



## CHAPTER 6

# Uninstalling the Cisco IPICS Server Software

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This chapter provides information about the procedures that you need to follow to uninstall the Cisco IPICS server software. You can perform the uninstallation procedure in one of the following ways:

- From the Cisco IPICS server by using a terminal console
- From a remote PC on the network by using SSH software

This chapter includes the following sections:

- [Uninstalling the Cisco IPICS Server Software from the Server, page 6-2](#)
- [Uninstalling the Cisco IPICS Server Software Remotely, page 6-3](#)



### Note

- The Cisco IPICS uninstallation procedure removes all of the components and directories that were created during the Cisco IPICS installation. If you intend to reinstall Cisco IPICS at a later time, Cisco recommends that you back up your database and log files before you begin the uninstallation process.
- For information about backing up files, see the “Performing Cisco IPICS Backup and Restore Operations” chapter in *Cisco IPICS Server Administration Guide*.

- Be aware that when you uninstall and reinstall the Cisco IPICS software, communications are temporarily disrupted. Upon reinstallation, Cisco IPICS disconnects VTGs and SIP-based IDC clients that were using RMS resources so that the voice ports become available for use.
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## Uninstalling the Cisco IPICS Server Software from the Server

To uninstall the Cisco IPICS software directly from the Cisco IPICS server, perform the following procedure:

### Procedure

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- Step 1** Access the Cisco IPICS server by using a terminal console.  
Cisco IPICS displays the following text:  
**Cisco IPICS**  
*hostname login:*  
where:  
*hostname* specifies the host name of the Cisco IPICS server.
- Step 2** Enter **root** in the *hostname login:* field; then, press **Enter**.  
Cisco IPICS prompts you for the password for the root user.
- Step 3** Enter the password for the root user; then, press **Enter**.
- Step 4** To navigate to the directory where the uninstaller file is located, enter the following command:  

```
[root]# cd /root/_uninstall_IPICS/
```
- Step 5** To begin the uninstallation process, enter the following command:  

```
[root]# bash uninstall-ipics
```

The uninstallation program prompts you to confirm the uninstallation process by displaying the following text:

```
Do you want to remove Cisco IPICS software? (YES/NO):
```

**Step 6** To confirm the uninstallation process, enter **y** or **yes**.

Cisco IPICS begins the uninstallation process.



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**Note** Be aware that the Cisco IPICS uninstallation process permanently removes the Cisco IPICS software and deletes any Cisco IPICS configuration data that you have stored in the server. If you need to save your data, Cisco recommends that you first back up your data to a remote host before you uninstall the software. For more information about backing up your data, refer to the “Performing Cisco IPICS Backup and Restore Operations” chapter in *Cisco IPICS Server Administration Guide*.

After you have preserved a copy of your data, you can restart the uninstallation process.

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The uninstaller begins to uninstall the Cisco IPICS components.

After the uninstaller has finished removing the files, a message displays to prompt you to reboot the server.

**Step 7** To reboot the system, enter **y** or **yes**.

After the system reboots, the Cisco IPICS server software is removed.

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## Uninstalling the Cisco IPICS Server Software Remotely

To uninstall the Cisco IPICS server software from a PC on the network, perform the following procedure:

## Procedure

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**Step 1** Access the Cisco IPICS server via an SSH client and log in as the Linux root user.

**Step 2** To change directories, enter the following command:

```
[root]# cd /root/_uninstall_IPICS/
```

**Step 3** To begin the uninstallation process, enter the following command:

```
[root]# bash uninstall-ipics
```

The uninstallation program prompts you to confirm the uninstallation process by displaying the following text:

```
Do you want to remove Cisco IPICS software? (YES/NO):
```

**Step 4** To continue the uninstallation program, enter **y** or **yes**.

Cisco IPICS begins the uninstallation process.



### Caution

Be aware that the Cisco IPICS uninstallation process permanently removes the Cisco IPICS software and deletes any Cisco IPICS configuration data that you have stored in the server. If you need to save your data, Cisco recommends that you first back up your data to a remote host before you uninstall the software. For more information about backing up your data, refer to the “Performing Cisco IPICS Backup and Restore Operations” chapter in *Cisco IPICS Server Administration Guide*.

After you have preserved a copy of your data, you can restart the uninstallation process.

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The uninstaller begins to uninstall the Cisco IPICS components.

After the uninstaller has finished removing the files, a message displays to prompt you to reboot the server.

**Step 5** Enter **y** or **yes** to reboot the system.

After the system reboots, the Cisco IPICS server software is removed.

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