

2007

ANSA Uninstall Process

Autonomic Software
June 2008



ANSA Uninstall Process

Steps:

1. Uninstall Agents first
2. Uninstall ANSA from add/remove programs. If that fails, follow the manual uninstall process first.

Uninstall Agent

- Through the ANSA User Interface, maneuver to **Computers | Network Tools | Uninstall Agent**
- To uninstall the agents manually if the UI method does not work:
 - Option 1: Telnet or physically go to the machine. Open a Windows command prompt:
 - Change directory to `\ansa\agent`
 - Type: `ansa -s -u` (and you will see the service stop/uninstall)
 - Exit command prompt
 - Remove entire `\ansa` folder
 - Option 2: Create a .bat file that will do the above and push out the bat file from AD GPO or from the AnsaUI

Uninstall Controller

- Open a command window and maneuver to your `\ansa\controller` folder
- type: **`ansad -s -u`** (this stops the controller and uninstalls it from being a service)
- If you have an agent running on the same machine as you had the controller running on, maneuver to that agent folder and type: **`ansa -s -u`**
- Exit the command window
- Open Windows Explorer and go to your C:\ drive
- Delete the entire folder of "Ansa"
- You can look in the `\inetpub\wwwroot\` folder and if there is an "ansai" folder there, you can delete it too.