

Content Type	Support Article
Article #	000032573
Title	Uninstalling AVEVA System Platform 2020 versions
Legacy DocId	TN10469
Confidence	Expert Reviewed
Published On	3/2/2022

## Uninstalling AVEVA System Platform 2020 versions

### PROBLEM

#### Title

Uninstalling AVEVA System Platform 2020 versions

### SOLUTION

#### Summary

This *Tech Note* provides the procedure to uninstall all components of AVEVA System Platform (SP) 2020, 2020 R2, 2020 R2 SP1.

### Precautions

- Take precautions while uninstalling System Platform (SP) because non-SP products such as MES, InBatch, etc. use the same folders as SP. The Uninstall process removes folders that might affect other products.
- Take proper backup for other products, **prior to** removing SP.
- If the configured Historian is a Tier-2 Historian, consult with Historian Technical Support prior to uninstalling. You must review any special considerations specific to your customers' environment.
- Removing common components such as **OI Server, Licensing, PCS Framework (SMS)** will affect other non-SP products that might be installed on the system. Take necessary precautions for non-SP products prior to uninstalling SP.
- Make sure all deployed objects are not deployed on the node, and check for production dependency on this node prior to uninstalling.

### Situation

#### Preparing to Uninstall

- Backup Licenses
  - License Activation xml file.
  - File based Licenses (\*.bin) are in C:\ProgramData\AVEVA\Licensing\TrialLicensePool.
  - Local License (\*.loc) are in C:\ProgramData\AVEVA\Licensing\LocalLicensePool.
- Backup any databases that you need to save using SQL Server Management Studio (i.e. Historian Runtime database, Sentinel).
- Backup your Galaxy using the Galaxy Database Manager in the System Platform Management Console (SMC).
- Backup Configurations, Applications and Data.

Back-up the following folders and files(where applicable):

##### 1. Historian

- Make copies of History Block folders (typically in C:\Historian\Data\Circular).
- Open SQL Server Management Studio and run following query in Historian **Runtime** Database to find the locations of folders that needs to be backed up:

```
■ SELECT * FROM StorageLocation
```

ShardId	StorageType	Path	MaxMBSize	MinMBThreshold	MaxAgeThreshold	Id	Status
1	00000000-0000-0000-0000-000000000000	C:\Historian\Data\Circular	0	2048	0	1	0
2	00000000-0000-0000-0000-000000000000	rr\Alternate	0	2048	0	2	0
3	00000000-0000-0000-0000-000000000000	C:\Historian\Data\Buffer	0	0	0	3	0
4	00000000-0000-0000-0000-000000000000	C:\Historian\Data\Permanent	0	0	0	4	0
5	00000000-0000-0000-0000-000000000000	C:\Historian\Data\DataIndex	0	0	0	5	0
6	00000000-0000-0000-0000-000000000000	C:\Historian\Data\Logs\DataIndex	0	0	0	6	0
7	00000000-0000-0000-0000-000000000000	C:\Historian\Data\Logs\Revision	0	0	0	7	0
8	00000000-0000-0000-0000-000000000001	C:\Historian\AutoSummaryData\Circular	0	1024	0	8	0
9	00000000-0000-0000-0000-000000000001	rr\Alternate	0	1024	0	9	0
10	00000000-0000-0000-0000-000000000001	C:\Historian\AutoSummaryData\Buffer	0	0	0	10	0
11	00000000-0000-0000-0000-000000000001	C:\Historian\AutoSummaryData\Permanent	0	0	0	11	0
12	00000000-0000-0000-0000-000000000001	C:\Historian\AutoSummaryData\DataIndex	0	0	0	12	0
13	00000000-0000-0000-0000-000000000001	C:\Historian\AutoSummaryData\Logs\DataIndex	0	0	0	13	0
14	00000000-0000-0000-0000-000000000001	C:\Historian\AutoSummaryData\Logs\Revision	0	0	0	14	0

Figure 1: SQL Query to find storage locations

- In Figure 1 (above), **rr**: indicates that the location is not being used. These rows in the above results can be ignored.
- Review contents in each path listed in the results and backup any necessary files.
- Historian Client: Backup any \*.aaTrend files, \*.XLS files, or \*.DOC files you may have saved.

## 2. InTouch Applications and Historical Log Files

- Open InTouch application and find the History log file path configured for the application. Backup files from Historical logging.
- Backup InTouch applications.

## 3. Backup Add-on Script Functions

- Uninstalling InTouch leaves the Add-on Script Functions.
- Location of script functions:
  - For 32-bit operating systems: **\Program Files\Wonderware\InTouch**
  - For 64-bit operating systems: **\Program Files (x86)\ Wonderware\InTouch**
- You can back up these function library files and add them back to the InTouch folder after reinstallation. Script functions consists of two files - \*.WDF and \*.DLL. If there is a \*.WDF file in the folder, then there will be a corresponding \*.DLL. Both files should be backed up
  - For example, the Tech Support Script Function Library consists of two files: **WWTechSp.dll** and **WWTechSp.wdf**.
- Backup extension DLL that adds menus to Window Maker.
  - These are files with extension \*.MNU. They have a corresponding dll and may have some other files.
  - For example, if there is a file - abcd.mnu, save it and search for any file starting with **abcd** and save all of them.

## 4. OI Gateway and OI Servers

- Backup any \*.aaCFG files in: C:\Program Data\Wonderware\OI-Server\Operations Integration Supervisory Servers\$instance name>\*.aaCFG

## Uninstalling AVEVA System Platform Products

The screenshots are from SP 2020 Uninstall. The same process applies for SP 2020 R2.

1. If License Server is installed on this node, deactivate all licenses.
2. Run **Setup.exe** from SP 2020 DVD, then select the **Remove** option.

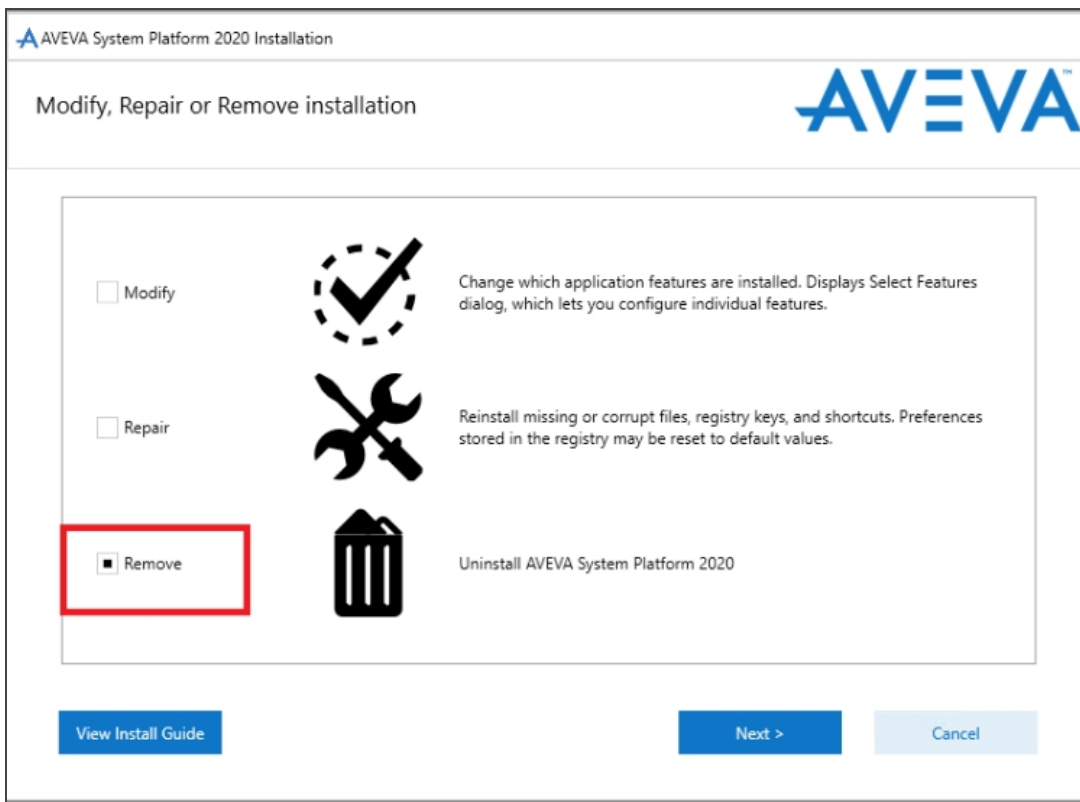


Figure 2: Select Remove option

3. Confirm and select **Uninstall**.

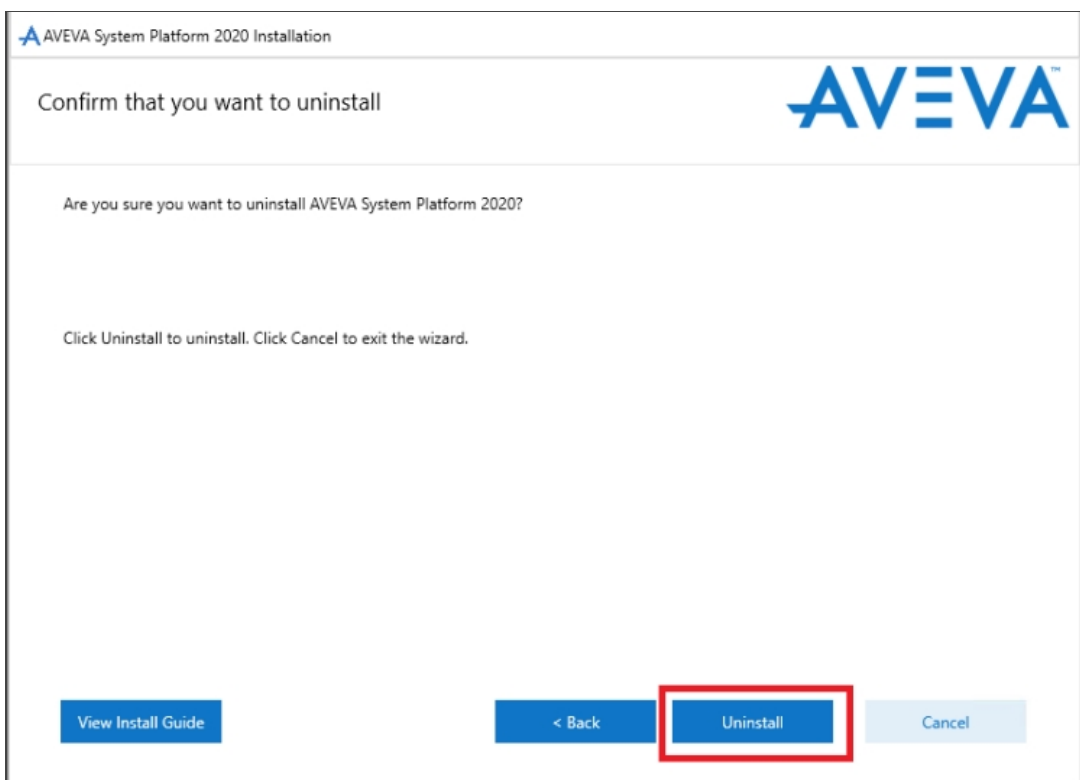


Figure 3: Select Uninstall

4. When the **Stop Running Services** window appears, click **Stop Services**, then click **Next** to complete the uninstall process.

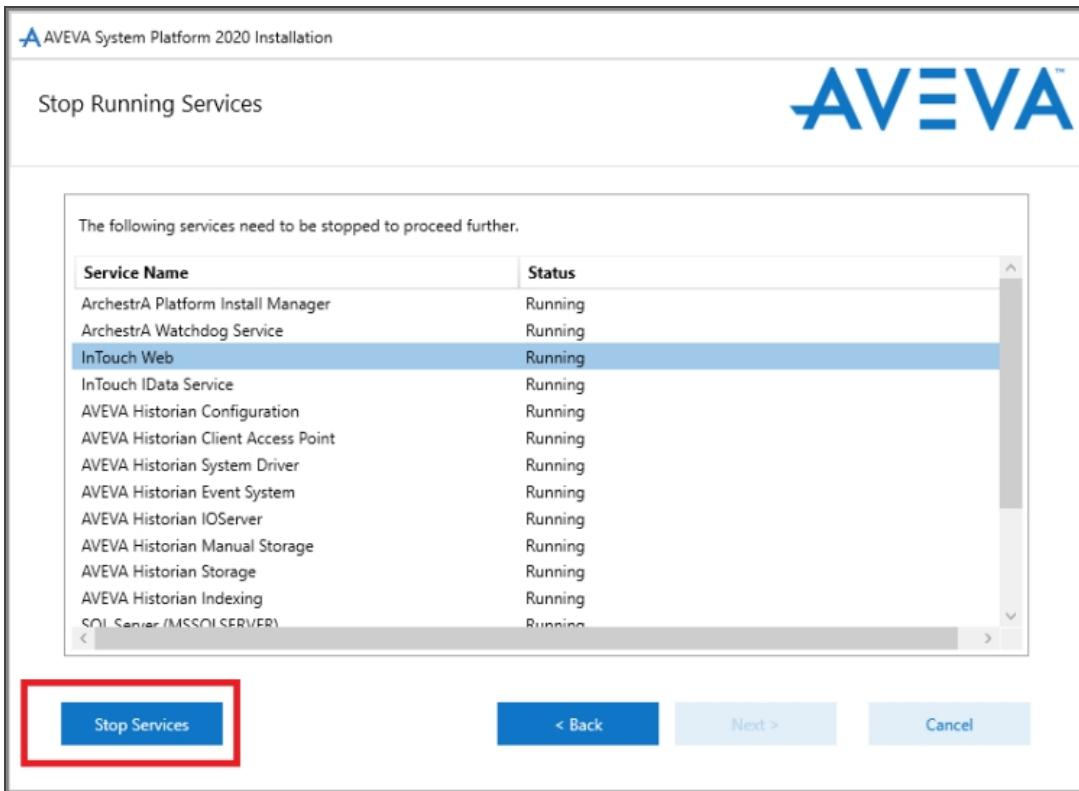


Figure 4: Stop Services

5. Click **Finish** to complete uninstall process.

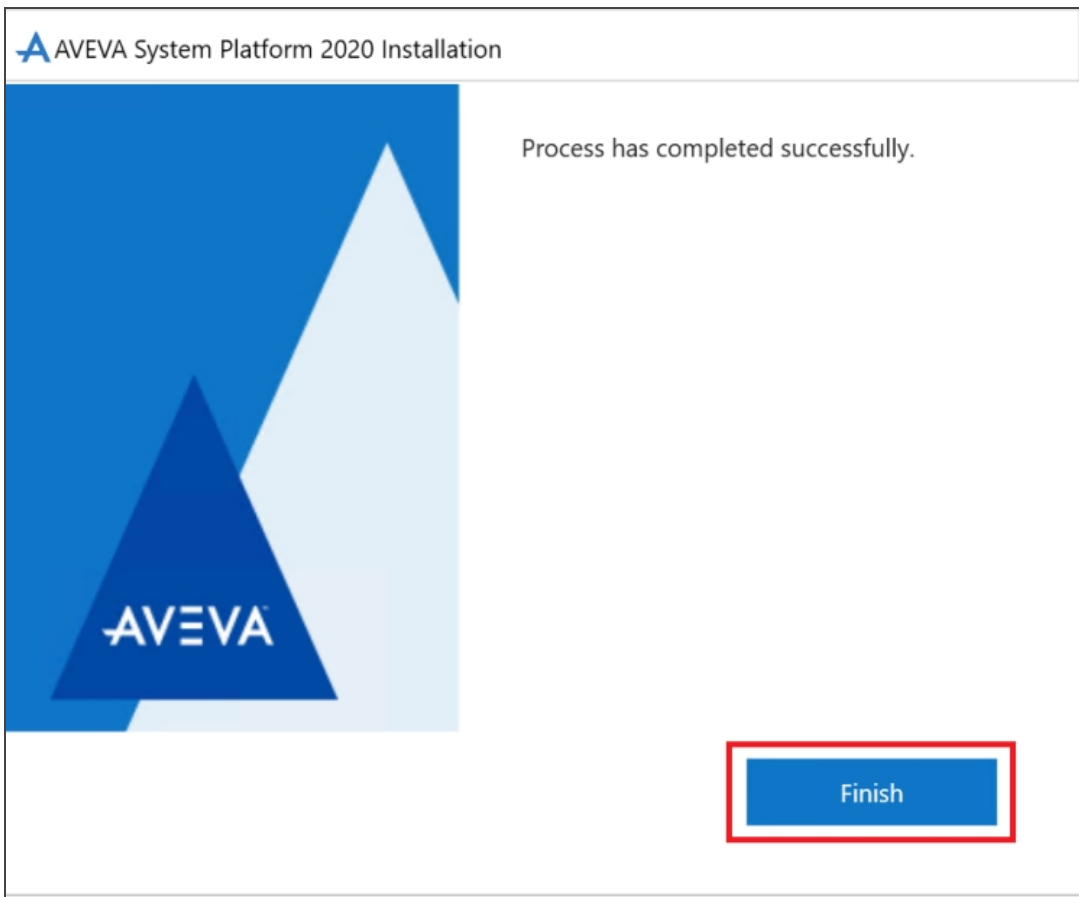


Figure 5: Finish uninstall

A reboot is **not** required at this time.

6. Open the Control Panel to check if any of the following products exists (Figure 6 below). Versions shown below will be different for SP 2020 R2.

Name	Publisher	Installed On	Size	Version
System Monitor Manager 1.2	AVEVA Software, LLC	6/4/2020		1.2.0
AVEVA Enterprise License Server	AVEVA Software, LLC	6/4/2020		3.6.00000
AVEVA Communication Drivers Pack 2020	AVEVA Software, LLC	6/4/2020		7.0.0
AVEVA Enterprise Licensing Platform(x86)	AVEVA Software, LLC	6/4/2020		3.6.00000
AVEVA Enterprise License Manager	AVEVA Software, LLC	6/4/2020		3.6.00000
System Monitor Agent Install Manager 1.2	AVEVA Software, LLC	6/4/2020		1.2.0
Platform Common Services 4.4.6	AVEVA Software, LLC	6/4/2020	414 MB	4.4.20078.1
McAfee Agent	McAfee, Inc.	11/23/2018	44.6 MB	5.5.0.447
McAfee VirusScan Enterprise	McAfee, Inc.	5/27/2020	223 MB	8.8.013000

Figure 6: Verify products in Control Panel

7. Products shown in Figure 6 must be removed if they exist. Open Services and stop the following services if they exist and are running:

If the Startup type is **Automatic** for a service, set it to **Disabled** and then stop the service.

- License Manager Web Service
- License Server Agent Service
- License Server Core Service
- License server Sam Service
- Archestra Service Manager Service

Name	Description	Status	Startup Type	Log On As
Hyper-V Heartbeat Service	Monitors the state of this virtual ...		Manual (Trigg...	Local System
Hyper-V PowerShell Direct Service	Provides a mechanism to manage ...		Manual (Trigg...	Local System
Hyper-V Remote Desktop Virtualization Service	Provides a platform for communic...		Manual (Trigg...	Local System
Hyper-V Time Synchronization Service	Synchronizes the system time of t...		Manual (Trigg...	Local Service
Hyper-V Volume Shadow Copy Requestor	Coordinates the communications ...		Manual (Trigg...	Local System
IIS Admin Service	Enables this server to administer t...	Running	Automatic	Local System
IKE and AuthIPsec Keying Modules	The IKEEXT service hosts the Inter...		Manual (Trigg...	Local System
Internet Connection Sharing (ICS)	Provides network address translati...		Disabled	Local System
IP Helper	Provides tunnel connectivity usin...	Running	Automatic	Local System
IPsec Policy Agent	Internet Protocol security (IPsec) s...	Running	Manual (Trigg...	Network Se...
KDC Proxy Server service (KPS)	KDC Proxy Server service runs on e...		Manual	Network Se...
KtmRm for Distributed Transaction Coordinator	Coordinates transactions between...		Manual (Trigg...	Network Se...
License Manager Web Service	Provides web access for License M...	Disabled	Disabled	Local System
License Server Agent Service	Provides data model to operate Li...	Disabled	Disabled	Local System
License Server Core Service	Provides data model information f...	Disabled	Disabled	Local System
License Server Sam Service	Provides data model to operate Li...	Disabled	Disabled	Local System
Link-Layer Topology Discovery Mapper	Creates a Network Map, consistin...	Disabled	Disabled	Local Service
Local Session Manager	Core Windows Service that manag...	Running	Automatic	Local System
McAfee Agent Backwards Compatibility Service	McAfee Agent Backwards Compati...	Running	Manual	Local System
McAfee Agent Common Services	McAfee Agent Common Services	Running	Automatic	Local Service
McAfee Agent Service	McAfee Agent Service	Running	Automatic	Local System

Figure 7: Stop Services

8. Open Control Panel, right-click on following software and uninstall in the following order (if they are present):
- Uninstall **System Monitor Manager 1.2**.
  - Uninstall **System Monitor Install Manager 1.2**.
  - Uninstall all Wonderware Operations Integration Servers. An example would be: **Wonderware Operations Integration – Supervisory Allen-Bradley ABCIP Server (G-2.0 Series)**.
  - Uninstall **AVEVA Communications Drivers Pack 2020** using **Add/Remove Programs**.
  - Uninstall **AVEVA Enterprise License Manager** using **Add/Remove Programs**.
  - Uninstall **AVEVA Enterprise License Server** using **Add/Remove Programs**.
  - Uninstall **AVEVA Enterprise Licensing Platform (x86)** using **Add/Remove Programs**.
  - Uninstall **Platform Common Services 4.4.6** using **Add/Remove Programs**.
9. REBOOT the computer.

## Confirm AVEVA System Platform is removed

Attached is the Batch File that contains product/component specific GUIDs for AVEVA System Platform 2020, 2020 R2 and 2020 R2 SP1. The batch file contains the command to remove all SP components. This includes Licensing, Toolkit, DA Server, ITAA, InSight, Historian, Historian Client, Application Server, InTouch OMI and InTouch.

**WARNING: If the batch file is executed as is, all components listed in the batch file will be removed. Confirm with your customer before executing the batch file.**

A safer approach is to open the batch file in Notepad and verify that the GUIDs are not present for the uninstalled product/component in the registry.

Example of a left-over InTouch OMI component:

```
{B3C3E74D-6602-4815-A200-FAB2890E9EF2}
```

If this GUID exists in the Registry, it indicates that the InTouch OMI component was not completely removed. A left-over System Platform-specific

product entry indicates a failure in the uninstallation, and can be uninstalled using following command from your Administrative Command Prompt:

```
MSIEXEC /x LAUNCHFROMEXE=True /qb
```

**Note:** This Command Prompt is included in the attached batch files.

Windows installer will clean up the necessary files/folders/registry settings as part of the uninstall activity when you execute MSIEXEC /X... If some custom action within a specific MSI created any registry keys, these settings *will not be* cleaned up by MSI. You need to add a custom action for counter cleanup steps. Similarly, anything that was created by the product while in use will not be cleaned up by the MSI. This is because MSI doesn't have any knowledge about it, so those settings will not be cleaned up.

## Delete the leftover folders and registry entries

**Important:** This procedure should be done **ONLY** when there are no AVEVA products installed on the computer. If there are non-SP products utilizing the folders/registry, they may be affected by these steps. To be cautious, you can rename these folders and delete them after reinstalling SP successfully.

Confirm the following folders are removed:

- C:\Program Files (x86)\ArchestrA
- C:\Program Files (x86)\AVEVA
- C:\Program Files (x86)\Common Files\ArchestrA
- C:\Program Files (x86)\Common Files\Schneider Electric
- C:\Program Files (x86)\Schneider Electric
- C:\Program Files (x86)\Sentinel System Monitor
- C:\Program Files (x86)\Wonderware
- C:\ProgramData\ArchestrA
- C:\ProgramData\AVEVA
- C:\ProgramData\FNEServer
- C:\ProgramData\Historian
- C:\ProgramData\Schneider Electric
- C:\ProgramData\Sentinel System Monitor
- C:\ProgramData\Wonderware
- C:\Program Files\AVEVA
- C:\Program Files\Common Files\ArchestrA
- C:\Program Files\Schneider Electric
- C:\Program Files\Wonderware
- C:\Users\Public\Wonderware
- C:\Historian

**Confirm following Registry folders are deleted. If they exist, delete the folders:**

- For 32-Bit operating system:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\ArchestrA
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\AVEVA
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wonderware
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Schneider Electric
- For 64-Bit operating system:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\ArchestrA
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\AVEVA
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Wonderware
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Schneider Electric
- Delete HKEY\_CURRENT\_USER\Software\ArchestrA.
- Delete HKEY\_CURRENT\_USER\Software\AVEVA.
- Delete HKEY\_CURRENT\_USER\Software\Wonderware.
- Search for the key word "AVEVA" under the following registry keys and delete the registry keys/folders.

```
HKEY_CLASSES_ROOT\Installer\Products\
```

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall
```

Delete all users and Service Account listed in [TN 10255 - New Accounts and Security Groups in Wonderware System Platform 2017 Update 3](#). The article lists several User Groups in which the users are added. Remove the users and service account from those groups (ex: Administrators, aaConfigTools, PSMS Administrators etc...)

Reboot the computer after completing the above steps.

## ATTACHMENTS

[TN10469 SP2020Uninstall.zip](#)

[TN10469 SP2020R2Uninstall.zip](#)

[SP2020R2SP1Uninstall.zip](#)