

GENESYS

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Workbench User's Guide

Uninstalling Workbench

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Uninstalling Workbench

This section details the steps to uninstall the Workbench components.

Important

- If any Workbench data is required for archival purposes, please ensure it is saved at a separate location prior to running the Workbench uninstall script(s).
- The Workbench uninstall process **permanently** removes the Workbench Services associated with all the Workbench components and **all files, including data and logs** etc.
- The uninstall process will leave the original configuration file used to generate the Workbench installation; if needed, this can be provided to Genesys Customer Care if related to an installation issue.
- The Workbench uninstallation should be done in reverse Workbench installation order.
 - If permanently removing Workbench and you no longer wish to use Workbench
 - uninstall any Workbench Agents running on remote Genesys Application Servers (i.e. SIP, URS, FWK etc).
 - Uninstall any Workbench Additional nodes
 - Uninstall the Workbench Primary node.

Windows Operating System

The following steps will allow you to **uninstall** Workbench in **Windows**.

- 1. Browse to the Workbench home installation folder (i.e. "C:\Program Files\Workbench_9.x.xxx.xx")
- 2. Open a Command/Powershell Console as an Administrator
- 3. Run uninstall.bat file
- 4. Remove any remaining files/folders from and including the Workbench "Home" installation folder
- 5. This completes the Workbench Linux uninstall process.

Linux Operating System

The following steps will allow you to **uninstall** Workbench on **Linux**.

- 1. Via a Linux Terminal, **cd** (Change Directory) to where Workbench is installed (i.e. **/opt/Genesys/ Workbench_9.x.xxx.xx**).
- 2. Run ./uninstall.sh as a User with Administrator permissions not as "root"
- 3. Remove any remaining files/folders from and including the Workbench "Home" installation folder
- 4. This completes the Workbench Linux uninstall process.