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Uninstalling Wonderware System Platform (WSP) 2017

PROBLEM

Title

Uninstalling Wonderware System Platform (WSP) 2017

SOLUTION

Summary

This Tech Note is for **Internal use ONLY**.

This *Tech Note* provides the procedure to uninstall all components of Wonderware System Platform (WSP) versions.

- 2017,
- 2017 U1,
- 2017 U2,
- 2017 U3,
- 2017 U3 SP1 and
- 2017 U3 SP1 P01

Situation

Precautions

Take the following precautions before uninstalling Wonderware System Platform. Non-WSP products such as MES, InBatch, and others might be using the same folders as WSP. The Uninstall process will remove the folders that are used by other products.

- Perform a proper backup for other the products before removing WSP.
- If your Historian is a **Tier-2** Historian, consult with Historian Technical Support prior to uninstalling to review special considerations specific to your environment.

Common Components

Removing common components such as OI Server, Licensing, PCS Framework (SMS) and others might affect other non-WSP products installed on the system. Be sure that you take necessary precautions for non-WSP products before uninstalling WSP.

Preparing for the Uninstall

- Backup Licenses
    - License Activation xml file.
    - File based Licenses (*.bin) are in C:\Program Data\Schneider Electric\Licensing\TrialLicensePool
- Backup any databases that you would like to save using SQL Server Management Studio (i.e. Historian Runtime database, Sentinel)
- Backup Galaxy using Galaxy Database Manager in the System Management Console (SMC)
- Backup Configurations, Applications and Data

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

Historian

- Make copies of History Block folders (typically in C:\Historian\Data\Circular)

- Open SQL Server Management Studio and run following query in Historian Database to find the locations of folders that needs to be backed up:

SELECT * FROM StorageLocation

Example of running the query in WSP 2017 U3:

Figure 1: SQL Query in Runtime database

- In the above screenshot, **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.

InTouch Applications and Historical Log Files

OI Gateway and OI Servers

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

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 System Platform Products

1. If License Server is installed on this node, deactivate all licenses.
2. Run Setup.exe from WSP DVD for the version that is being uninstalled. Select the **REMOVE** option.
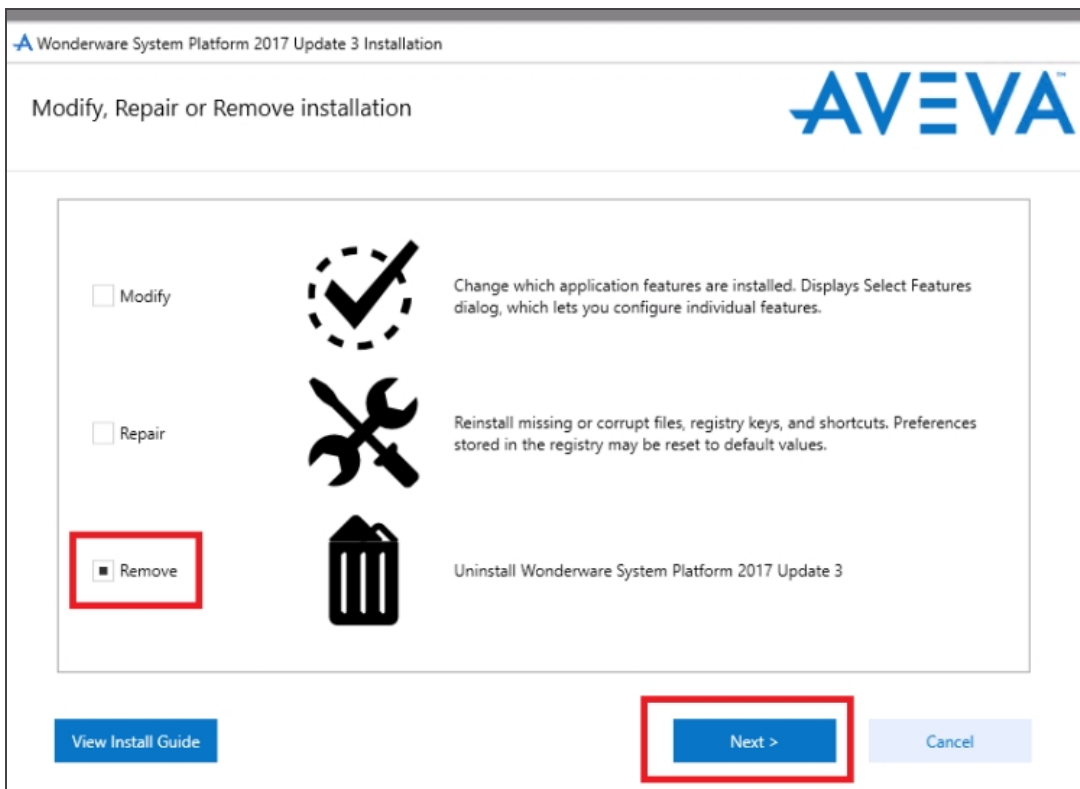
Figure 2: Run Set up and Select Remove
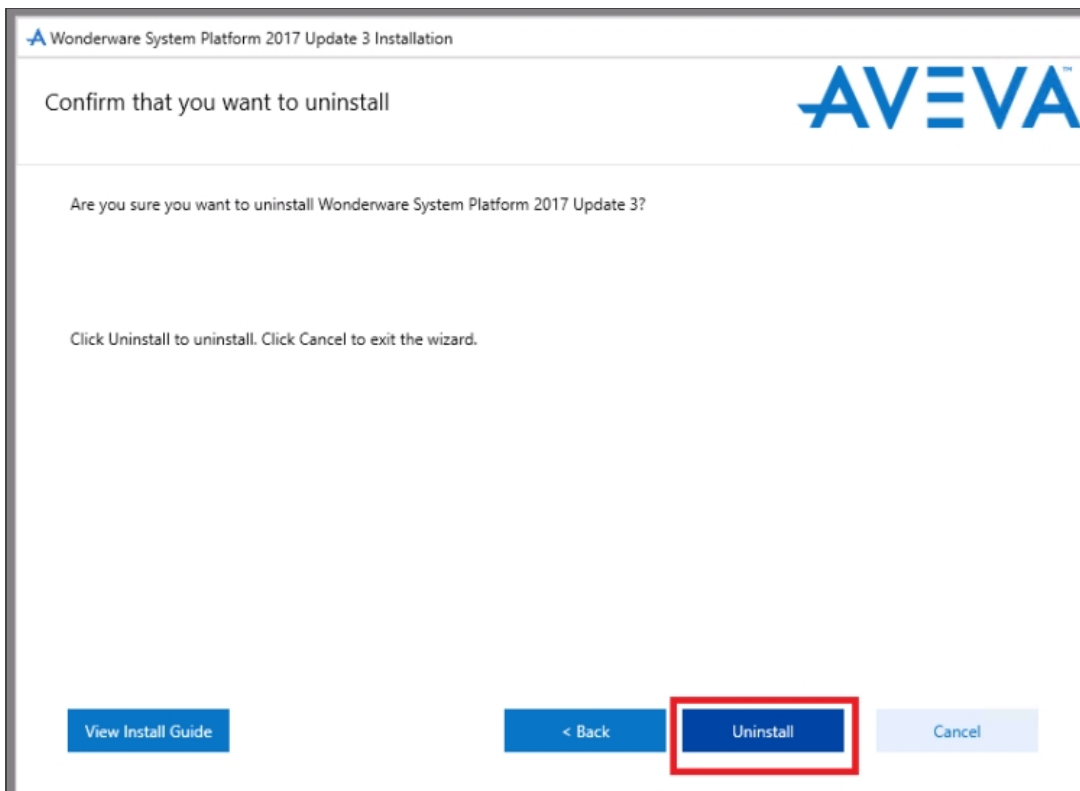
3. Confirm and Uninstall.

Figure 3: Confirm and Uninstall

4. Stop **Services** and select **Next** to complete uninstall process. After this, uninstall will complete. A reboot is not required at this time.
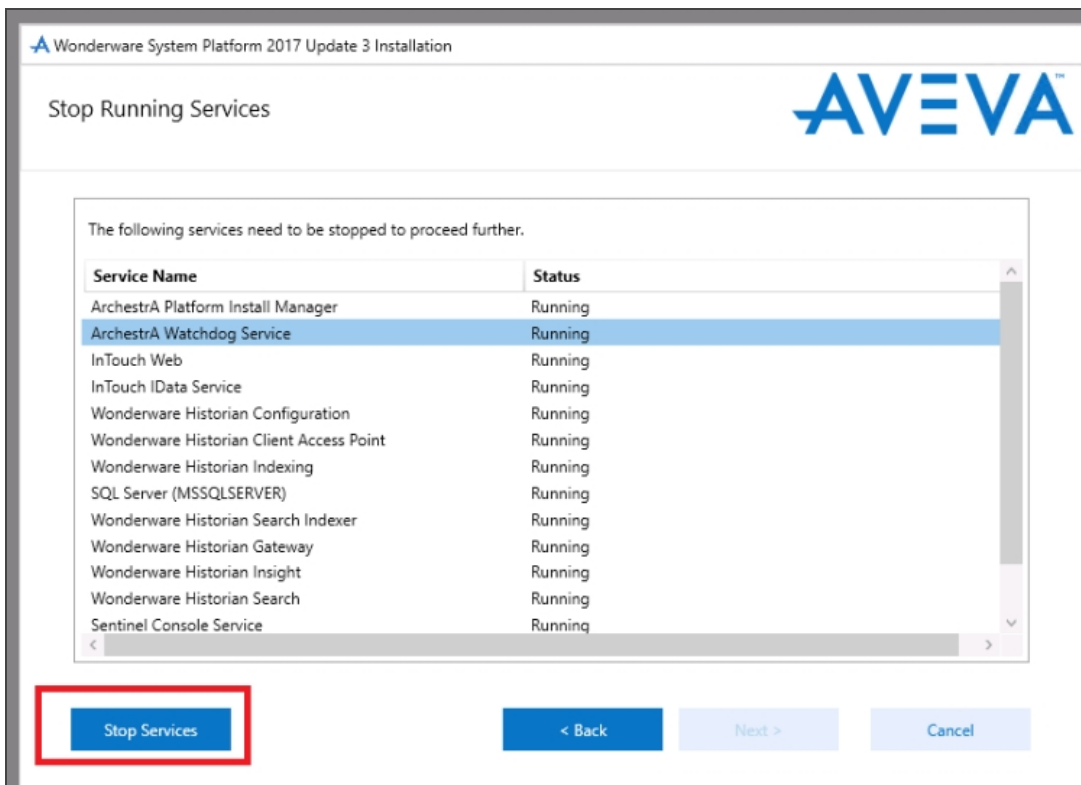
Figure 4: Stop Services and Complete Uninstall

5. 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

1. Open Control Panel, right-click on following software and uninstall **in the listed order**:

- Uninstall "AVEVA Enterprise License Manager" from Add/Remove Programs
- Uninstall "AVEVA Enterprise License Server" from Add/Remove Programs
- Uninstall all Wonderware Operations Integration servers. An example would be: "Wonderware Operations Integration – Supervisory Allen-Bradley ABCIP Server (G-2.0 Series)".
- Uninstall "Wonderware Operations Integration - Core Communications Driver (G-3.0 Series)" from Add/Remove Programs
- Uninstall "AVEVA Enterprise Licensing Platform (x86)" from Add/Remove Programs
- Uninstall "Platform Common Services 4.3" from Add/Remove Programs

1. REBOOT the system.

Confirm Wonderware System Platform is removed

Attached are batch files that contain product/component specific GUIDs for WSP 2017, WSP 2017 U1, WSP 2017 U2, WSP 2017 U3, WSP 2017 U3 SP1 and WSP 2017 U3 SP1 P01. The batch file contains command to remove all WSP components. This includes Licensing, Toolkit, DA Server, ITAA, InSight, Historian, Historian Client, Application Server, Intouch OMI and Intouch. If the batch file is executed as is, all components listed in the batch file will be removed. **Confirm with customer before executing the batch file.**

A safer approach is to open the version specific 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:

   {F50331E5-90B3-4FFC-AF93-2397884AE137} = InTouch OMI 17.3.0

If the GUID exists in registry, that indicates that the Intouch OMI component was not completely removed. A leftover Wonderware System Platform-specific product entry indicates a failure in uninstallation. Such entries can be uninstalled using following command from Administrative command prompt:

   MSIEXEC /x {F50331E5-90B3-4FFC-AF93-2397884AE137} LAUNCHFROMEXE=True /qb

Note: <GUID> can be obtained from attached WSP version specific batch file.

Windows installer will clean up necessary files/folders/registry settings as part of the uninstall activity when user executes **MSIEXEC /X…** If some custom action within a specific MSI created any registry keys, such settings will not be cleaned up by MSI. User needs to add 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, hence such settings will not be cleaned up.

Delete any leftover folders and registry entries

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

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

Confirm following Registry folders are deleted:

1. For 32-Bit operating system:

- HKEY_LOCAL_MACHINE\SOFTWARE\ArchestrA
- HKEY_LOCAL_MACHINE\SOFTWARE\Wonderware
- HKEY_LOCAL_MACHINE\SOFTWARE\Schneider Electric

2. For 64-Bit operating system:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ArchestrA
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wonderware
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Schneider Electric

3. Delete HKEY_CURRENT_USER\Software\ArchestrA.

4. Delete HKEY_CURRENT_USER\Software\Wonderware.

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

Reboot the computer after completing the above steps.

ATTACHMENTS

[TN10259 Uninstall_WSP2017U2.zip]()

[TN10259 Uninstall_WSP2017U1.zip]()

[TN10259 Uninstall_WSP2017U3SP1.zip]()

[TN10259 Uninstall_WSP2017U3.zip]()

[TN10259 Uninstall_WSP2017U3SP1P01.zip]()

[TN10259 Uninstall_WSP2017.zip]()

AVEVA