



How to uninstall TEOS 3.X

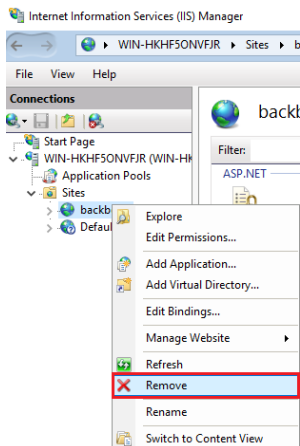
Description

This guide explains how to how to uninstall TEOS Manage. This can be used when you want to perform a fresh installation of TEOS Manage on the same server.

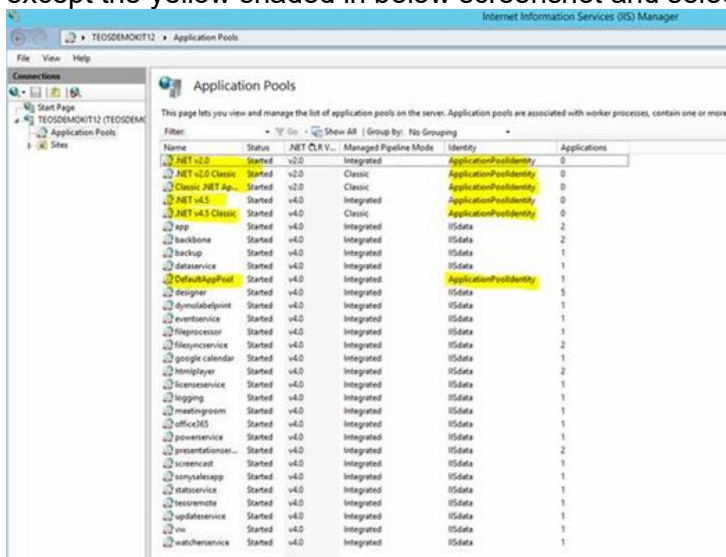
Requirements

- Have an active TEOS Manage installation
- Have admin rights on the webserver
- Have sysadmin rights on the SQL Server

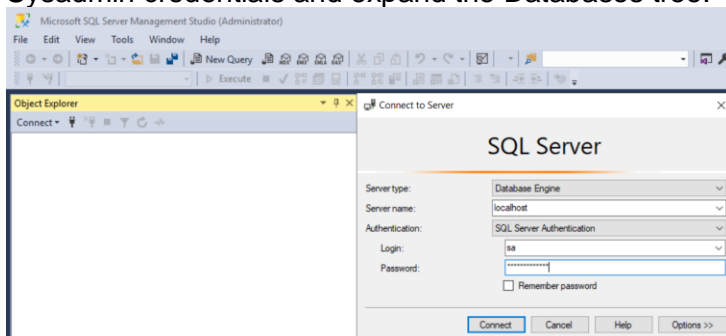
1. The uninstallation of TEOS Manage requires a couple of actions:
 - a. Remove IIS Sites
 - b. Remove IIS Application Pools
 - c. Remove Databases
 - d. Remove Database Users
 - e. Remove Files
 - f. Remove Registry items
2. To remove the IIS Sites open IIS and expand the “Sites” tree. In here right click on ‘Backbone’ and select remove.



3. Next click on the "Application Pools" menu. In here right click every application pool except the yellow shaded in below screenshot and select "Remove"..



4. Next open SQL Server Management Studio (SSMS) and connect to the server with Sysadmin credentials and expand the Databases tree.



5. Right click the following databases and select 'Delete'.

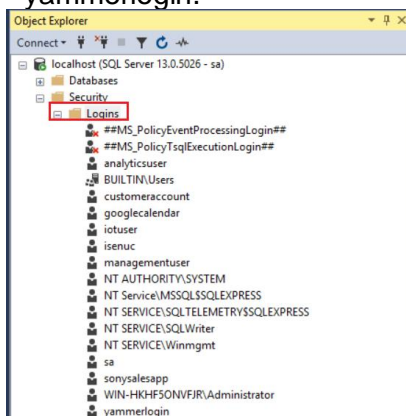
- + 0000 - TDM Master
- + CustomerDB
- + Google Calendar Logins
- + SonyManagementPortal-Analytics
- + SonyManagementPortal-lot
- + SonyManagementPortal

From version 3.3.0 and above these two databases are also present:

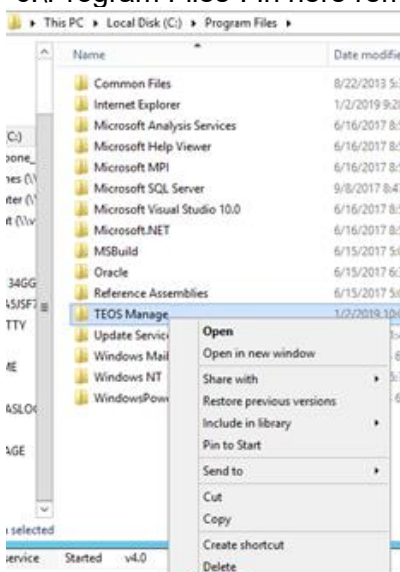
- + TDM-Master
- + TDM-teos

6. Once the databases have been deleted open 'Security > Users' and delete the following users:

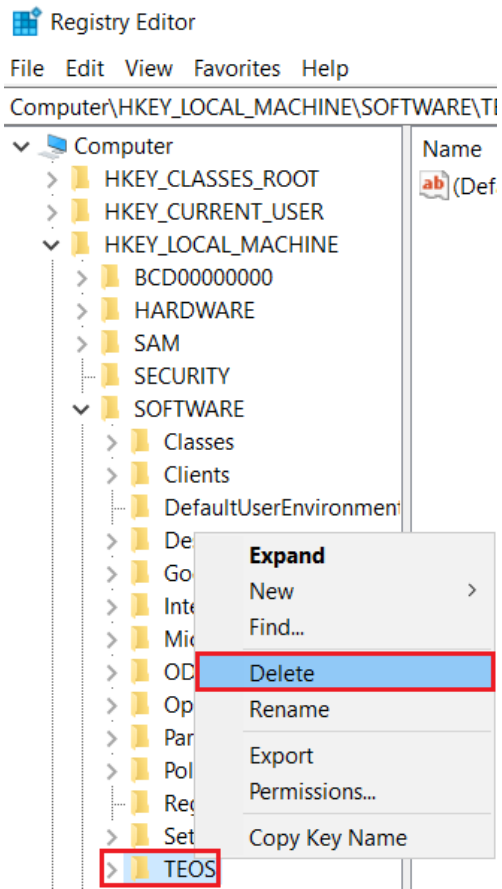
- managementuser
- isenuc
- customeraccount
- sonysalesapp
- analyticsuser
- googlecalendar
- yammerlogin.



7. Next Navigate to the folder where TEOS Manage is installed. By default this is: "c:\Program Files". In here remove the complete TEOS Manage folder.



8. For the last item you need to remove the registry entries. To do this open the register (Registry Editor) and go to the path: "Computer\HKEY_LOCAL_MACHINE\SOFTWARE". In here delete the key TEOS.



TEOS Manage is now fully uninstalled.

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For more information
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