Uninstallation

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).