EDM for Sage X3 by V1

Electronic **D**ocument **M**anagement

PIA for Sage X3 by V1

Purchase **I**nvoice **A**utomation

SOA for Sage X3 by V1

Sales **O**rder **A**utomation

Release 12.1

Uninstall Guide

Updated - 01 February 2018

Contents

1. Introduction

Intended for experienced Sage X3 and V1 engineers, this is a guide for un-installing EDM / PIA / SOA for Sage X3 by V1 Release 12.1.

You are encouraged to bookmark the Portal which is regularly updated with information about the release:

http://support.wearev1.com/software/x3

2. Uninstalling the Server Components

In the unlikely event that the server components need to be un-installed from the Sage X3 application server, the following step-by-step procedure will remove them.

NOTE: The following is permanent and non-recoverable, V1 and Sage take no responsibility for loss of data.

Assumptions:

▶ The installation is in c:\v1
▶ The Sage X3 Application Server is called APPSERVER
▶ The database is SQL

2.1 Remove the Services

2.1.1 If licensed for EDD

NOTE: Do not copy and paste these commands from this document, enter them manually to ensure no issues with formatting.

Open a CMD prompt as an administrative user and issue the following:

```
cd /d c:\v1\DbFax\bin
dbcsfaxserver.exe -remove
Press enter

cd /d c:\v1\DbFax\bin
DbFaxD.exe -remove
Press enter

cd /d c:\v1\DbLogin\
dbloginserver.exe -remove
Press enter

cd /d c:\v1\Process\EDMAPACHE\bin
httpd.exe -k uninstall -n "EDMApache"
Press enter

cd /d c:\v1\Process\EDMPrintManagement
EDMPrintManagement.exe -remove
Press enter
```

2.1.2 If licensed for EDM

NOTE: Do not copy and paste these commands from this document, enter them manually to ensure no issues with formatting.

Where the directories are present, repeat the actions as detailed in the 'If Licensed for EDD' chapter and in addition:

Open a CMD prompt as an administrative user and issue the following:

```
cd /d c:\v1\Process\EDMImport
EDMImport.exe –remove
Press enter

cd /d c:\v1\DbArchive
CacheClean.exe –remove
Press enter

cd /d c:\v1\DbArchive
DbCSArchiveServerSQL.exe –remove
Press enter
```

NOTE: If an Oracle installation, change the text in red to Oracle.

```
cd /d c:\v1\DbArchive
DbCSArchiveServerSQLRead.exe –remove
Press enter
```

NOTE: If an Oracle installation, change the text in red to Oracle.

2.1.3 If licensed for PIA / SOA

Navigate to Control Panel\All Control Panel Items\Programs and Features

Right click on each of the following and select the option to uninstall:

DbCapture Background
DbCapture Comms
DbCapture Util

NOTE: Do not copy and paste these commands from this document, enter them manually to ensure no issues with formatting.

Where the directories are present, repeat the actions as detailed in the 'If Licensed for EDD' and 'If Licensed for EDM' chapters and in addition:

Open a CMD prompt as an administrative user and issue the following:

```
cd /d c:\v1\DbCapture\ABBYY\Bin
LicensingService.exe /uninstall
Press enter

cd /d c:\v1\DbCapBackground
DbCSCaptureServer.exe –remove
Press enter

cd /d c:\v1\DbCapBackground
DbCSCaptureServerExport.exe –remove
Press enter

cd /d c:\v1\DbCapture\DbMailExtractor\
DbMailExtractor.exe –remove
Press enter

cd /d c:\v1\DbCapture\DbCaptureFileWatcher\
DbCapturePDFFileWatcher.exe –remove
Press enter

cd /d c:\v1\DbCapComms
DbCapCommsPrimary.exe –remove
Press enter

cd /d c:\v1\DbCapComms
DbCapCommsSecondary.exe –remove
Press enter

cd /d c:\v1\DbCapComms
DbCapCommsTertiary.exe –remove
Press enter

cd /d c:\v1\DbCapComms
DbCapCommsTertiary.exe –remove
Press enter

cd /d c:\v1\DbCapBackground
DbCSCaptureServerUnpack.exe –remove
Press enter
```

2.1   Remove the EDD configuration files

▶ Remove the c:\Windows\DbMail.ini file
    ▶ If the DbFax Module has been licensed for:
        ▶ Remove the c:\Windows\DbFax.ini file

2.2   Cleanse the server registry

If 32-bit:

Remove the HKEY_LOCAL_MACHINE\SOFTWARE\V1 Limited key
Remove the HKEY_LOCAL_MACHINE\SOFTWARE\Version One key
Remove the HKEY_LOCAL_MACHINE\SOFTWARE\X3Integration key

If 64-bit:

Remove the HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\V1 Limited key
Remove the HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Version One key
Remove the HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\X3Integration key

3. Database management

NOTE: This chapter is not applicable to EDD and can be skipped.

There is 1 database for EDM and 1 database for PIA / SOA, the names of these are optional and prompted for during installation, but usually:

X3EDM_DB for EDM
X3OCR_DB for PIA / SOA

Now the services are removed, they are effectively unlocked and can be dropped.

NOTE: Dropping the databases will permanently remove the images / data stored therein.

Sage and V1 take no responsibility for accidental loss of data.

It is highly recommended to take backups of these databases prior to them being dropped from the instance in case at a later date it needs to be restored.

3.1 SQL Installation only

A DSN connection is used to link the DbArchive services with the X3EDM_DB SQL database and created by the setup program. For SQL installations, this needs to be removed

- ▶ Navigate to C:\Windows\System32
- ▶ Open odbcad32.exe
- ▶ Click System DSN
- ▶ Click on X3EDM_DSN_CONNECTION
- ▶ Click the Remove button

4. Sage X3 Interface

Although a Sage X3 patch cannot be un-installed from a Folder / Endpoint, performing the following steps will effectively cleanse the system so that the features are no longer available and / or will no longer function:

- ▶ Deactivate the X3EDM activity code for each Folder / Endpoint
- ▶ Remove all reports ending *AUTO in each Folder / Endpoint
- ▶ Remove the X3EDM<FOLDER> web service pools from the SAFE X3 Console
- ▶ Where PU9 / V11
    - ▶ Remove the X3EDM<ENDPOINT> Classic pools
- ▶ Remove all processes prefixed XV1*
- ▶ Remove all sub programs prefixed XV1*
- ▶ Remove all web-services prefixed XV1*
- ▶ Remove all Actions prefixed XV1
- ▶ Remove the entry point (OCR)

4.1 Enclosures

When patching EDM, a change is made to the attachments screen (AOBJTXT) (those changes protected by the Activity code X3EDM) to accommodate the Enclosures capability on the supported transactional screens.

The following procedure will essentially deactivate the Enclosures functionality:

1. Create a patch taking the AOBJTXT screen from the X3 Folder / Endpoint
2. Apply this patch to the Sage X3 Folders / Endpoints patched for EDM
3. From each of the Sage X3 Folders / Endpoints patched for EDM, delete the process SPEOBJTXT
4. For every affected Sage X3 object, remove the Object Personalization Archiving URL and save / validate it.

5. Uninstalling the EDM Client Components

In the unlikely event that the client components need to be un-installed from the Sage X3 clients, the following step-by-step procedure will remove them.

Assumptions:

- ▶ The client installation is in c:\Program Files (x86)\v1 directory

- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall 'Version One Documentation (version 2.2B)'

Where client = DbLogin Admin Console
- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall 'DbLogin Admin Console'
- ▶ Navigate to the c:\Program Files (x86)\v1 folder
- ▶ Remove the DbLogin Admin Console folder
- ▶ Remove the HKEY_CURRENT_USER\Software\VB and VBA Program Settings\DbLogin Admin key from the registry

Where client = DbFax Client
- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall 'DbFax Client'
- ▶ Navigate to the c:\Program Files (x86)\v1 folder
- ▶ Remove the DbFax Client folder
- ▶ Remove the HKEY_CURRENT_USER\Software\Version One\DbFax and HKEY_CURRENT_USER\Software\VB and VBA Program Settings\dbclient keys from the registry

Where client = DbMail Client
- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall 'DbMail Client'
- ▶ Navigate to the c:\Program Files (x86)\v1 folder
- ▶ Remove the DbMail Client folder
- ▶ Remove the HKEY_CURRENT_USER\Software\Version One\DbMailAdmin key from the registry

Where client = DbDeposit Client
- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall DbDeposit Client
- ▶ Navigate to the c:\Program Files (x86)\v1 folder
- ▶ Remove the DbDeposit Client folder
- ▶ Remove the HKEY_CURRENT_USER\Software\Version One\DbDeposit key from the registry

Where client = BLOB Type Manager

- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall DbDeposit Client
- ▶ Navigate to the c:\Program Files (x86)\v1 folder
- ▶ Remove the Blob Type Manager folder

Where client = DbScanner

- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall DbScanner
- ▶ Navigate to the c:\Program Files (x86)\v1 folder
- ▶ Remove the DbScanner folder
- ▶ Remove the HKEY_CURRENT_USER\Software\Version One\DbScanner key from the registry

6. Uninstalling the PIA / SOA Client Components

In the unlikely event that the client components need to be un-installed from the Sage X3 clients, the following step-by-step procedure will remove them.

Assumptions:

▶ The client installation is in c:\Program Files (x86)\v1 directory

Where client = DbCapture Admin Client
- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall 'DbLogin Admin Console'
- ▶ Navigate to the c:\Program Files (x86)\v1 folder
- ▶ Remove the DbLogin Admin Console folder
- ▶ Remove the HKEY_CURRENT_USER\Software\VB and VBA Program Settings\DbLogin Admin key from the registry

Where client = DbCapture Interactive Client
- ▶ Go to Add / Remove Programs / Programs and Features
- ▶ Right click and uninstall 'DbFax Client'
- ▶ Navigate to the c:\Program Files (x86)\v1 folder
- ▶ Remove the DbFax Client folder
- ▶ Remove the HKEY_CURRENT_USER\Software\Version One\DbFax and HKEY_CURRENT_USER\Software\VB and VBA Program Settings\dbclient keys from the registry

6.1　Cleanse the client registry

Remove the HKEY_CURRENT_USER\Software\V1 Limited key
Remove the HKEY_CURRENT_USER\Software\VB and VBA Program Settings\dbclient key
Remove the HKEY_CURRENT_USER\Software\VB and VBA Program Settings\DbConsole key
Remove the HKEY_CURRENT_USER\Software\Version One key
Remove the HKEY_CURRENT_USER\Software\Version One Ltd. Key

7. Removing the directories

Now that all services, registry and programs have been removed, the physical directories for the EDM for Sage X3 for EDM by V1 server and client components and patches can be deleted:

Assumptions:

▶ The Server Installation dir is C:\V1
▶ The Client Installation dir is C:\Program Files (x86)\V1
▶ The Sage X3 installation dir is C:\Sage\APPSERVER

Using File Explorer:

▶ Delete C:\V1
▶ Delete C:\Program Files (x86)\V1
▶ Delete C:\Program Files (x86)\Version One Shared
▶ Delete C:\Sage\APPSERVER\folders\X3\PATCH\R12-PATCHES-PRODUCTION
▶ Delete C:\Sage\APPSERVER\folders\X3\PATCH\R12-PATCHES-X3

8. In conclusion

If all the previous chapters have been followed, EDM / PIA / SOA for Sage X3 by V1 has now been removed.

You are advised to now re-run the setup program and it will assume a fresh install installation.