



Uninstallation

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Uninstallation of Unified ICM/CCE base version 12.5(1)

Uninstallation of Unified ICM/CCE base of 12.5(1) is not supported for Unified CCE components that are deployed on Windows Server using the ICM-CCE-Installer. However, support for uninstallation and re-installation of client installer packages like Administration Client and Internet Script Editor continues.



Note The option to roll back to previous versions is only available with minor and maintenance releases.

Uninstall Unified CCE Maintenance Release 12.5(2)

This is a procedure to uninstall Unified CCE Maintenance Release 12.5(2)

Procedure

- Step 1** Log in to your system as a user with administrative privileges.
- Step 2** Choose **Control Panel > Programs and Features > Cisco ICM Maintenance Release ICM 12.5(2) > Uninstall**.
The InstallShield Wizard launches.
- Step 3** On the confirmation window, click **Yes**.
- Step 4** (Optional) On the **Installation Messages** window, click **Next**.

Post installation window specifies if any service is set to manual then a pop-up window displays a notification that some services were automatically changed to manual as part of the uninstallation. Make sure that both A and B sides of your system operate properly after uninstalling Unified CCE Release 12.5(2). Then, set the ICM services that were changed during the uninstallation back to their original setting (Automatic).

- Step 5** At the prompt, restart the machine.

The Unified CCE Maintenance Release 12.5(2) application is uninstalled from your machine.
