



# Uninstalling Prime Performance Manager

The following topics provide steps to uninstall the Prime Performance Manager gateway and unit.

If you are uninstalling Prime Performance Manager installed in a gateway HA environment, complete the [“Uninstalling Prime Performance Manager in a Gateway Local HA Environment”](#) procedure on page 1-3 before completing the uninstallation steps below.



## Note

If Prime Performance Manager is integrated with Cisco Prime Central, all Cisco Prime Network instances must be running in order for Prime Performance Manager to uninstall the Prime Network cross launch points.



## Note

You must log in as the *root* user to use this command.

When you run the Uninstall option, note that:

- The default for each prompt is the value in square brackets [ ]. To accept the default value, press **Enter**.
- To stop the uninstall tool at any time, press **Break** or **Ctrl-C**.

To uninstall the Prime Performance Manager software:

**Step 1** Log into the Prime Performance Manager server as the *root* user.

**Step 2** Enter one of the following:

- To uninstall a gateway or gateway and colocated unit:

```
/opt/CSCOppm-gw/bin/ppm uninstall
```

- To uninstall a unit:

```
/opt/CSCOppm-unit/bin/ppm uninstall
```



**Note** If you want a completely unprompted uninstall you can run: `ppm uninstall -n`

The uninstall option checks for the gateway and/or unit installation, then displays the uninstallation menu:

- 1) Uninstall Prime Performance Manager Gateway and Unit
- 2) Uninstall Prime Performance Manager Gateway Only
- 3) Uninstall Prime Performance Manager Unit Only

```
4) Exit
Please choose an option -> 1
```

The menu is adjusted based upon the components that are installed. For example, if you installed only the gateway, only the Uninstall Prime Performance Manager Gateway Only and Exit options are displayed.

**Step 3** Choose an uninstall option:

- Uninstall Prime Performance Manager Gateway and Unit (enter **1**)  
Use this option if the Prime Performance Manager gateway and unit reside on the same server and you want to remove all Prime Performance Manager software from the server including the gateway (CSCOppm-gw) and unit (CSCOppm-unit) packages.
- Uninstall Prime Performance Manager Gateway Only (enter **2**)  
Use this option if you want to remove only the Prime Performance Manager gateway package (CSCOppm-gw) from the server.




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**Note** Because the unit depends on gateway, do not use this option if the gateway and unit are installed on the same server. You can uninstall unit first, then uninstall the gateway later.

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- Uninstall Prime Performance Manager Unit Only (enter **3**)  
Use this option if you want to remove only the Prime Performance Manager unit package (CSCOppm-unit) from the server.

**Step 4** Choose the option, enter **y** and press **Enter**.

Messages indicate that the packages were deleted successfully. For example, the following example shows the message displayed when uninstalling the Prime Performance Manager gateway:

```
INFO: The following Cisco Prime Performance Manager packages
INFO: have been successfully deleted from the system: CSCOppm-gw
Please review /var/tmp/cisco_primepm_gw_uninstall.log for detailed results
```

```
Would you like to view the log? [ n ] ->
```

**Step 5** If you do not want to view the log, press **Enter**. If you want to view the log, enter **y**. The gateway uninstallation log appears, followed by the prompt:

```
Press Return to continue ->
```

**Step 6** Press **Enter**.

The following message appears:

```
Thank you for using Cisco Prime Performance Manager!
```

**Step 7** To verify that Prime Performance Manager and its associated services are uninstalled, enter:

```
# rpm -qa | grep CSCOppm
```

The packages are listed based on your uninstallation option. For example, if you uninstalled only the unit on a server containing gateway and unit, the following gateway packages are listed:

```
CSCOppm-gw-web-1.4.1-01.i386
CSCOppm-gw-openssl-1.4.1-01.i386
CSCOppm-gw-server-1.4.1-01.i386
CSCOppm-gw-jre-1.4.1-01.64bit.i386
```

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### Uninstalling Prime Performance Manager in a Gateway Local HA Environment

To uninstall Prime Performance Manager when installed in a gateway HA environment:

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- Step 1** Use a standalone Red Hat Conga (the standalone Conga is installed on a standalone server; it is not part of the cluster node) to delete the Prime Performance Manager gateway HA cluster service.
  - Step 2** Run the following commands to stop the RHCS ricci service on each gateway:  

```
service ricci stop
```
  - Step 3** Go to the primary gateway, mount the SAN storage where you installed Prime Performance Manager, then complete the Prime Performance Manager uninstallation steps above.
  - Step 4** After Prime Performance Manager is uninstalled on the primary gateway, log into the secondary gateway as the root user.
  - Step 5** Rename the installation directory to back to CSCOppm-gw. This will help when you uninstall Prime Performance Manager on the secondary gateway.
  - Step 6** Complete the Prime Performance Manager uninstallation steps above.
  - Step 7** Reboot the primary and secondary gateway servers.
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