Uninstalling the software

OnCommand Insight

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Uninstalling the software

You must uninstall the old versions of the Data Warehouse and Remote Acquisition software to install the new versions. You should do this before you attempt to upgrade any of these components. The software on the Insight server is uninstalled during the in-place upgrade.

It is strongly recommended to back up the vault before uninstalling OnCommand Insight. **You must back up the vault** if you will be upgrading OnCommand Insight.

See the SecurityAdmin Tool instructions for more information.

Uninstalling the OnCommand Insight Server

You can uninstall the OnCommand Insight server if needed.

It is strongly recommended to back up the vault before uninstalling OnCommand Insight.

See the SecurityAdmin Tool instructions for more information.

Before you begin

Best practice: before uninstalling Insight, back up the OnCommand Insight database.

Steps

1. Log in to the OnCommand Insight server using an account with administrator privileges.
2. Ensure that all of the Insight windows on the server are closed.
3. Open the **Uninstall a Program** feature from the control panel and select the OnCommand Insight application for removal.
4. Click **Uninstall** and follow the prompts.

Uninstalling the Data Warehouse software

You must uninstall the Data Warehouse software before you can upgrade.

It is strongly recommended to back up the vault before uninstalling OnCommand Insight. **You must back up the vault** if you will be upgrading OnCommand Insight.

See the SecurityAdmin Tool instructions for more information.

Before you begin

If you made changes to reports you want to keep, it is critical that you create a backup before you uninstall Data Warehouse. Uninstalling Data Warehouse permanently deletes all previously collected data and removes all reports, including any newly created or edited reports.

Steps

1. Log in to the Data Warehouse server.
2. Ensure that all of the Insight windows on the server are closed.
3. To uninstall using Control Panel:
   a. Open **Uninstall a Program** from the control panel and select the OnCommand Insight application for removal. Click **Uninstall** and follow the prompts.
   b. Select the IBM Db2 application for removal. Click **Uninstall** and follow the prompts.
   c. Delete the Db2 install folder (for example *C:\Program Files\IBM\DB2*) to completely remove the Db2 database.
4. To uninstall using the provided script:
   a. Navigate to the *<download location>\oci_dwh_uninstall* folder and run the *uninstall_oci_dwh.bat* script.
5. Reboot the server.

Uninstalling the remote acquisition unit software

You must uninstall the existing version of the remote acquisition unit software before you can upgrade to a new version. You should perform this task on all remote acquisition unit servers in your environment.

It is strongly recommended to back up the vault before uninstalling OnCommand Insight. **You must back up the vault** if you will be upgrading OnCommand Insight.

See the SecurityAdmin Tool instructions for more information.

Steps

1. Log in to the remote acquisition unit server.
2. Ensure that all of the OnCommand Insight windows on the server are closed.
3. Open the **Uninstall a Program** feature from the control panel and select the OnCommand Insight Remote Acquisition Unit program for removal.
4. Click **Uninstall** and follow the prompts.

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