



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workbench User's Guide

## Uninstalling Workbench

4/9/2025

# 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.