



Uninstallation

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Uninstallation of Unified ICM/CCE base version 12.5(1)

Uninstallation of Unified ICM/CCE base of 12.5(1) is not supported for Unified CCE components that are deployed on Windows Server using the ICM-CCE-Installer. However, support for uninstallation and re-installation of client installer packages like Administration Client and Internet Script Editor continues.



Note The option to roll back to previous versions is only available with minor and maintenance releases.

Prerequisite for Uninstallation of CCE 12.6(1) Minor Release

If you have enabled the optional feature Outbound Option High Availability, you must disable it before you uninstall Unified ICM 12.6(1). From Unified CCE Web Setup, choose **Component Management > Loggers**. Select a logger that is enabled for High Availability, and click **Next** until the **Additional Options** page appears. Uncheck the **Enable High Availability** check box. Perform this action for each logger enabled for Outbound Option High Availability.

If you are planning to roll back to previous version of CCE Release 12.6(1), do the following:

1. Export the certificates of all the components imported into the truststore. To export the certificate, use the command:

```
keytool -export -keystore <ICM install Dir>\ssl\cacerts -alias <alias of the component> -file <filepath>.cer
```

2. Enter the truststore password when prompted.

After the roll back, do the following:

1. Import the certificates exported in step 1 above, into the JRE keystore. To import the certificate, use the command:

```
keytool -import -keystore <Oracle/OpenJDK JRE path>\lib\security\cacerts -file <filepath>.cer -alias <alias>
```

2. Enter the keystore password when prompted.
3. Enter **yes** when prompted to trust the certificate.



Note Uninstallation of CCE 12.6(1) patch will not uninstall OpenJDK.



Note You don't need to reimport the certificates if you are rolling back to CCE 12.5(1a) or 12.6(1). Also, if you have already installed ES55 (mandatory OpenJDK ES), you don't need to reimport the certificate when you roll back to CCE 12.5(1).

Uninstall Methods

When you uninstall Unified CCE Release 12.6(1) , you must choose one of two methods of uninstallation:

- Temporary - leaves the schema unmodified
- Permanent - reverts the database schema to the previous schema version

The option to temporarily or permanently uninstall Unified CCE Release 12.6(1) appears only when you try to perform this task on a machine that is running the following components:

- Logger
- AW only
- HDS
- AW-HDS

Temporary Uninstallation

In a temporary uninstallation, the schema that was updated during the upgrade process does not revert to previous version of Unified CCE Release 12.6(1) . Use this method of uninstallation when you want to rerun the Unified CCE Release 12.6(1) installer to fix initial installation issues. This method is also useful when you want to upgrade to a future maintenance or minor release.



Note The Logger, AW, and HDS components check the version table in the ICM database schema for their corresponding schema version. If the versions of the schema and the executable do not match, the system generates an error message and the services are shut down. This error is captured in the component logs.

Permanent Uninstallation

In permanent uninstallation, both the application and the database schema change. Uninstallation will revert the system and the database to previous version of Unified CCE Release 12.6(1) .

A permanent uninstallation is necessary if you wish to revert to previous version of Unified CCE Release 12.6(1).



Note Configuration data may change when you revert to previous version of Unified CCE Release 12.6(1) :
Use the data from the previous version of Unified CCE Release configuration database or the virtual machine which you backed up before starting the upgrade process.

If you have used the ICMDBA tool to create an Outbound Option database on Logger Side B, you can manually delete the database after the uninstall by using SQL Server Management Studio (SSMS).



Important If there are any database schema rollback errors encountered during permanent uninstall, the database schema may be in a corrupted state. The state prevents CCE Logger / Distributor services to start correctly due to schema mismatch. To recover from the state, the ICMDBA tool can be used to recreate the Logger or HDS database that may have failed.



Note Routing Scripts which has dynamic queues configured for skill group node will not be accessible after permanent rollback to previous version of Unified CCE Release 12.6(1).

Uninstall Unified CCE 12.6(1)

Procedure

- Step 1** Log in to your system as a user with administrative privileges.
- Step 2** Choose **Control Panel > Programs and Features > Cisco ICM Minor Release ICM 12.6(1) > Uninstall**. The **InstallShield Wizard** launches.
- Step 3** Select either permanent or temporary uninstallation.
- If you choose temporary uninstallation, follow the on-screen instructions to temporarily uninstall the application.
 - If you choose permanent uninstallation and you have enabled Outbound Option High Availability, a message appears informing you that you disable High Availability before you can proceed with the uninstallation. Disable High Availability, and then restart the upgrade uninstallation process.
- Step 4** On the **Database Schema Rollback** window, specify if you want to proceed with the uninstallation.
- | Option | Action |
|--------|------------------------------------|
| Yes | Go to step 5 |
| No | The uninstallation process cancels |
- Step 5** On the confirmation window, click **Yes**.
- Step 6** (Optional) On the **Installation Messages** window, click **Next**.

Post Installation Window specifies if any service is set to manual. A pop-up window displays a notification that some services were automatically changed to manual as part of the uninstallation. Make sure that both A and B sides of your system operate properly after uninstalling Unified CCE 12.6(1). Then, set the Unified ICM services that were changed during the uninstallation back to their original setting (Automatic).

Step 7 At the prompt, restart the machine.

The Unified CCE 12.6(1) application is uninstalled from your machine.



Note Before you uninstall, ensure to set *ECDSA enabled* registry to false, and re-boot the box. Once the re-boot is complete, check the registry and set it to "false".

The ECDSA registry path is `HKLM\SOFTWARE\WOW6432Node\Cisco Systems, Inc.\ICM\Cisco SSL Configuration`
