



CHAPTER 5

Uninstalling CiscoWorks NCM and MySQL

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Uninstalling CiscoWorks NCM on Windows Platform

To uninstall CiscoWorks NCM on a Windows platform:

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- Step 1** Choose **Start > Programs > CiscoWorks Network Compliance Manager > Uninstall CiscoWorks Network Compliance Manager**.
- Step 2** Click **Uninstall**.
- Step 3** When the uninstall program is done, click **Finish**.
A message appears saying that you must reboot. The installation folder is removed when you reboot the system.
- Step 4** (Optional) You can delete the files in the following folder:
c:\windows\Temp\Rendition
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Note

The CiscoWorks NCM database is not removed when you uninstall CiscoWorks NCM. If you manually delete the database, you must ensure that the database files are removed before trying to re-install CiscoWorks NCM.

If you upgraded to a newer version of CiscoWorks NCM on a Windows platform, the CiscoWorks NCM Uninstaller does not remove the FTP service. After uninstalling CiscoWorks NCM, you must enter the **sc delete TrueControlFTP** command from the command line prompt to delete the FTP service.

Uninstalling CiscoWorks NCM on Linux or Solaris Platforms

To uninstall CiscoWorks NCM on Linux or Solaris platforms:

Step 1 Navigate to the <CWNCM_Install_Directory>/UninstallerData directory (for example, /opt/CWNCM/UninstallerData).

Step 2 Enter the following command:

```
#./Uninstall_CiscoWorks_Network_Compliance_Manager
```

There are files left in other locations to preserve your settings, logs, and scripts in case you reinstall CiscoWorks NCM. If you want to completely purge CiscoWorks NCM from your system, manually delete all files (for example: # `rm -rf /opt/CWNCM`).

Step 3 (Optional) You can delete the following folder:

```
/var/Rendition
```

Manually Uninstalling CiscoWorks NCM on Windows

While uninstalling CiscoWorks NCM, if the uninstaller makes no progress for over 10 minutes, stop the uninstaller process and do the following:

Step 1 Run the following commands to stop all CiscoWorks NCM services:

```
{CWNCM_HOME}\server\ext\wrapper\bin\UninstallAAWrapper-NT.bat
{CWNCM_HOME}\server\ext\wrapper\bin\UninstallJBossWrapper-NT.bat
{CWNCM_HOME}\server\ext\wrapper\bin\UninstallSWIMWrapper-NT.bat
{CWNCM_HOME}\server\ext\wrapper\bin\UninstallSyslogWrapper-NT.bat
{CWNCM_HOME}\server\ext\wrapper\bin\UninstallTFTPWrapper-NT.bat
```

Step 2 Delete the CiscoWorks NCM folder.

Step 3 Delete the following Windows registry keys if they exist:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Rendition Networks\TrueControl
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TrueControlJBoss
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TrueControlAAA
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TrueControlJBossSWIM
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TrueControlJBossSyslog
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\TrueControlJBossTFTP
```

Step 4 Manually delete the %WINDIR%\temp\Rendition folder.



Note %WINDIR% is usually located in C:\WINDOWS or C:\WINNT. However, it might reside on a different drive.

Uninstalling MySQL 5.0.58 (MySQL Installer)

If MySQL 5.0.58 was installed by the MySQL Installer:

- On a Windows platform, double-click `Uninstall_MySQL.exe` (`<MySQL Install Dir>\Uninstall_MySQL\Uninstall MySQL.exe`) and follow the instructions in the MySQL Uninstaller.
- On a Linux or Solaris platform, run `<MySQL Install Dir>/Uninstall_MySQL/Uninstall_MySQL` and follow the instructions in the MySQL Uninstaller.



Note

The MySQL data folder will not be removed.

Uninstalling MySQL 5.0.58 (CiscoWorks NCM Installer)

If MySQL 5.0.58 was installed by the CiscoWorks NCM Installer:

On a Windows platform:

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- Step 1** Double click `<MySQL Install Dir>\bin\remove-service.bat`, where `<MySQL Install Dir>` is the location where MySQL is installed.
 - Step 2** Backup the MySQL data folder.
 - Step 3** Manually delete the MySQL Install directory.
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On a Linux or Solaris platform:

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- Step 1** Run `/etc/init.d/mysql stop`
 - Step 2** Backup the MySQL data folder.
 - Step 3** Run `rm -rf /etc/init.d/mysql /etc/my.cnf <MYSQL Install Dir>`, where `<MySQL Install Dir>` is the location where MySQL is installed.
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Uninstalling MySQL 3.23.55

**Caution**

Uninstalling the MySQL 3.23.55 database permanently deletes your historical data. There is no undo.

To uninstall MySQL 3.23.55 on a Windows platform:

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- Step 1** Choose **Start > Settings > Control Panel > Administrative Tools > Services**.
 - Step 2** Right-click **MySQL** and select **Stop**.
 - Step 3** Choose **Start > Run**, then enter **cmd**.
 - Step 4** Enter `c:\<mysql_install_folder>\bin\mysqld-max-nt.exe --remove`
 - Step 5** In the Services window, verify that the MySQL Service is removed. If it is still listed as disabled, close all programs and restart your computer, then check the Services window again.
 - Step 6** In the Windows Control Panel, double-click **Add/Remove Programs**.
 - Step 7** Select **MySQL Servers and Clients** and click **Remove**.
 - Step 8** Choose **Start > Run**, and then enter **cmd** to launch a command window.
 - Step 9** Enter: `cd c:\`
 - Step 10** Enter: `del c:\mysql`
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To uninstall MySQL 3.23.55 on a Linux or Solaris platform:

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- Step 1** Login as Root.
 - Step 2** Run the following command:
`/etc/init.d/mysql stop`
 - Step 3** Backup the MySQL data folder.
 - Step 4** Enter the following command:
`rm -rf /etc/init.d/mysql /etc/my.cnf [<MYSQL Install Dir>]`
where <MYSQL Install Dir> is the directory where MySQL is installed.
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