

Uninstall Cisco Agent Desktop Manually

Document ID: 71466

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Introduction

This document describes the procedure to manually uninstall Cisco Agent Desktop (CAD) in a Cisco IP Contact Center (IPCC) Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco IPCC Express
- CAD

Components Used

The information in this document is based on these software and hardware versions:

- Cisco IPCC Express version 4.0(x)
- Cisco Agent Desktop version 6.1(x)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Uninstall Cisco Agent Desktop Manually

Complete these steps in order to manually remove the CAD components:

1. From the Windows task bar, choose **Start > Settings > Control Panel**.

The Control Panel appears.

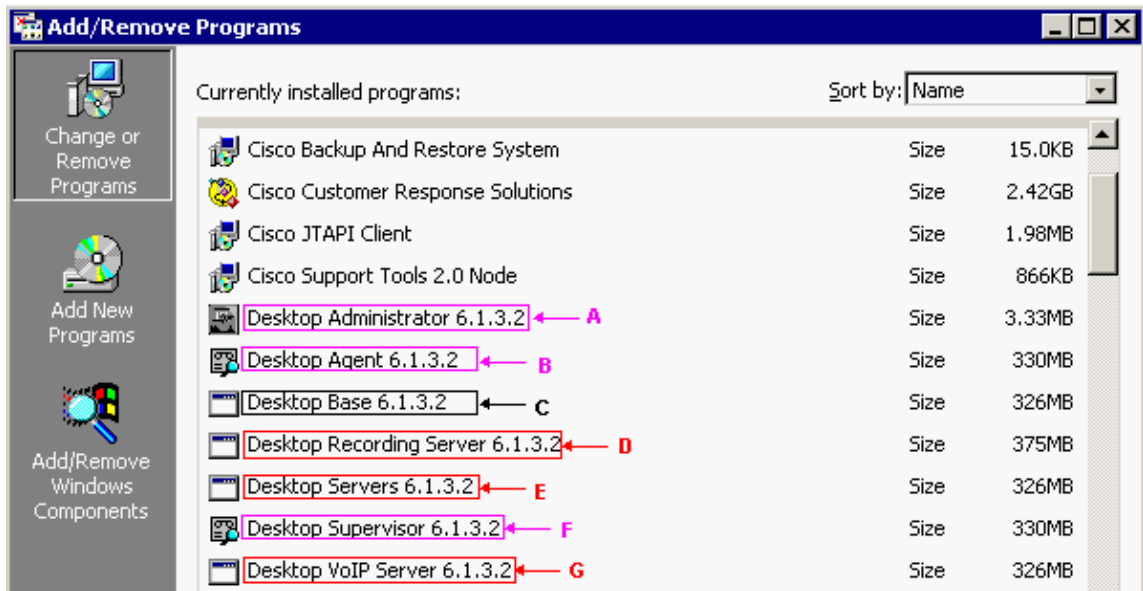
2. Double-click **Add/Remove Programs**.

The Add/Remove Properties dialog box appears.

3. It is recommended that you remove the Cisco Desktop Applications in this order:

- a. The user applications, such as Desktop Administrator, Desktop Agent, and Desktop Supervisor (see arrows A, B, F in Figure 1).
- b. The servers, such as Desktop Recording Server, Desktop Servers, and Desktop VoIP Server (see arrows D, E, G in Figure 1).
- c. The Desktop Base (see arrow C in Figure 1).

Figure 1: Add/Remove Programs



Note: In the process of removing the application, the system might prompt you to reboot the system. It is recommended that you do reboot the system in order to remove all Cisco Desktop files completely.

4. Choose **Start > Control Panel > Add/Remove Programs** in order to access the Windows Add/Remove Programs dialog box.

If you find any Cisco Desktop application names in the list of programs installed on the computer, search for them (without the version number) under the HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services registry location and delete them.

5. Delete these registry keys:

- ◆ Under HKEY_LOCAL_MACHINE\SOFTWARE, delete this key:

Spanlink

- ◆ Under HKEY_LOCAL_MACHINE\SOFTWARE\ODBC\ODBC.INI, delete these keys:

FCRasSvrDB
FCVoIP
FCVoIP_sub_1
FCVoIP_sub_2
FCVoIP_sub_3
FCVoIP_sub_4
SYNC_SERVER_A
SYNC_SERVER_B

- ◆ Under HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall, delete these keys:

```
{1F99B160-BDCE-11D5-84FE-0001031A6A35} (base)
{2A879B13-E744-11D4-849E-0001031A6A35} (footprint)
{2DF142C0-11F6-11D4-8770-00105AA752A8} (dir serv)
{3AFB74C0-527B-11D4-8776-00105AA752A8} (enterprise)
{3E2F65E8-7773-11D4-8466-0001031C0C0B} (chat)
{3F2EEAA1-1F49-11D4-8770-00105AA752A8} (voip)
{4FE45CA0-9E24-11D5-84F4-0001031A6A35} (rascal)
{536A8CD0-F07E-11D4-849F-0001031A6A35} (telecaster)
{671EAD40-79FA-11D5-84E8-0001031A6A35} (serv create)
{7816039C-78FE-11D4-8466-0001031C0C0B} (admin)
{AEF488C0-5B62-11D5-84E0-0001031A6A35} (doc)
{B2C70A61-0941-11D4-8770-00105AA752A8} (agent)
{BF7D7545-3373-11D5-84D1-0001031A6A35} (supervisor)
{FD3E6760-4B71-11D4-8773-00105AA752A8} (media term)
```

- ◆ Under HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services, delete these keys:

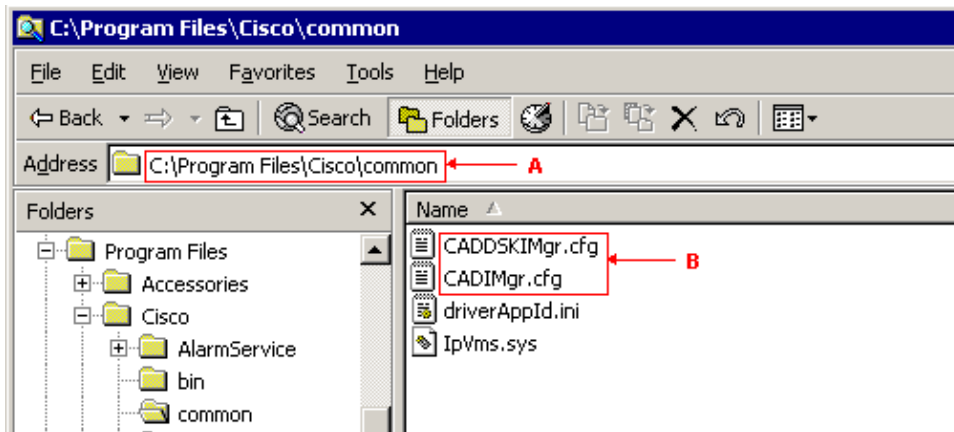
```
FastCall Chat Server
RASCALServer
Spanlink
Spanlink FastCall Enterprise Server
splkldap
splkldapmon
SyncServer
TAIServer
VoIPMonitorServer
```

- ◆ If Desktop Servers were installed on their own box (not coresident), delete these keys:

```
MSSQLServer
SQLServerAgent
Tomcat
```

6. In the C:\Program Files\Cisco\common folder, open all files with the suffix Mgr.cfg, such as CADDSKIMgr.cfg and CADIMgr.cfg (see arrow B in Figure 2).

Figure 2: \Program Files\Cisco\common



For example, complete these in CADIMgr.cfg:

- ◆ Delete the network configuration folder pointed by CfgFileLocation (see arrow B in Figure 3) if there is one.
- ◆ Identify the base folder by the Base Folder parameter (see arrow A in Figure 3) in the same section.

Figure 3: CADIMgr.cfg

```
#####  
# General information  
#####  
[General]  
Name=Install Manager  
DefaultLang=English  
SaveAs=C:\Program Files\Cisco\Common\CADIMgr.cfg  
Vendor=Cisco  
Version=6.1  
[End of section]  
  
[License List]  
Splk License Agreement=License\spanlink.txt  
LDAP License Agreement=License\splkldap.txt  
Tomcat License Agreement=License\tomcat.txt  
[End of section]  
  
[Installer settings]  
#Global settings  
InstallLanguage=English  
Base Folder=C:\Program Files\Cisco\Desktop  
CfgFileLocation=  
UNC-CfgFileLocation=  
LocalMachine=10.89.230.249  
LocalMachineType=IPAddress  
Program Folder=Cisco\Desktop
```

7. Delete these folders and their contents:

- ◆ C:\Program Files\Cisco\Desktop
- ◆ C:\Program Files\Cisco\IM
- ◆ C:\Program Files\Spanlink
- ◆ C:\Program Files\Cisco\Desktop_Cfg
- ◆ C:\Program Files\Cisco\AudioFiles

8. Under the C:\Program Files\Installshield Installation Information folder, delete these folders:

- {1F99B160-BDCE-11D5-84FE-0001031A6A35} (base)
- {2A879B13-E744-11D4-849E-0001031A6A35} (footprint)
- {2DF142C0-11F6-11D4-8770-00105AA752A8} (dir serv)
- {3AFB74C0-527B-11D4-8776-00105AA752A8} (enterprise)
- {3E2F65E8-7773-11D4-8466-0001031C0C0B} (chat)
- {3F2EEAA1-1F49-11D4-8770-00105AA752A8} (voip)
- {4FE45CA0-9E24-11D5-84F4-0001031A6A35} (rascal)
- {536A8CD0-F07E-11D4-849F-0001031A6A35} (telecaster)
- {671EAD40-79FA-11D5-84E8-0001031A6A35} (serv create)
- {7816039C-78FE-11D4-8466-0001031C0C0B} (admin)
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- {BF7D7545-3373-11D5-84D1-0001031A6A35} (supervisor)
- {FD3E6760-4B71-11D4-8773-00105AA752A8} (media term)

9. Reboot the computer before you attempt to reinstall any Cisco Desktop applications.

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