



## Uninstalling TES

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### Uninstalling the Master



**Note** A **temp** directory must be present on the root of your hard drive in order for uninstallation to work properly.

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### For Windows

The TES master is uninstalled from the Windows Control Panel.

To uninstall:

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- Step 1** Stop all TES components.
  - Step 2** Exit all Tidal Web clients by selecting **File > Exit** from the menu for each Tidal Web client that is running.
  - Step 3** Stop the master:
    - a. From the **Start** menu, select **Programs > TIDAL Software > TIDAL Service Manager**.
    - b. From the **Service** list, select **Scheduler Master**.
    - c. Click **Stop**; the light turns to red when the master has stopped.

Once TES components have been stopped, you can begin the uninstallation process.

- Step 4** From the **Start** menu, select **Control Panel**.  
The **Control Panel** window displays.
- Step 5** Double-click **Add** or **Remove Programs**.  
The **Add** or **Remove Programs** window displays.
- Step 6** Scroll down the list of programs installed on the machine to the Tidal Scheduler program.
- Step 7** Click the Tidal Scheduler program to highlight it.
- Step 8** Click **Remove** to start the uninstallation process.  
A confirmation message displays.

**Note**

SNMP services are momentarily stopped when uninstalling the SNMP extension agent. They are restarted when uninstallation is complete.

**Step 9** Click **OK** to uninstall.

The **Preparing Setup** panel displays showing a progress bar. When the progress bar reaches 100%, a Scheduler confirmation dialog displays.

**Note**

On occasion, the master service may not be fully stopped even though the Service Manager says the master has stopped. Uninstalling the master before the master service completely stops displays an error message “Unable to stop service completely.” This message displays when the machine is unable to stop the master service quickly due to the volume of processes. Click **OK** to close the error message dialog and wait while the machine catches up to complete the uninstallation process. When the uninstallation process finally completes, verify that all files were deleted from the location where the master files resided.

**Warning**

**Do not cancel the uninstallation process once it begins or the uninstallation program will not be able to find its files the next time you attempt to uninstall. If you do cancel the uninstall, you will need to contact Technical Services.**

**Note**

During uninstallation, a dialog may display indicating that some files are locked because they are shared by other applications. Ignore the locked files and continue with the uninstallation.

**Step 10** Click **OK** to finish.

**Step 11** Repeat to remove other components.

**Note**

If a Client Manager resides on the same machine as the master, the Client Manager must be uninstalled if the master is uninstalled.

**Step 12** Once you complete uninstalling components, reboot the machine to clear the registry.

**Note**

If you do not reboot after uninstallation(s), any subsequent installation may fail.

Some files or folders under the Scheduler folder that were created after the installation might not be removed. You may want to manually delete these files and folders. The log file and the database created during installation remain and must be removed in separate procedures.

## For Unix

To uninstall the Master

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- Step 1** Open a command prompt window.
- Step 2** Enter:
- ```
# sh ./Uninstall_Master
```
- Step 3** Press **Enter**.
- The **Preparing CONSOLE Uninstall** screen displays followed by the **About to uninstall** screen.
- Step 4** Click **Complete Uninstall** to completely remove all features and components of the Master that were installed.
- or-
- Click **Uninstall Specific Features** to choose specific features of Master that were installed to be uninstalled.
- Step 5** Click **Next**.
- A status bar is displayed to illustrate the progress of the uninstallation program.
- Once the uninstall is complete, the **Uninstall Complete** screen displays.
- The Master for Unix is now uninstalled. Any files that were created after the Master is installed are not removed. Files that were not removed must be manually removed.
- Step 6** Click **Done** to exit.

**Note**

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The uninstallation program only removes the Master files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

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## From the Unix Console

You can also uninstall the Master from the console. The program that uninstalls the Master is one of the files installed during installation of the Master. The program, called *Uninstall\_Master*, is in the Master directory created during installation.

To uninstall the Master using the command line:

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- Step 1** Open a command prompt window.
- Step 2** Enter:
- ```
# sh ./Uninstall_Master -i console
```
- Step 3** Press **Enter**.
- The **Preparing CONSOLE Uninstall** screen displays followed by the **About to uninstall** screen.
- Step 4** Press **Enter**.
- A status bar is displayed to illustrate the progress of the uninstallation program.
- The Master is now uninstalled. Any files that were created after the Master is installed are not removed. Files that were not removed must be manually removed.
- Step 5** Press **Enter** to exit the installation.

**Note**

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The uninstallation program only removes the master files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

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## Uninstalling the Agents

### For Windows

To uninstall the agent, you must use the **Add/Remove Programs** utility in the Windows Control Panel.

To uninstall an agent:

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- Step 1** Close the TES client to begin the uninstallation process.
  - Step 2** Click **Start > Settings > Control Panel**.  
The **Control Panel** dialog displays.
  - Step 3** Double-click **Add or Remove Programs**.  
The **Add or Remove Programs** dialog displays.
  - Step 4** Scroll down the list of programs installed on the machine to the Scheduler program.
  - Step 5** Click the Scheduler program to highlight it.
  - Step 6** Click **Remove** to start the uninstallation process.
  - Step 7** When prompted to confirm that you want to uninstall the program, click **OK**.
  - Step 8** Click **Finish** to end the uninstallation process.
  - Step 9** Reboot the machine to save the changes to the registry.

**Note**

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Occasionally, an empty folder may be left in the **Start** menu after uninstalling Scheduler components. If this occurs, go to the Programs directory and manually delete the empty folder. The installation log file must also be manually deleted.

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## For Unix

The Agent for Unix is uninstalled from the command line.

The uninstallation procedure will not be successful if the agent is running. Stop the agent before removing the TES Agent for Unix.

To uninstall:

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- Step 1** Check the status of the agent to verify that it is not running by entering:
- ```
./tagent <agent name> status
```
- Step 2** If the status check shows the agent is not running, proceed to the next step.
- or-
- If the status check shows the agent is running, stop the agent by entering:
- ```
./tagent <agent name> stop
```
- Step 3** Once the agent is stopped, return to the location where you installed the Unix agent. By default, this location is the `/opt` directory.
- Step 4** At the command prompt, enter:
- ```
cd /opt
```
- Step 5** Have your Unix administrator remove the agent directory and its contents.
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## Uninstalling the Client Manager

### For Windows

The TES master is uninstalled from the Windows Control Panel.

To uninstall Client Manager:

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- Step 1** From the **Start** menu, select **Control Panel**.  
The **Control Panel** window displays.
- Step 2** Double-click **Add or Remove Programs**.  
The **Add or Remove Programs** window displays.
- Step 3** Scroll down the list of programs installed on the machine to the Client Manager program.
- Step 4** Click the Client Manager program to highlight it.
- Step 5** Click **Remove** to start the uninstallation process.  
A confirmation message displays.
- Step 6** Click **OK** to uninstall.  
The **Preparing Setup** panel displays showing a progress bar. When the progress bar reaches **100%**, a confirmation dialog displays.

**Warning**

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**Do not cancel the uninstallation process once it begins or the uninstallation program will not be able to find its files the next time you attempt to uninstall. If you do cancel the uninstall, you will need to contact Technical Services.**

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**Note**

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During uninstallation, a dialog may display indicating that some files are locked because they are shared by other applications. Ignore the locked files and continue with the uninstallation.

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**Step 7** Click **OK** to finish.

**Step 8** Repeat to remove other components.

**Step 9** Once you complete uninstalling components, reboot the machine to clear the registry.

**Warning**

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**If you do not reboot after uninstallation(s), any subsequent installation may fail.**

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Some files or folders under the Scheduler folder that were created after the installation might not be removed. You may want to manually delete these files and folders. The log file and the database created during installation remain and must be removed in separate procedures.

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## For Unix

To uninstall the Client Manager:

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**Step 1** Open a command prompt window.

**Step 2** Enter:

```
# sh ./Uninstall_UnixClientManager
```

**Step 3** Press **Enter**.

The **Preparing CONSOLE Uninstall** screen displays followed by the **About to uninstall** screen.

**Step 4** Click **Complete Uninstall** to completely remove all features and components of Client Manager that were installed.

-or-

Click **Uninstall Specific Features** to choose specific features of Client Manager that were installed to be uninstalled.

**Step 5** Click **Next**.

A status bar is displayed to illustrate the progress of the uninstallation program.

Once the uninstall is complete, the **Uninstall Complete** screen displays.

The Client Manager for Unix is now uninstalled. Any files that were created after the Client Manager is installed are not removed. Files that were not removed must be manually removed.

**Step 6** Click **Done** to exit.

**Note**

The uninstallation program only removes the Client Manager files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

## .From the Unix Console

You can also uninstall the Client Manager from the console. The program that uninstalls the Client Manager is one of the files installed during installation of the Client Manager. The program, called *Uninstall\_ClientManager*, is in the Client Manager directory created during installation.

To uninstall the Client Manager using the command line:

**Step 1** Open a command prompt window.

**Step 2** Enter:

```
# sh ./Uninstall_ClientManager -i console
```

**Step 3** Press **Enter**.

The **Preparing CONSOLE Uninstall** screen displays followed by the **About to uninstall** screen.

**Step 4** Press **Enter**.

A status bar is displayed to illustrate the progress of the uninstallation program.

The Client Manager is now uninstalled. Any files that were created after the Client Manager is installed are not removed. Files that were not removed must be manually removed.

**Step 5** Press **Enter** to exit the installation.

**Note**

The uninstallation program only removes the master files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

## Uninstalling the TES Java Client

The Java client applications that are installed on Windows systems can be uninstalled from the Control Panel.

For UNIX systems, use `install.bin -r` to uninstall the Java client.

**Note**

If you face issues removing the software, inspect and cleanup the `.com.zerog.registry.xml` file, located under the user's home directory (for Unix), or at `c:\Program Files\Zero G Registry` (for Windows).

