Workbench User's Guide

Workbench Upgrade – Linux – Removing old version

4/10/2025

Workbench Upgrade – Linux – Removing old version

Important

1. Only follow these instructions when Workbench has been successfully upgraded (i.e. to 9.1.000.00) and you are ready to uninstall the previous release of Workbench (i.e. 9.0.100.00) to free up space/resources.

2. Ensure and double check the previous Workbench version Workbench Services are ALL **Stopped** prior to running the **uninstall.sh** script.

3. The Workbench uninstall process permanently removes the previous Workbench Services associated with all the previous Workbench components and all files including data and logs etc.

4. If any previous Workbench data is required for archival purposes, please ensure it is saved at a separate location prior to running the uninstall script.

5. The uninstall process will leave the original configuration file used to generate the Workbench installation; this can be provided to Genesys Care if related to an installation issue.

The following steps provide instructions on uninstalling an older release of Workbench after a successful Workbench upgrade (i.e. from 9.0.100.00 to 9.1.000.00):

1. **cd** to the Workbench installation folder of the version to be removed (i.e. "/opt/Genesys/Workbench_9.0.100.00")

2. Run **./uninstall.sh** (with a sudo privileged account and not root)

3. Post running **uninstall.sh**, also delete traces of files/folders (i.e. delete the **uninstall.sh** and **ConfigFileBackup** folder).