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Genesys Customer Experience Insights Deployment Guide

Uninstalling Genesys CX Insights

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Disclaimer

Genesys is committed to diversity, equality, and inclusivity. This includes using appropriate terms in our software and documentation. Therefore, Genesys is removing non-inclusive terms. For third-party products leveraged by Genesys that include such terms, Genesys uses the following as replacements.

- For the terms master/slave, Genesys uses “primary” and “secondary” or “primary” and “replica,” with exceptions for their use in third-party commands.
- For the terms blacklist/whitelist, Genesys uses blocklist/allowlist.
- For the term master, when used on its own, Genesys uses main wherever possible.

This page describes the steps needed to remove Genesys Customer Experience Insights (Genesys CX Insights) and supporting software, including Docker and Kubernetes.

Procedure: Uninstalling Genesys CX Insights and supporting software

Purpose: Use the steps in this procedure to uninstall Genesys CX Insights, and the software that supports it.

Steps

Caution: The following steps delete all Genesys CX Insights content, including reports and projects, and delete Genesys CX Insights meta db and related db users.

1. Choose one of the following options to delete the Genesys CX Insights meta and hist databases:

- If you are using an external PostgreSQL server to host the meta database, execute the following command on the PRIMARY machine:

```
kubectl apply -f <destination path>/gcxi-cleanup.yaml
```

where <destination path> is the folder in which you deployed the software.

OR

- If you are using the pre-packaged meta database, execute the following command on the Control plane node machine:

```
kubectl delete -f <destination path>/gcxi-postgres.yaml
```

and delete the PostgreSQL data volume from the file system:

where <destination path> is the folder in which you deployed the software.

2. To reset Kubernetes , execute the following command, on each machine:

```
kubeadm reset
```

3. To clean up volumes (logs, pre-packaged PostgreSQL data, and the external data source cache), execute the following commands:

1. On each machine:

```
rm -rf /mnt/log
```

2. On the Control plane node machine:

```
rm -rf /genesys/gcxi/data
```

This step removes any customizations you made to Genesys CX Insights.

3. On each machine:

```
rm -rf /genesys/gcxi/shared/*
```

This step removes external datasources data.

4. To uninstall Kubernetes, see the documentation for [Kubernetes website](#).
5. To uninstall Docker, see the documentation on the [Docker website](#).