTORE UTILITY

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.

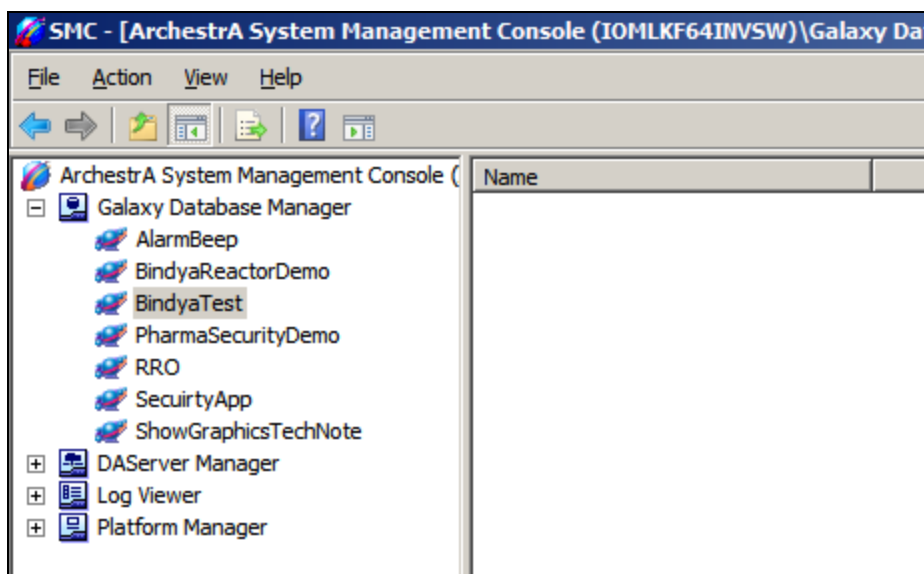


FIGURE 2: BACKUP THE GALAXY DB USING GALAXY DATABASE MANAGER

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 and Windows Server 2008: **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 Wonderware Products

Uninstall all ArcestrA System Platform Products using **Add/Remove Programs** under Control Panel for Windows XP or Windows 2003, or **Programs & Features** under Control Panel for Windows Vista, Windows 7 or Windows Server 2008.

If ArcestrA System Platform Products are still displayed in Add/Remove Programs under Control Panel for Windows XP or Windows 2003 or Programs & Features under Control Panel for Windows Vista, Windows 7 or Windows Server 2008 complete the following steps.

Uninstalling All ArcestrA System Platform Products

To uninstall ArcestrA System Platform Products click **Setup.exe** from the ASP 2012 DVD version that was installed on the machine.

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

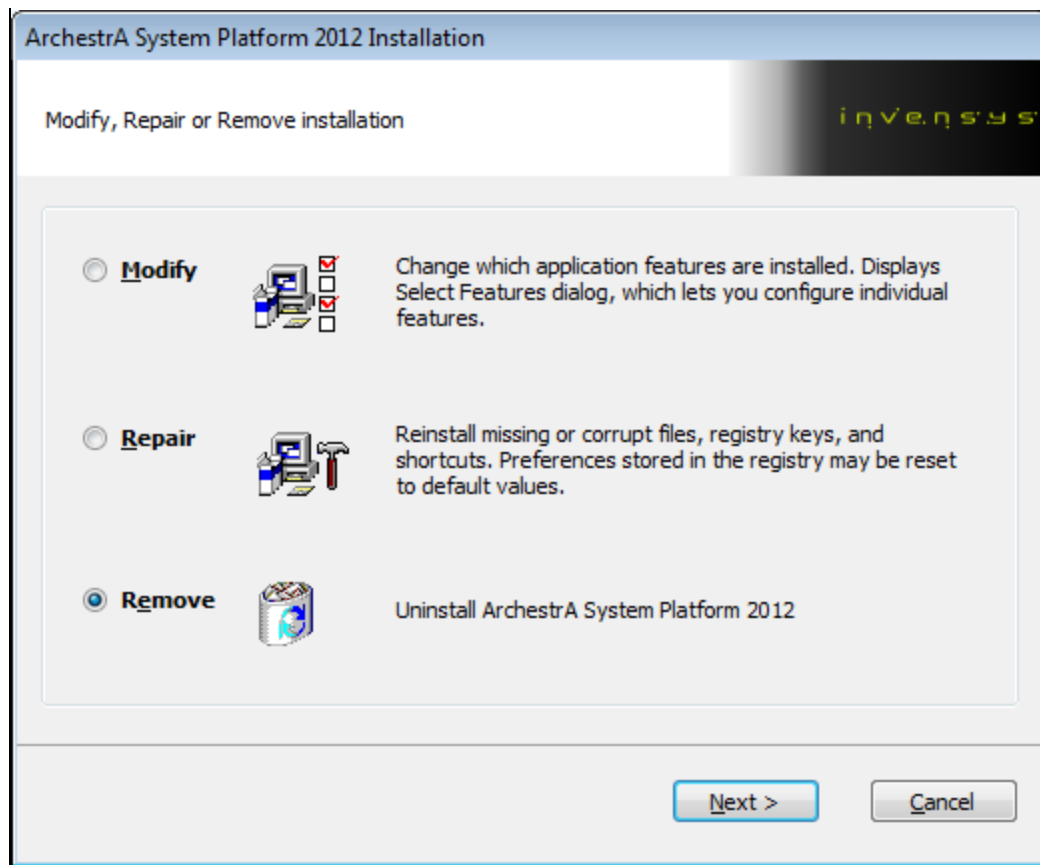


FIGURE 3: REMOVE SYSTEM PLATFORM

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

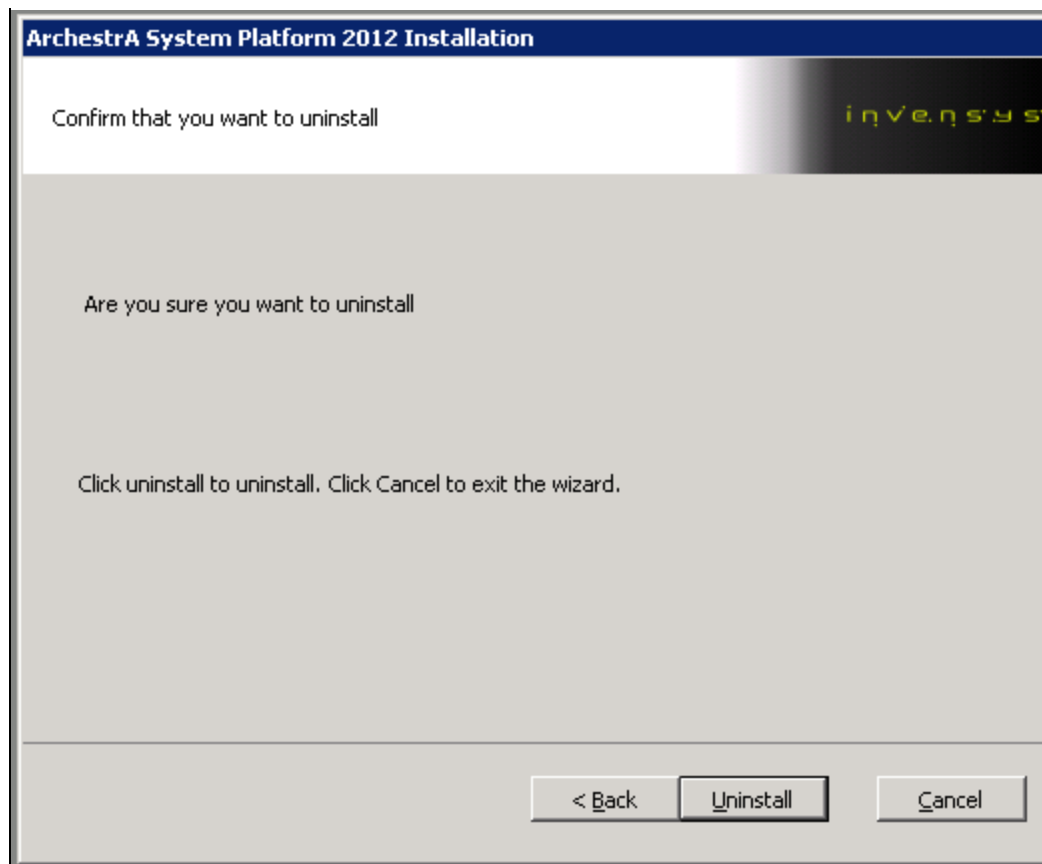


FIGURE 4: UNINSTALL

3. Click **Finish**.

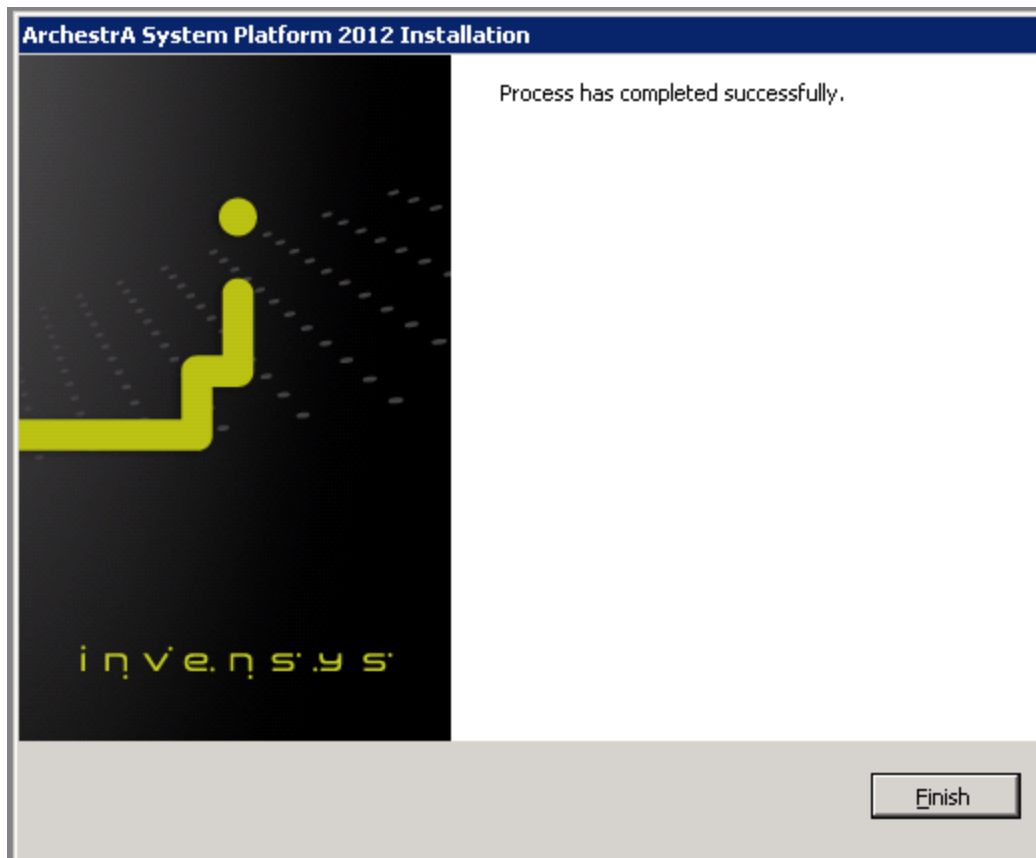


FIGURE 5: FINISH THE UNINSTALL

Uninstalling SOME Arcestra System Platform Products

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

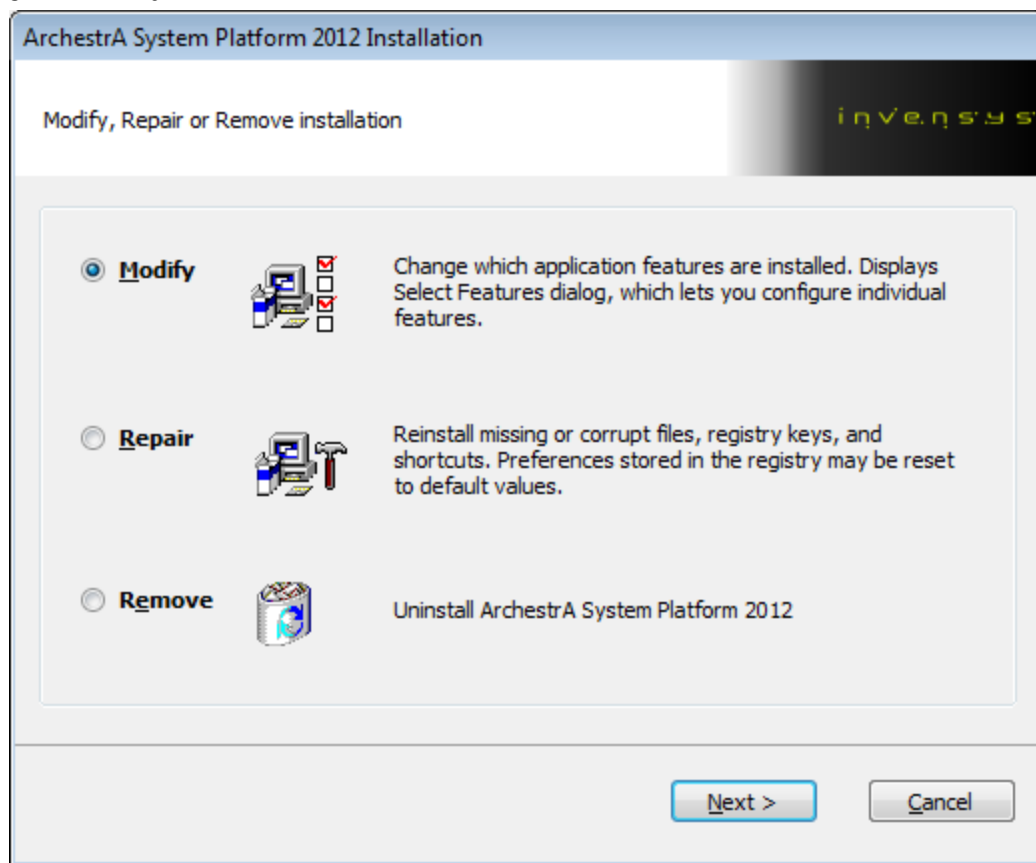


FIGURE 6: MODIFY THE ASP PROGRAM

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

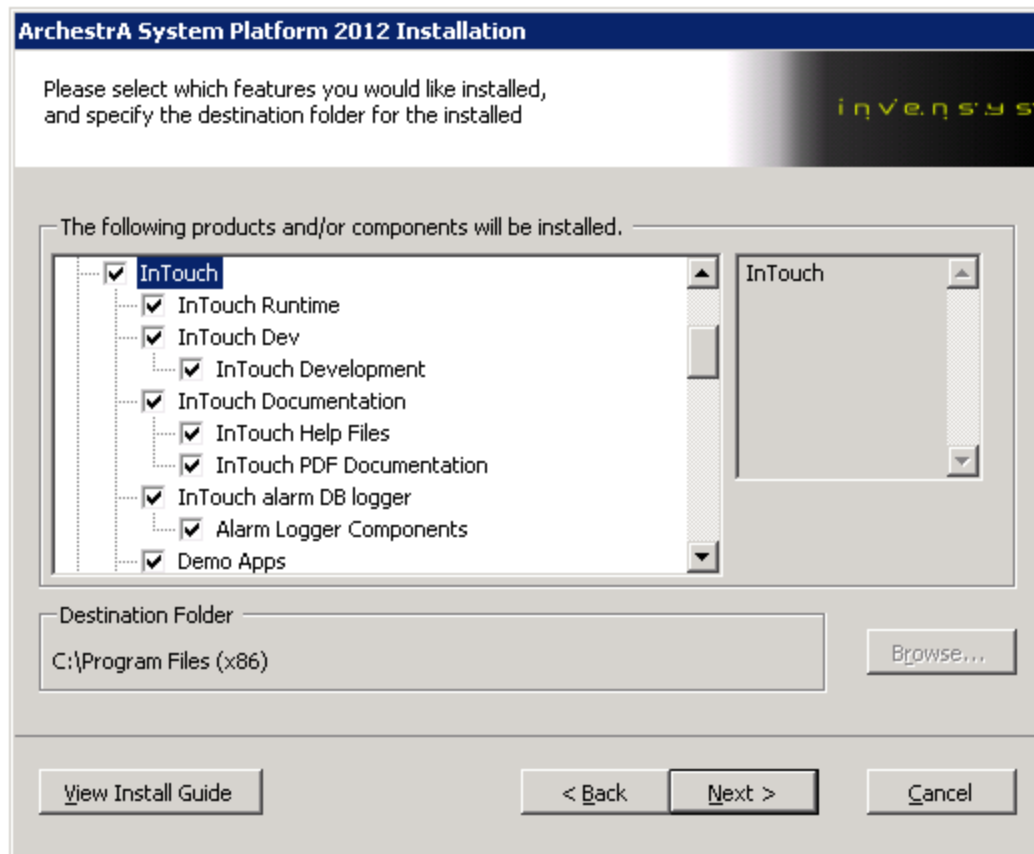


FIGURE 7: SELECT AN ASP PRODUCT

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).

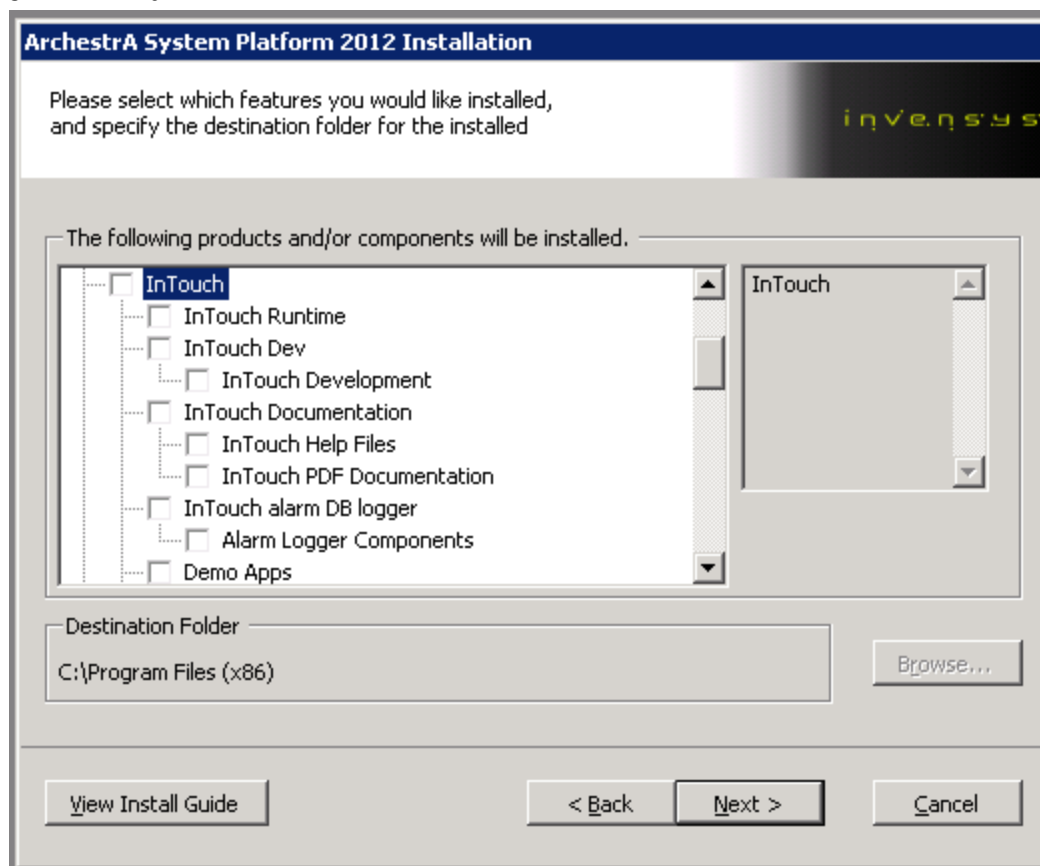


FIGURE 8: DE-SELECT THE FEATURES

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

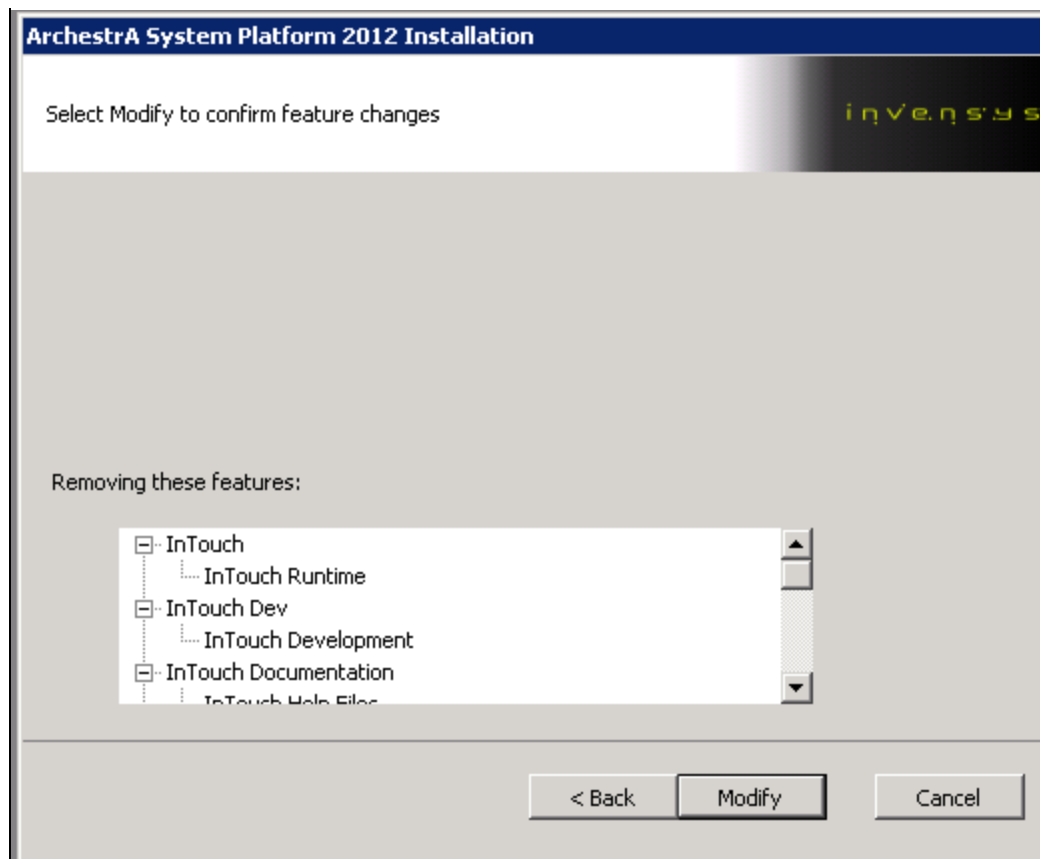


FIGURE 9: CLICK MODIFY TO BEGIN UNINSTALLING

5. Now it will show you that the process completed successful. Click **Finish**.

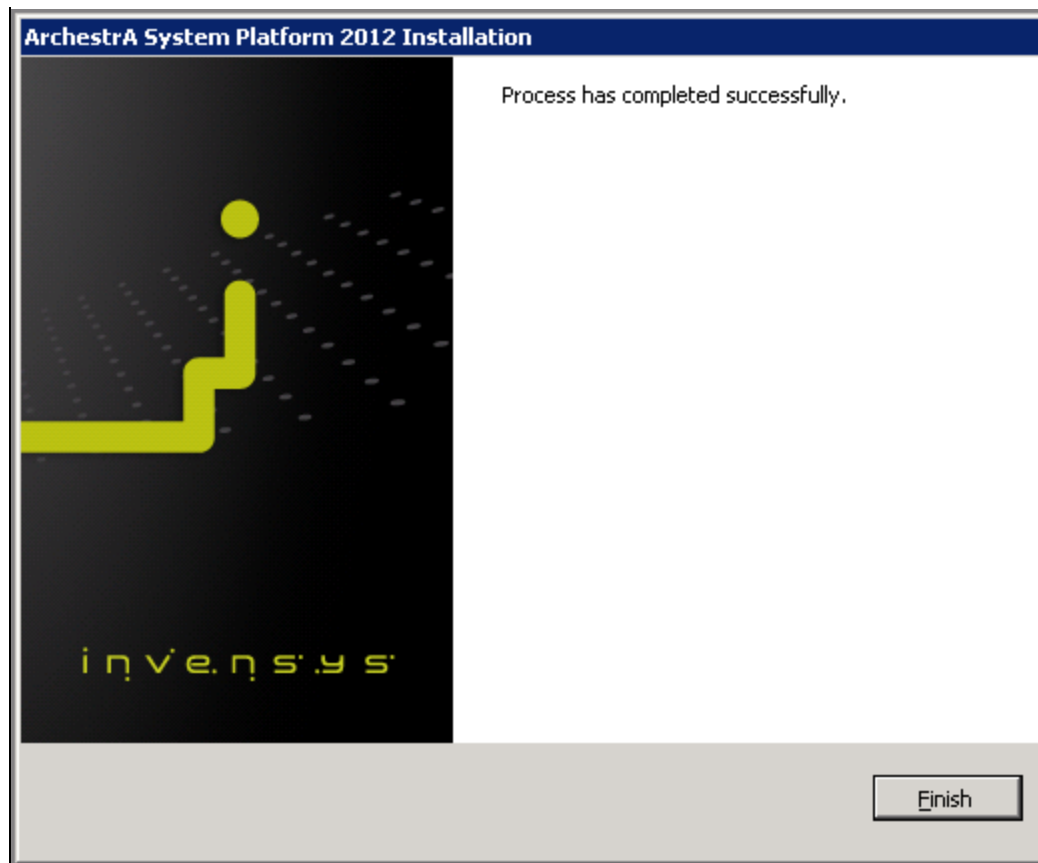


FIGURE 10: CLICK FINISH

ArcestrA System Platform Products Are Still Displayed in Add/Remove or Programs & Features

Some of the products of ASP 2012 & later can still be displayed on Add/Remove Programs under Control Panel for Windows XP or Windows 2003 or Programs & Features under Control Panel for Windows Vista, Windows 7 or Windows Server 2008.

For example, Historian Client Language Packs are still displayed in the Control Panel (Figure 11 below).

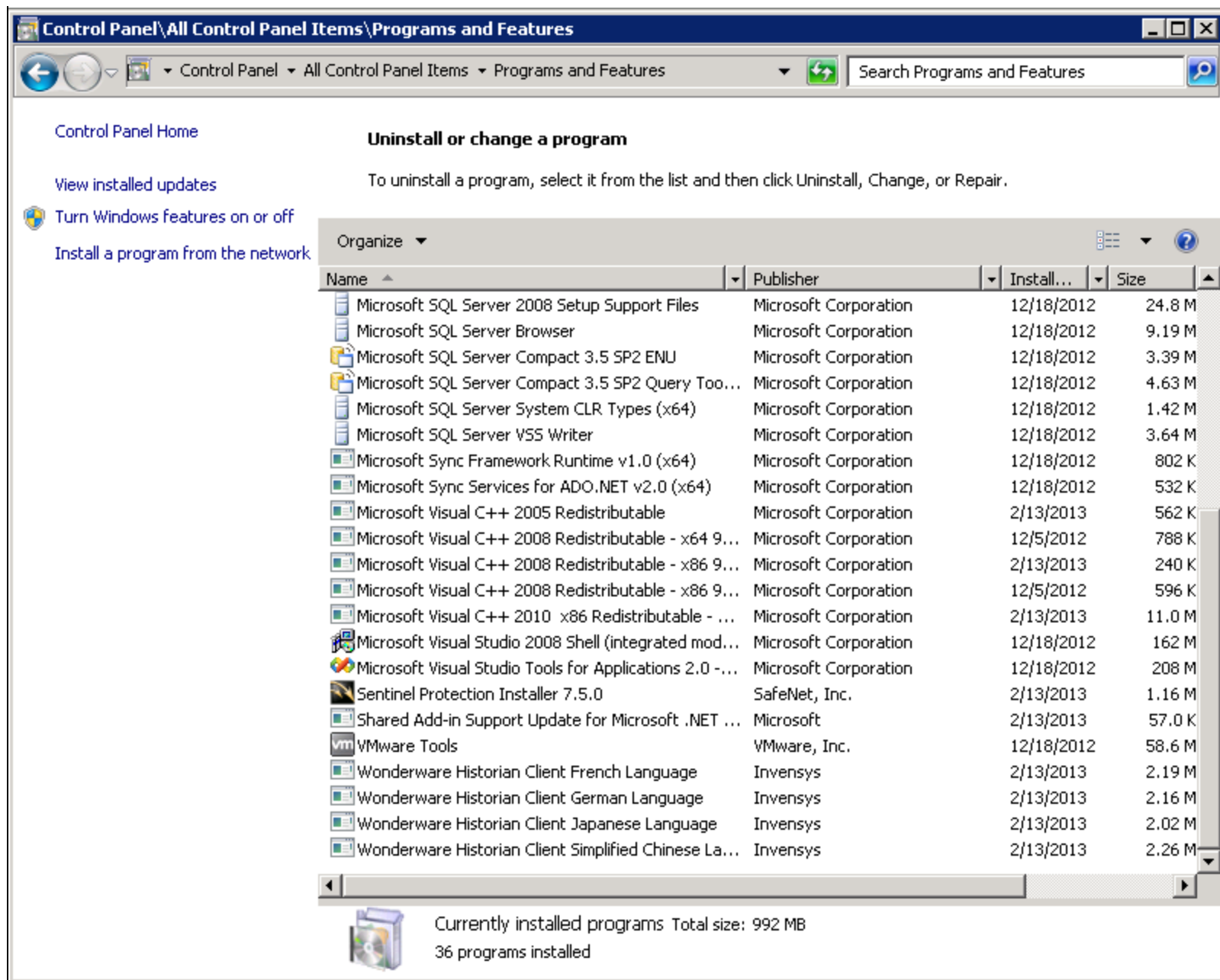


FIGURE 11: WONDERWARE PRODUCT IN CONTROL PANEL

1. Double-click each product and click **Yes** when you are prompted (Figure 12 below).

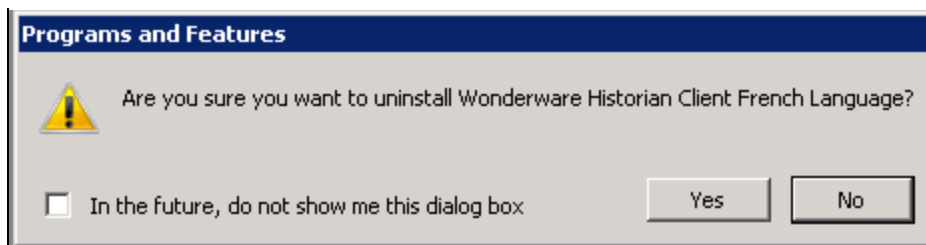


FIGURE 12: CONFIRM UNINSTALL

2. After you finish uninstalling all Wonderware Historian Client Language Packs, you will not see any ASP 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 ASP 2012 & later, you might experience the following:

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

Arcestra System Platform 2012

The following table lists the command line to uninstall **Arcestra System Platform 2012** 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.
 - 1a). Run the Command Line for the **feature** you want to delete.
2. Delete the **Registry Key** for your operating system (32- or 64-bit OS)

Product/Feature	Action	Command Line/Registry Key
Wonderware Application Server 2012 (3.5)	1 a). Run the command line:	Msiexec /X {8D8B0957-BD99-4984-9340-B47D173E43E8} LAUNCHFROMEXE=True

Wonderware Application Server Documents	1 b). Run the command line:	Msixec /X {6B0A2198-F0B2-4879-BD4E-C56A1E89652C} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\30C78AB8-30A0-4235-8854-78694729CA25
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\30C78AB8-30A0-4235-8854-78694729CA25
FS Gateway 2012 and later (2.0 SP1)	1 a). Run the command line:	Msixec /X {449F0507-711B-4DE1-8C0C-CC3C19046CD9} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\203CC221-A24A-4ca3-BC88-3A923D979919
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\203CC221-A24A-4ca3-BC88-3A923D979919
Wonderware Historian 2012 (version 10.0 SP1)	1 a). Run the command line:	Msixec /X {1D9FA8E6-1262-4920-9348-EE7FEB29E073} LAUNCHFROMEXE=True
Historian Documents	1 b). Run the command line:	Msixec /X {A0F222A1-E4F3-4EF7-9AB3-2FEDFC03ED3B} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\E0F0BA88-4AA7-4c17-A29D-B429368144E4
		64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\E0F0BA88-4AA7-4c17-A29D-B429368144E4
Wonderware Historian Client 2012 (version 10.0 SP2)	1 a). Run the command line:	Msixec /X {FD7451FC-275F-42A6-8BC1-D52EB539CF0F} LAUNCHFROMEXE=True
Historian Client Documents	1 b). Run the command line:	Msixec /X {E0EA8F68-952F-48A0-9753-2129ED4B6CF5} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\67A25924-36B3-4058-939E-F2731D4B3430

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\67A25924-36B3-4058-939E-F2731D4B3430

Wonderware Historian Client German Language 2012 (version 10.0 SP2)

1 a). Run the command line:

Msixexec /X {DE13193D-15ED-49F5-9155-03CC5E30BA77} LAUNCHFROMEXE=True

2. Delete Registry Key

32-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\DE13193D-15ED-49F5-9155-03CC5E30BA77

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\DE13193D-15ED-49F5-9155-03CC5E30BA77

Wonderware Historian Client French Language 2012 (version 10.0 SP2)

1 a). Run the command line:

Msixexec /X {9BB88D1E-C1B0-4CD4-A857-B2F1EB57760B} LAUNCHFROMEXE=True

2. Delete Registry Key

32-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\9BB88D1E-C1B0-4CD4-A857-B2F1EB57760B

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\9BB88D1E-C1B0-4CD4-A857-B2F1EB57760B

Wonderware Historian Client Japanese Language 2012 (version 10.0 SP2)

1 a). Run the command line:

Msixexec /X {F2A4BBDF-6693-4B65-B836-869231C43FCE} LAUNCHFROMEXE=True

2. Delete Registry Key

32-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\F2A4BBDF-6693-4B65-B836-869231C43FCE

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\F2A4BBDF-6693-4B65-B836-869231C43FCE

Wonderware Historian Client Simplified Chinese Language 2012 (version 10.0 SP2)

1 a). Run the command line:

Msixexec /X {94295CBD-D2DF-4046-86D1-D52F27837FA5} LAUNCHFROMEXE=True

2. Delete Registry Key

32-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\94295CBD-D2DF-4046-86D1-D52F27837FA5

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\94295CBD-D2DF-4046-86D1-D52F27837FA5

Wonderware InTouch 2012 (version 10.5)	1 a). Run the command line:	Msixec /X {88DF5D3A-B2FB-40FC-BBBE-BAAD84936D79} LAUNCHFROMEXE=True
InTouch Documents	1 b). Run the command line:	Msixec /X {897DA381-24E9-4109-B1D4-8BD66A2DE6C2} LAUNCHFROMEXE=True
	2. Delete Registry Key	<p>32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\76D6D1D8-8BAB-41c8-9628-99498AA820B6</p> <p>64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\76D6D1D8-8BAB-41c8-9628-99498AA820B6</p>
Wonderware Information Server 2012 (version 4.5)	1 a). Run the command line:	Msixec /X {BCD0C2C6-E28E-44c6-BC55-29CB67CC5C53} LAUNCHFROMEXE=True
WIS Documents	1 b). Run the command line:	Msixec /X {7769B913-DC2F-4461-8A5F-69088E270B8B} LAUNCHFROMEXE=True
WIS Web Graphics	1 c). Run the command line:	Msixec /X {2B88F144-78A4-4513-BE51-D998FBB18E6E} LAUNCHFROMEXE=True
	2. Delete Registry Key	<p>32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\A8883311-FED4-428b-A91B-BF6B19E85839</p> <p>64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\A8883311-FED4-428b-A91B-BF6B19E85839</p>

ArcestrA System Platform 2012 R2

The following table lists the command line to uninstall **ArcestrA System Platform 2012 R2** 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.
 - 1a). Run the Command Line for the **feature** you want to delete.

2. Delete the **Registry Key** for your operating system (32- or 64-bit OS)

Product/Feature	Action	Command Line/Registry Key
Wonderware Application Server 2012 R2 (version 3.6)	1 a). Run the command line:	Msiexec /X {98992BCE-FD91-4805-A5BE-4ABB4E6BFEAC} LAUNCHFROMEXE=True
Wonderware Application Server Documents	1 b). Run the command line:	Msiexec /X {D3684140-55D9-4312-A4AF-D6106646D321} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\BA31090D-BE9E-4618-9065-0EF16638F9E9 64-Bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\BA31090D-BE9E-4618-9065-0EF16638F9E9
Wonderware Historian 2012 R2 32- Bit (version 11.0)	1 a). Run the command line:	Msiexec /X {EF3EFC20-53B5-44E3-A0C6-AC01E2D057A4} LAUNCHFROMEXE=True
Historian Documents	1 b). Run the command line:	Msiexec /X {97FD82F0-45C3-431A-BB30-300FA0285D3C} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\C92EA8C0-A5CA-43FC-8361-3299B4327DC9 64-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\C92EA8C0-A5CA-43FC-8361-3299B4327DC9
Wonderware Historian 2012 R2 64-Bit (version 11.0)	1 a). Run the command line:	Msiexec /X {A16DF377-6068-4D21-87C6-DA49C5F71E07} LAUNCHFROMEXE=True
Historian Documents	1 b). Run the command line:	Msiexec /X {97FD82F0-45C3-431A-BB30-300FA0285D3C} LAUNCHFROMEXE=True
	2. Delete Registry Key	32-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\437AF261-7DD9-49CD-AE8F-C7662B8AE284 64-bit OS: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\437AF261-

7DD9-49CD-AE8F-C7662B8AE284

Wonderware Historian Client 2012 R2 (version 10.1) **1 a). Run the command line:** Msiexec /X {3894EEBB-E443-491D-9358-247C8BD11FC8} LAUNCHFROMEXE=True

Historian Client Documents **1 b). Run the command line:** Msiexec /X {E0EA8F68-952F-48A0-9753-2129ED4B6CF5} LAUNCHFROMEXE=True

2. Delete Registry Key **32-Bit OS:**
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\AF0EEFB1-4A55-426C-ADDF-28B154D776B1

64-Bit OS:
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\AF0EEFB1-4A55-426C-ADDF-28B154D776B1

Wonderware Historian Client German Language 2012 R2 (version 10.1) **1 a). Run the command line:** Msiexec /X {3F664486-8792-44DF-840E-952FE4F346BE} LAUNCHFROMEXE=True

2. Delete Registry Key **32-Bit OS:**
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\3F664486-8792-44DF-840E-952FE4F346BE

64-Bit OS:
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\3F664486-8792-44DF-840E-952FE4F346BE

Wonderware Historian Client French Language 2012 R2 (version 10.1) **1 a). Run the command line:** Msiexec /X {721DA5AA-4755-49EE-85E9-048069CBFDA3} LAUNCHFROMEXE=True

2. Delete Registry Key **32-Bit OS:**
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\721DA5AA-4755-49EE-85E9-048069CBFDA3

64-Bit OS:
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\721DA5AA-4755-49EE-85E9-048069CBFDA3

Wonderware Historian Client Japanese Language 2012 R2 (version 10.1) **1 a). Run the command line:** Msiexec /X {782A915E-2B87-45EB-839B-C25D31A8E0AC} LAUNCHFROMEXE=True

2. Delete Registry Key **32-Bit OS:**
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\782A915E-2B87-45EB-839B-C25D31A8E0AC

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\782A915E-2B87-45EB-839B-C25D31A8E0AC

Wonderware Historian Client Simplified Chinese Language 2012 2012 R2 (version 10.1)

1 a). Run the command line:

Msiexec /X {1A9E8CEE-7281-4ACC-B33A-3BEE00D5D9D4} LAUNCHFROMEXE=True

2. Delete Registry Key

32-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\1A9E8CEE-7281-4ACC-B33A-3BEE00D5D9D4

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\1A9E8CEE-7281-4ACC-B33A-3BEE00D5D9D4

Wonderware InTouch 2012 R2 (version 10.6)

1 a). Run the command line:

Msiexec /X {9F1422DE-7085-4265-BE4F-5DC173F234E1} LAUNCHFROMEXE=True

InTouch Documents

1 b). Run the command line:

Msiexec /X {74942252-3B60-464E-B219-4F4C7AB81724} LAUNCHFROMEXE=True

2. Delete Registry Key

32-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\DA9B2705-0CB3-4BF6-9022-A971778C1C3A

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\DA9B2705-0CB3-4BF6-9022-A971778C1C3A

Wonderware Information Server 2012 R2 (version 5.0)

1 a). Run the command line:

Msiexec /X {43DD0136-FB40-400A-9C10-074E2534E00C} LAUNCHFROMEXE=True

WIS Documents

1 b). Run the command line:

Msiexec /X {9119BB98-0EBB-438C-87AC-71E0AC09A6EB} LAUNCHFROMEXE=True

WIS Web Graphics

1 c). Run the command line:

Msiexec /X {1FC65560-BDF4-459F-B177-0E9446BF6FCC} LAUNCHFROMEXE=True

2. Delete Registry Key

32-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\E27C3F0B-E718-49BB-B2A7-D79AD7DCDDEA

64-Bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\E27C3F0B-E718-49BB-B2A7-D79AD7DCDDEA

Complete Removal of the ASP 2012 & Later

If all the ASP 2012 & 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 ASP 2012

For 32 Bit operating systems:

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\34498172-D857-4837-B551-0C9ADCFF2E20

For 64 Bit operating systems:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\34498172-D857-4837-B551-0C9ADCFF2E20

For ASP 2012 R2

For 32 Bit operating system:

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\F7D0430C-1E73-4546-BB8C-3E23DF991668

For 64 Bit operating system:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\F7D0430C-1E73-4546-BB8C-3E23DF991668

If you **upgraded** ASP 2012 to ASP 2012 R2, delete both the above keys per operating system.

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\Arcestra
- \Program Files\Common Files\Arcestra
- \Program Files\Wonderware

For **64-bit** operating systems:

- **\ Program Files (x86)\Arcestra**
- **\ Program Files (x86)\Common Files\Arcestra**
- **\Program Files (x86)\Wonderware**

For **Windows Vista, Windows 7, and Windows 2008 Servers**:

- **C:\Users\Public\Wonderware**
- **C:\ProgramData\Arcestra**
- **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\Arcestra**
- **HKEY_LOCAL_MACHINE\SOFTWARE\Wonderware**

For 64 Bit operating system:

- **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Arcestra**
- **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wonderware**

2. 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
- WWNetDDE

3. Delete **HKEY_CURRENT_USER\Software\Arcestra**.

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 ASP 2012: [Tech Note 454: Manual Uninstall of Wonderware Products](#)

B. Shah

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For technical support questions, send an e-mail to wwsupport@invensys.com.



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