Uninstalling Cisco Prime IP Express

The uninstallation procedure differs based on the operating system you are using. You must have administrator or superuser privileges to uninstall Cisco Prime IP Express, just as you must to install it.

To back up your database before uninstalling Cisco Prime IP Express, see *Cisco Prime IP Express 8.3 Administrator Guide* for the procedure.

Note   Uninstallation stops the Cisco Prime IP Express server agents first. If you find that the server processes are not shutting down, see the Starting and Stopping Servers.

Uninstalling on Windows

To uninstall Cisco Prime IP Express on Windows:

Step 1   Choose the Add/Remove Program function from the Windows control panel.
Or,

Choose **Uninstall IP Express 8.3** from the Windows Start menu. The uninstallation program removes the server and user interface components but does not delete user data files. Optionally, delete all Cisco Prime IP Express data by deleting the Cisco Prime IP Express folder.

Note   Temporarily stop any service that is related to software that integrates with Performance Monitoring that might interfere with removing shared libraries in the Cisco Prime IP Express folder.

Step 2   Reboot after the uninstallation completes.

Uninstalling on Linux

To uninstall Cisco Prime IP Express on Linux:

Run the **uninstall_cnr** program from the install-path/usrbin directory:

```
./uninstall_cnr

Stopping Server Agent...

Deleting startup files...

Removing IP Express...

cannot remove /opt/nwreg2/usrbin - directory not empty

cannot remove /opt/nwreg2/conf - directory not empty

package optnwreg2 not found in file index

Note that any files that have been changed (including your database) have _not_ been
uninstalled. You should delete these files by hand when you are done with them, before you
reinstall the package.
```

The checkinstall warnings mean that, although the uninstall program removes the server and user interface components, it cannot delete directories that are not empty. Certain configuration and data files that are created during installation remain deliberately after uninstallation. Optionally, delete the database and log files that are associated with Cisco Prime IP Express, as mentioned in the instructions at the end of the **uninstall_cnr** script execution.

Note When Cisco Prime IP Express is installed as nradmin, the uninstall process will reset the ownership of all the remaining files back to the superuser (root).

Running Performance Monitoring Software on Windows

On Windows systems if you uninstall Cisco Prime IP Express and try to remove the associated data directories while having software installed that integrates with the Windows Performance Monitor, the software might take possession of certain shared libraries. This action prevents you from removing these files from the Cisco Prime IP Express folder and the directory itself. To keep this from happening:

1 Stop the service that is associated with the performance monitoring software.

2 Delete the IP Express folder.

3 Restart the service.