



Unified CVP/Call Studio Uninstallation

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Uninstall Unified CVP/Call Studio From Windows Control Panel

Before you begin

- Shut down all applications and close all open files.
- Close the Unified CVP component and related files.

Step 1 Click **Start** > **Control Panel** > **Programs and Features**.

Step 2 Click **Cisco Unified Customer Voice Portal / Cisco Unified Call Studio**, and then click **Remove**.

Step 3 Click **Next**.

After uninstallation, the **Uninstall Complete** screen appears. Depending on the components you uninstalled, you may need to reboot your computer.

Note The Unified CVP uninstallation procedure does not clean up all the files and folders, such as log files, media files and folders that are generated postinstallation. Media folders with same names are replaced during the Unified CVP installation process. User-created media files and folders remain unchanged during Unified CVP upgrade. Create all the media folders in `wwwroot` and use the relative paths to simplify the migration process for the future releases of Unified CVP that support A-law, u-law, and G729 files.

Uninstall Unified CVP/Call Studio Using Installation Media

Before you begin

- Shut down all applications and close all open files.
- Close Unified CVP component and related files.

Step 1 Run the *setup.exe* file of the Unified CVP software.

Step 2 Select the **Remove** option, and click **Next**.

The **Uninstall Complete** screen appears. Depending on the components you uninstalled, you may need to reboot your computer.

Note The Unified CVP uninstallation procedure does not clean up all the files and folders, such as log files, media files and folders that are generated postinstallation. The media folders with same names get replaced during the Unified CVP installation process. The user created media files and folders remains unchanged during Unified CVP upgrade. It is required to create all the media folders in the `wwwroot` and use the relative paths, as it simplifies the migration process for the future releases of Unified CVP that supports A-law, u-law, and G729 files.
