

TT200301 – OPENweb - Clean Uninstall Procedure

Note

This Support Knowledge Base article KB is the result of a support request.

It is not part of the official documentation of DEOS AG and does not claim to be complete.

The article is intended to support the solution of a similar problem.

If you have any questions, comments or additions, please contact DEOS AG Support.

Title OPENweb - Clean Uninstall Procedure (TT200301)

Object OPENweb

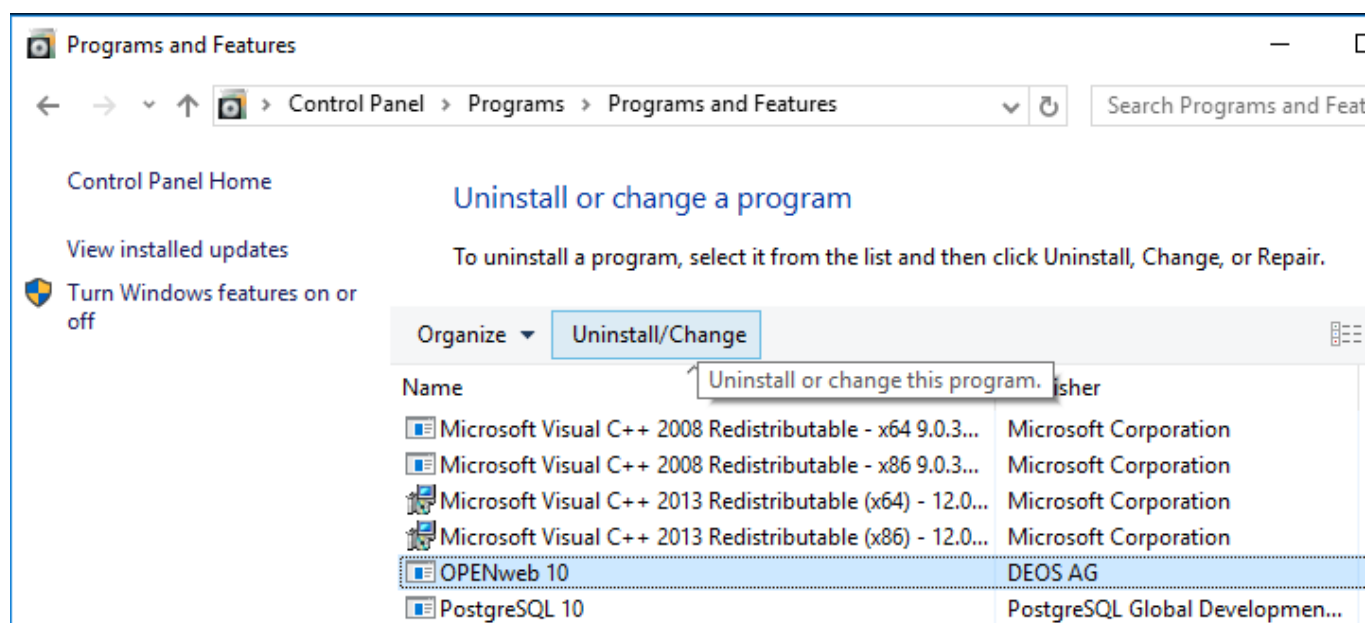
Reference version 10

Date 03.2020

Author EK

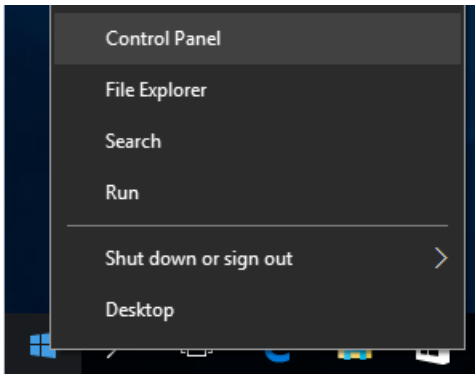
Goal To fully uninstall OPENweb and delete database

Content:

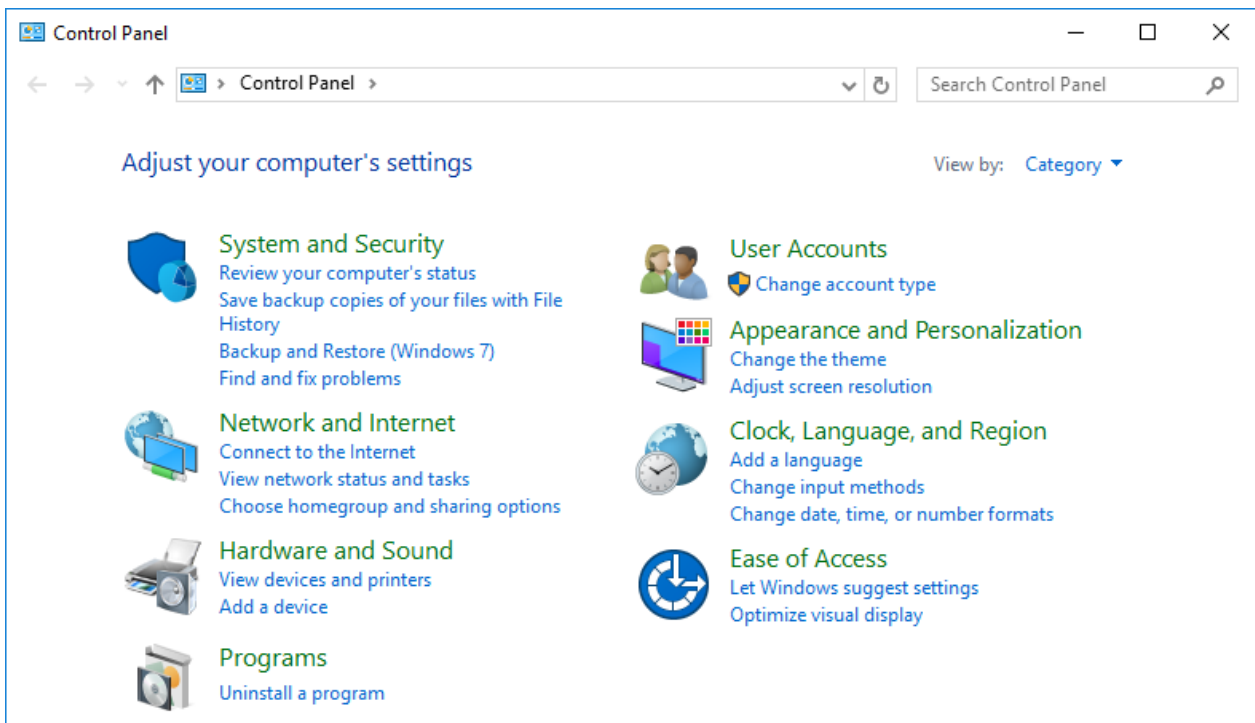


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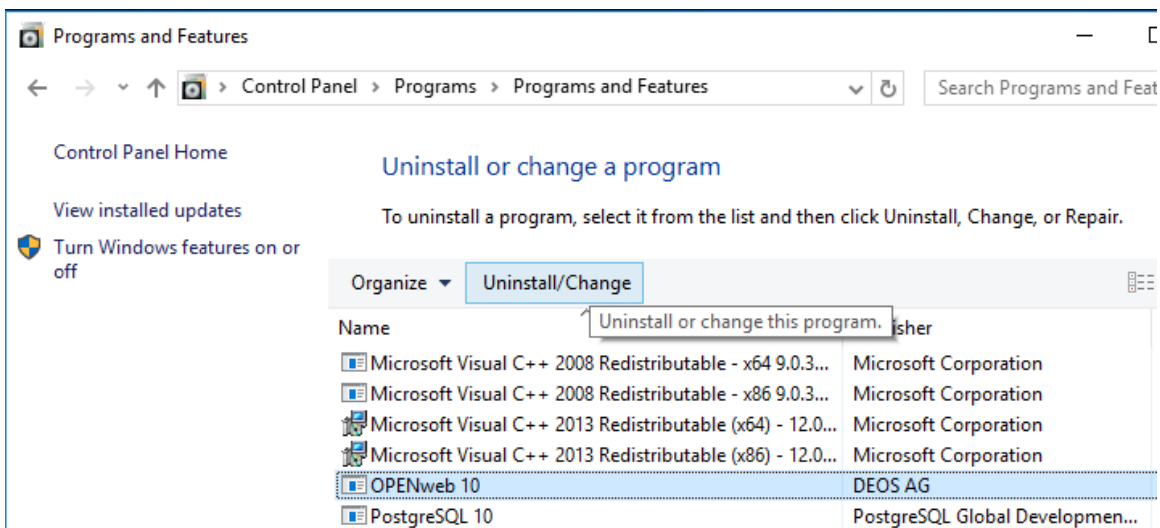
1. To fully uninstall OPENweb, first start “Control Panel”. Press Windows+X or right-tap the lower-left corner to open the Quick Access Menu, and then choose Control Panel in it.



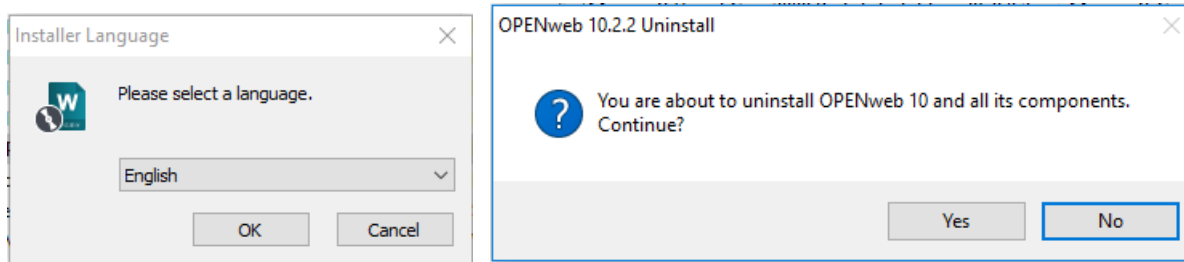
2. Click “Uninstall a program”



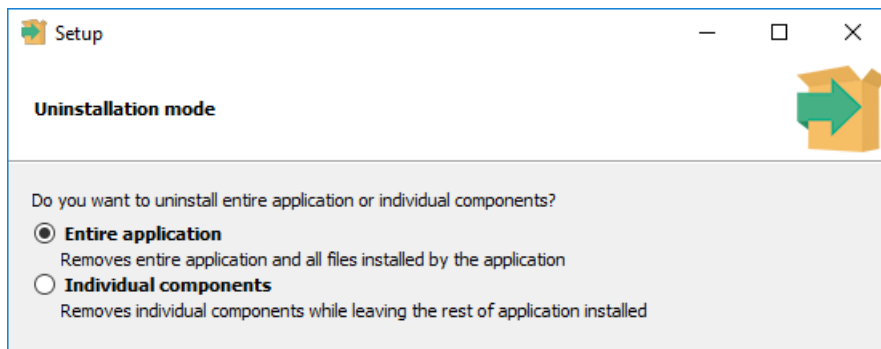
3. Click on OPENweb, and then click “Uninstall/Change”



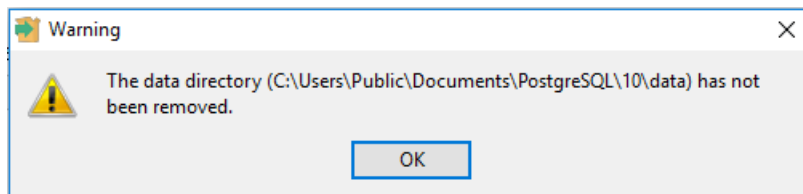
4. Now you can follow the steps to uninstall the program. Restart PC after finish.



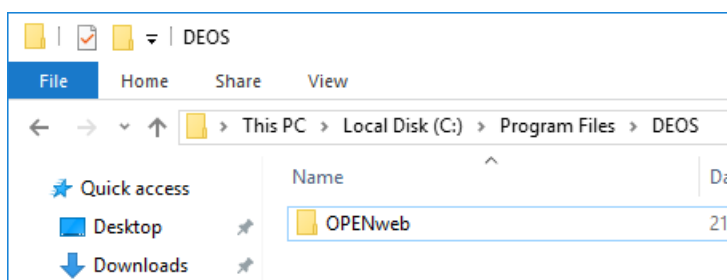
5. Follow the steps above to uninstall the PostgreSQL program. Select “Entire application” and click “Next”



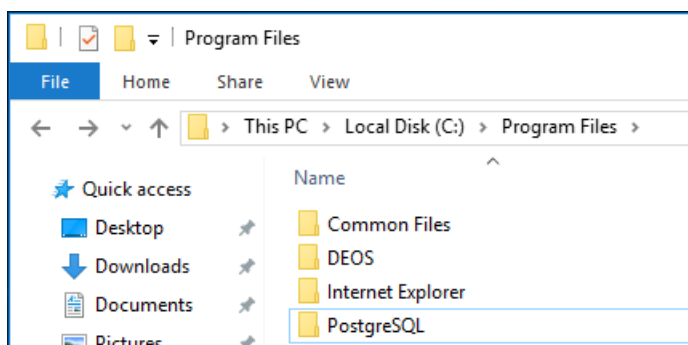
6. You should see the below message after finish. Click “OK”



7. To make sure we have a clean uninstallation, we have to manually delete some files using “File Explorer”. Go to “C:\Program Files\DEOS” and delete the “OPENweb” directory



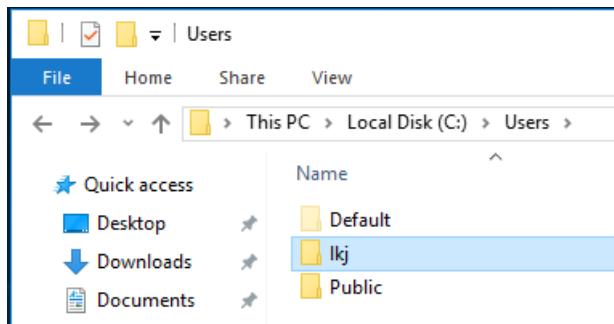
8. In “C:\Program Files”, delete the “PostgreSQL” directory



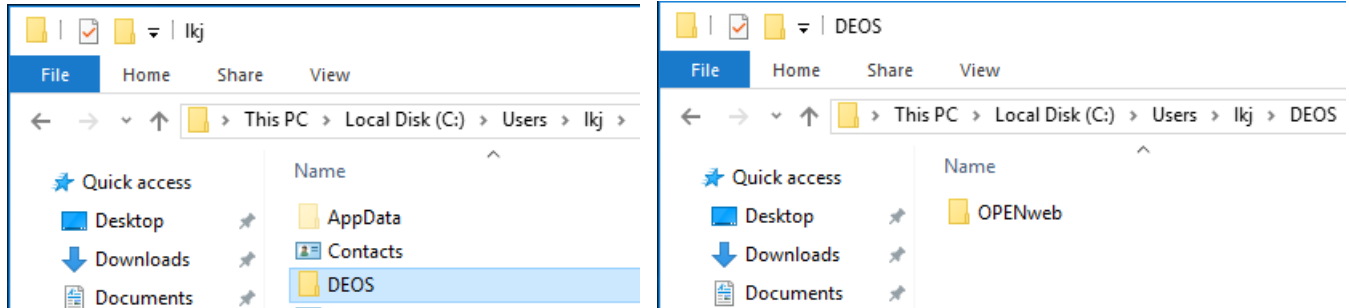
9. In “C:\Users\Public\Documents\DEOS”, delete the “OPENweb” directory

10. In “C:\Users\Public\Documents”, delete the “PostgreSQL” directory

11. In “C:\Users”, find your Windows user name. In the example below, the user name is ‘jkj’



12. Double click to go into the directory, under “DEOS”, you should find the “OPENweb” directory.



13. Delete the “OPENweb” directory. Restart the PC and then you can reinstall OPENweb again.