

# GeneMapper® Software v.4.0 Uninstall Procedure

## Manual uninstall procedure for Full Install configurations on a stand-alone computer

**Note:** This protocol is intended for cases where GeneMapper® Software v.4.0 and the associated Oracle database need to be deleted in the case of a failed installation or a corrupt Oracle database. It can be applied to either Windows® 2000 or Windows® XP operating systems. The following instructions should not be used if GeneMapper® Software v.4.0 was installed successfully. For standard removal procedures, please refer to the GeneMapper® Software version 4.0 Installation and Administration Guide, part number 4363080. Do not use this procedure on computers connected to the Instrument or on systems that have other Oracle clients or applications installed. Log on to the computer LOCALLY with ADMINISTRATIVE rights. . **IMPORTANT:** Before starting the uninstall procedure, confirm that you have the **GeneMapper® Software 4.0 CD** and **registration code** for re-installation.

### **Step One:** On Remote analysis setups, unregister the JNDI

*The following section is only applicable for Remote Analysis Setup. Please ignore this section and go to the next step if Remote Analysis was not setup.*

- 1) Launch the Data Collection application on the instrument computer.
- 2) Go to **X:\AppliedBiosystems\GeneMapper\Automation** folder.
- 3) Delete the following txt file **JNDIRegistrationGM.txt**.
- 4) Double click the **UnRegisterGM** batch file.
- 5) Open the newly created **JNDIRegistrationGM.txt** and check to see if the GeneMapper application has been successfully unregistered or if there were any errors.

*To quickly check if the JNDI Unregistration was OK, you can create a new Results Group in UDC and see if the GeneMapper instance name is not shown for the GeneMapper instance that was unregistered.*

### **Step Two:** Remove Database Dashboard and GeneMapper® Software 5 programs

- 1) Open **Add or Remove Programs (Start Menu → Control Panel)**
- 2) Find **Database Dashboard**
- 3) Click the **Change/Remove** button.
- 4) Select **REMOVE** radio button and click **NEXT**.
- 5) Click **Yes** in the Confirm Uninstall dialog
- 6) Follow through the Database Dashboard Uninstall Procedure
- 7) Find "**GeneMapper v.4.0**"
- 8) Click the **Change/Remove** button.
- 9) Select **REMOVE** radio button and click **NEXT** button.
- 10) Click **OK** in the Confirm Uninstall dialog
- 11) Follow through the GeneMapper Uninstall Procedure.

**Step Three: Uninstall Oracle**

- 1) Insert the **GeneMapper® Software Version 4.0 Full Install CD**.
- 2) Browse the CD through **Windows Explorer**.
- 3) Open the **GM Installer Utility** Folder.
- 4) Follow the instructions in the **readme.txt** file for running **RemoveOracle.exe**
- 5) Double-click on **RemoveOracle.exe**, click **Yes** in the warning dialog.

Note: double-clicking on the RemoveOracle executable prompts a blank DOS window which indicates there are batch files running in the background – you will not see the batch files running. The DOS window should appear then quickly disappear.

The command creates a log file '**RemoveOracle.log**' in the current user's **TEMP** folder. Check this log to see if the batch files were properly executed and if Oracle was successfully removed.

**Step Four: Remove references to install using Registry Editor**

- 1) Open the Registry Editor by typing "**regedit**" in the run command box (**Start Menu → Run**).
- 2) Navigate to the **ORACLE** folder as follows: **HKEY\_LOCAL\_MACHINE \ Software \ Oracle**. Right click on Oracle and select delete. If Oracle is not present, proceed on.
- 3) Navigate to **HKEY\_LOCAL\_MACHINE \ Software \ ODBC \ ODBCInst.ini**.
  - If there are any drivers listed for **Oracle** (e.g. Oracle in IFA), right click on the driver(s) and select delete.

**DO NOT DELETE ANY OTHER DRIVERS! DO NOT DELETE SQL SERVER DRIVERS!**

- If no drivers named **Oracle** are listed, proceed on.

- 4) Navigate to **HKEY\_LOCAL\_MACHINE \ System \ Current Control Set \ Services**. Locate and delete the following folders:

- OracleIFAAgent

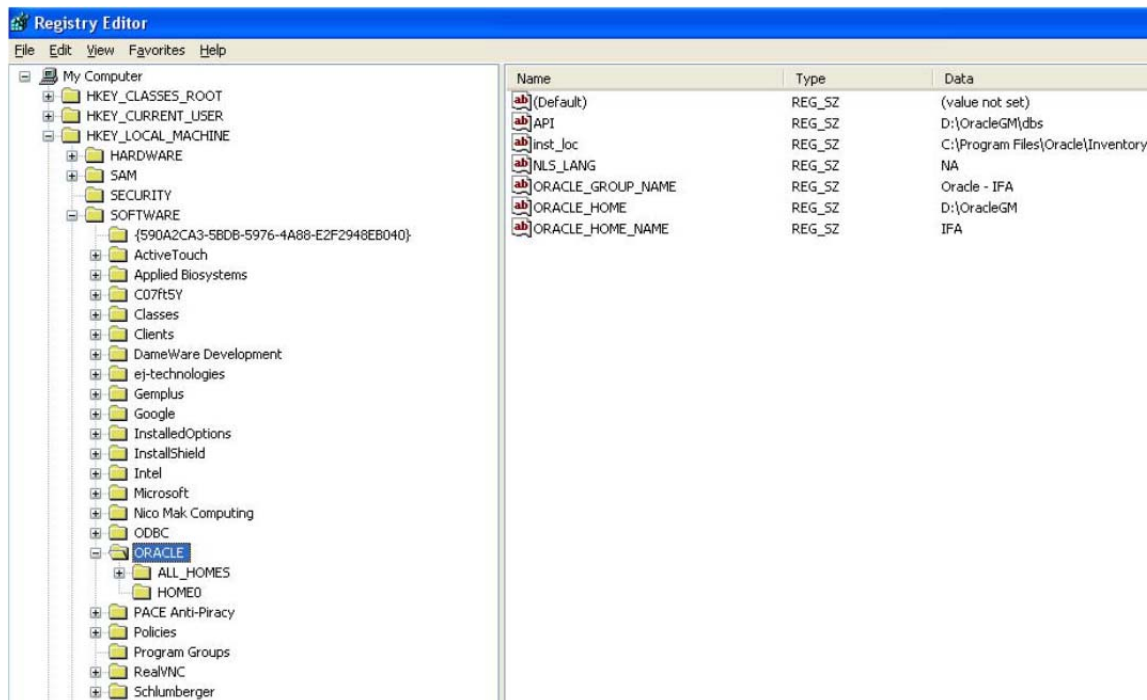
- OracleIFADataGatherer

- OracleIFATNSListener

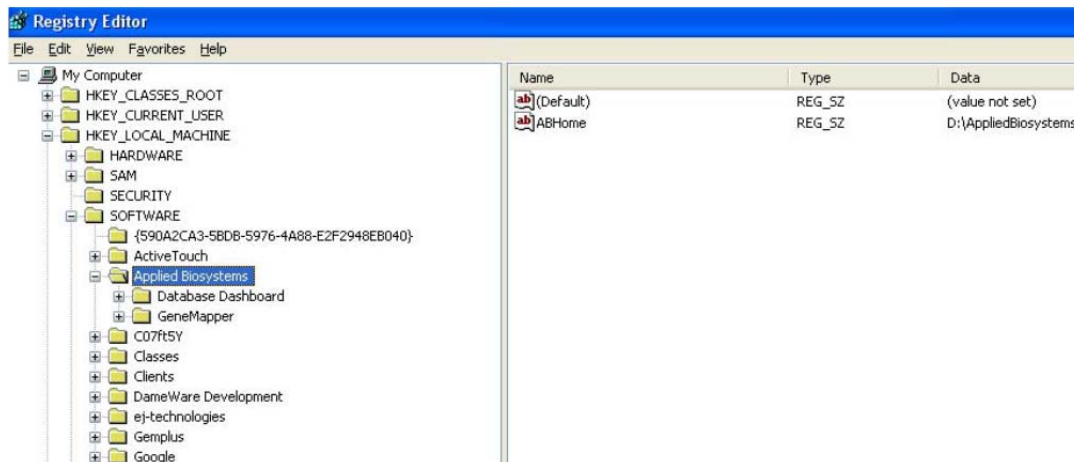
- OracleServiceIFA.

If none of these folders are present, proceed on.

- 5) Navigate to **HKEY\_LOCAL\_MACHINE \ System \ Current Control Set \ Services \ Event Log \ Application**. Look for any folders named **Oracle** (e.g. Oracle.ifa & OracleAgent). If any exist, right click on each folder and select delete. If there are no Oracle folders, proceed on.



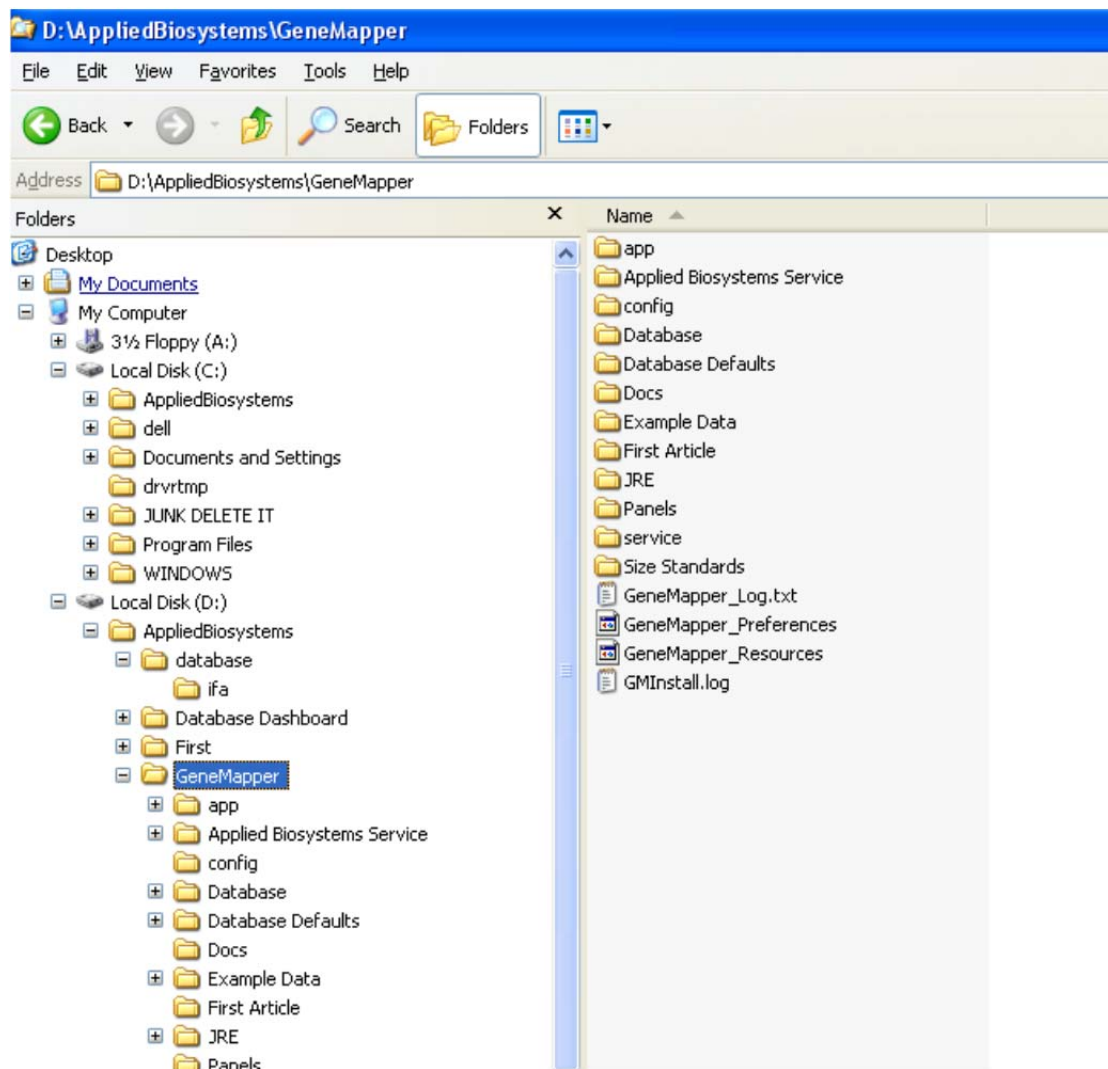
- 6) Navigate to **HKEY\_LOCAL\_MACHINE \ Software \ AppliedBiosystems**.
  - If there are no other Applied Biosystems Software programs installed on the system, delete the **AppliedBiosystems** folder.
  - If there are other Applied Biosystems software programs installed, look for a folder named **GeneMapper** within the **Applied Biosystems** folder. If it exists, right click on the folder and select delete.
  - If neither exists, proceed on.



**Step Five:** Delete remaining Oracle and GeneMapper® Software Version 4.1 files from install drives

- 1) Open **Windows Explorer** (right click on **Start Menu**→**Explore**)
- 2) Navigate to the **AppliedBiosystems** folder, on installed drive (C, D, etc.) and delete any folders named **GeneMapper**.
- 3) Navigate to the **AppliedBiosystems** folder, on all drives (C, D, etc.) and delete any folders named **Database** (with **IFA** folder in it)
- 4) Navigate to the C drive. Open the **Program Files** folder and locate the **Oracle** folder. Right click on the folder and select delete.

*Note: OracleGM folder will be removed in later steps if it still exists.*

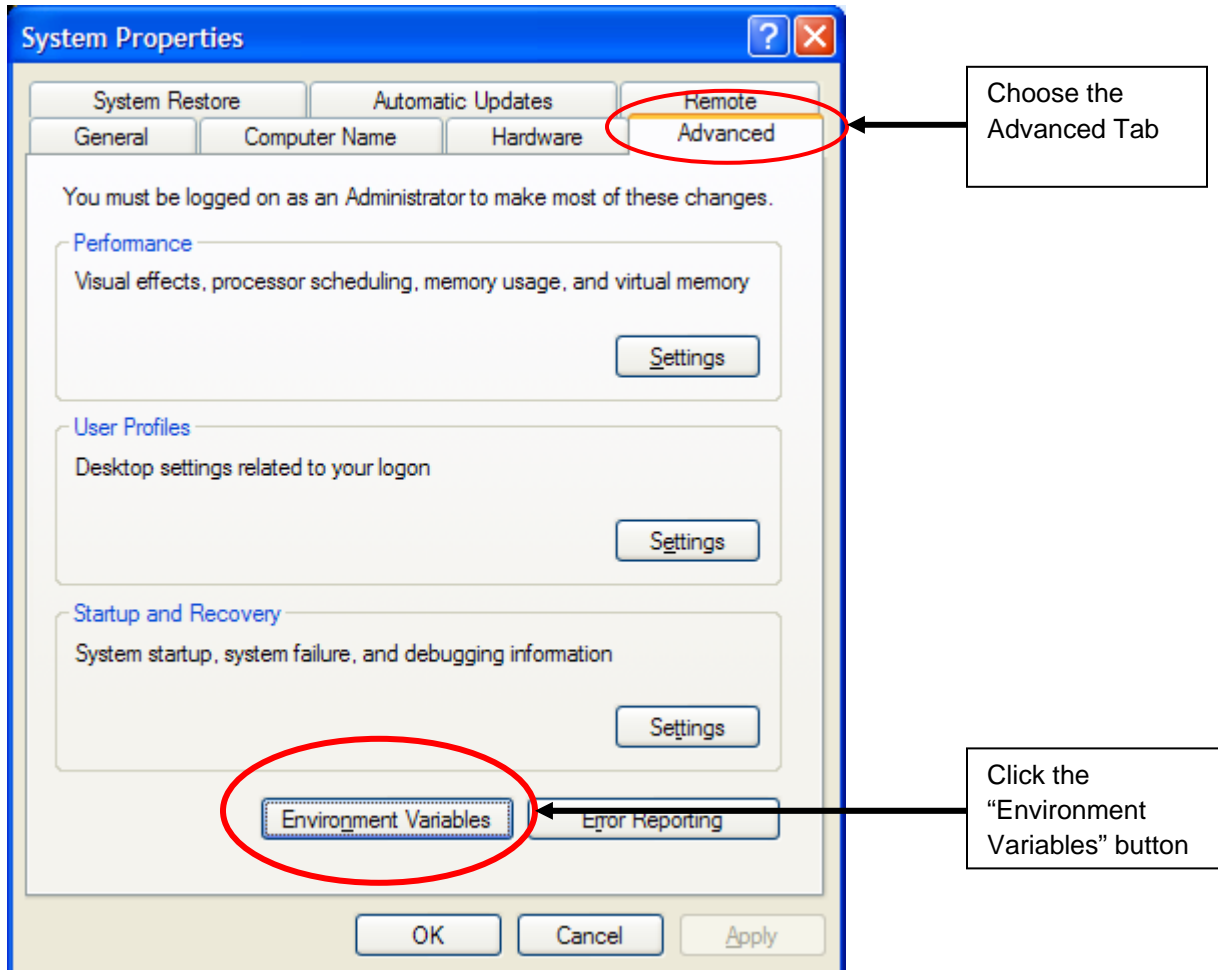


**At this point, the major instances of Oracle & GeneMapper® Software v.4.1 have been removed from the computer.**

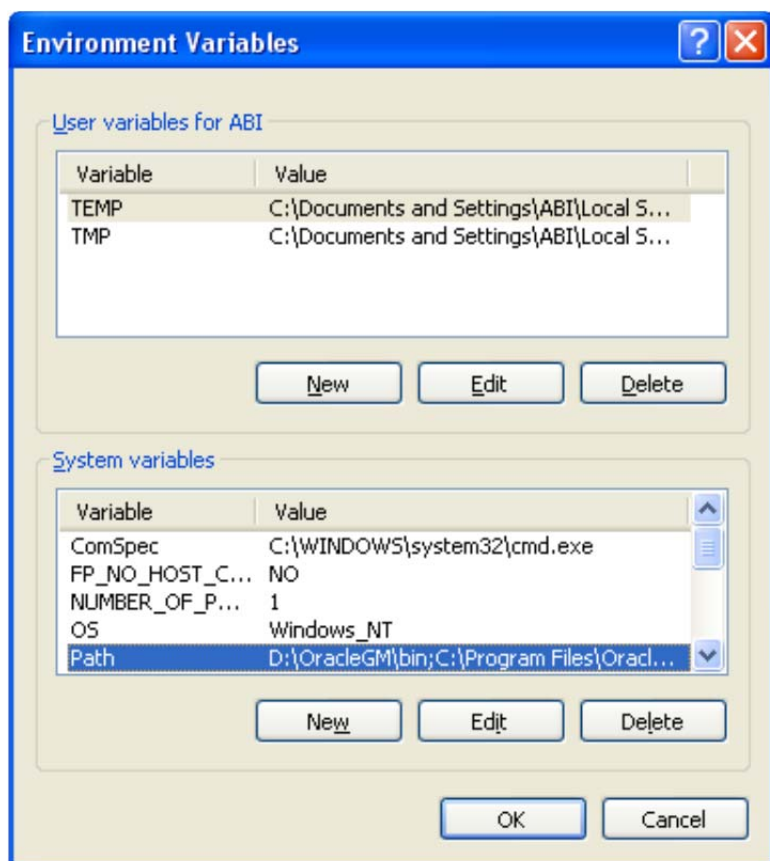
**Step Six:** Delete any installation Environment Variables.

*Note: The following screen shots are based on Windows® XP operating system.*

- 1) Open up “System Properties” (Right-click on “My Computer→Properties”)
- 2) Choose the “**Advanced**” tab
- 3) Click the “**Environment Variables**” button.

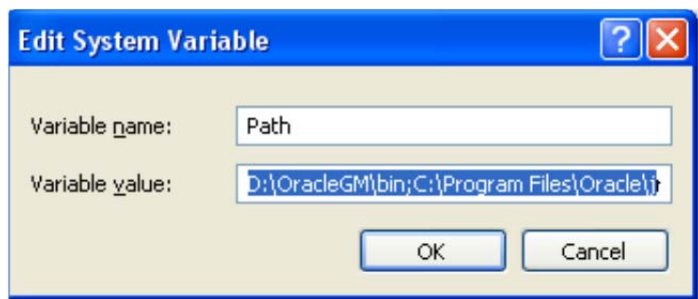


- 4) Scroll down in the bottom window and choose “**path**” by clicking once.



- 5) Click the **“Edit Button”** in the bottom box (System Variables).
- 6) If present, delete the following line (including semicolon):  
**“X:\OracleGM\bin X:\Program Files\Oracle\jre\1.1.7\bin;”** X = the drive where GeneMapper was installed.

**Important! DO NOT delete any additional semi-colons (;).** This may jeopardize the functionality of other programs.



Click **“OK”** to close out the Edit System Variable window.

**Step Seven:** Delete the “vpd.properties” file (if any)

- 1) Click on **Start Menu** and navigate to **Search→All files and folders**
- 2) Type **vpd.properties** in the file/folder name text box (usually located in **C:/WINNT/System32** folder).
- 3) If found, delete the file.

**Step Eight:** Delete the Start menu Shortcuts

Go to **Start Menu → All Programs →Applied Biosystems → GeneMapper**.

If no other applications besides GeneMapper are listed, then right click and select Delete to remove all Applied Biosystems shortcuts. Otherwise, delete GeneMapper® Software shortcuts only.

**Step Nine:** On Remote Analysis setups, uninstall the AutoAnalysis Manager

*The following section is only applicable for Remote Analysis Setups. Please ignore this section and proceed to the next step if Remote Analysis is not setup and/or if the Autoanalysis Manager is not installed.*

- 1) Go to **X:\AppliedBiosystems\AutoanalysisManager\plugins** and delete **GeneMapper.Properties**
- 2) Open **Add or Remove Programs (Start Menu→Control Panel)**.
- 3) Find **Autoanalysis Manager 5.0**
- 4) Click the **Change or Remove** button.

**Step Ten:** Delete the OracleGM folder

- 1) Reboot the computer.
- 2) Navigate to the drive where GeneMapper® Software v.4.0 was installed and locate a folder named **OracleGM**. If present, right click on the folder and select delete.

**Uninstallation of GeneMapper® Software v.4.0 Full installation is now complete.**

**Please reboot the computer. Before attempting to reinstall, make sure TCP/ICP is installed and that you have logged into the computer locally with administrative rights. Disconnect the computer from the network, disable any AntiVirus Software that is running, and turn off the firewalls before re-installing the software. Services running in the background can be stopped by running “StopAppServices.exe”, which can be found in the GM Installer Utility folder on the GeneMapper® Software v.4.0 CD. Once the software has been installed successfully, turn on the AntiVirus software and firewalls before reconnecting to your network.**