

How to perform a clean uninstall of OnGuard

Last Modified on 04/23/2024 9:37 am EDT

How to perform a clean uninstall of OnGuard

Note: Read *Additional Information* below if you are using OnGuard 7.4.457.69 (Update 2) or later and LNVR.

Symptom

There are times where an uninstall/reinstall of the software may be required.

Resolution

Use the following procedure to perform a clean uninstall then reinstall of OnGuard. If you are permanently removing OnGuard please also see "Additional Information" below.

IMPORTANT: Modifying the registry can cause irreversible damage to your Windows operating system; be sure to back up the registry before making any changes. Refer to <https://www.microsoft.com/en-us/> for instructions.

1. Use Add or Remove Programs or Programs and Features in Control Panel (depending on your version of Windows) to **uninstall** the following:

- Erlang OTP
- Rabbit MQ Server
- OnGuard
- All OnGuard Modules (OnGuard Access Manager, OnGuard Console, OnGuard Credentials etc. Please be aware that if you have installed other Modules such as OnGuard Cardholder Self Service you will need to download and install again)

2. Restart the computer.

3. Navigate to the following folders, and then delete them:

- C:\Program Files (x86)\OnGuard
- C:\Program Files (x86)\Common Files\Lenel
- C:\Program Files (x86)\Common Files\Lenel Shared
- C:\ProgramData\LnI
- C:\ProgramData\Lenel

4. Click the Start button, and then select **Run**.

5. In the Run dialog, type **Regedit**, and then click [OK].

6. When the Registry Editor window opens:

- a. Make a backup of the registry. Refer to <https://support.microsoft.com/en-gb/topic/how-to-back-up-and-restore-the-registry-in-windows-855140ad-e318-2a13-2829-d428a2ab0692> for more information.
- b. Navigate to **\HKEY_LOCAL_MACHINE\SOFTWARE** and then delete the **Lenel** folder.
- c. Navigate to **\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node** and then delete the **Lenel** folder.
- d. Navigate to **\HKEY_LOCAL_USER\SOFTWARE** and then delete the **Lenel** folder.
- e. Navigate to **\HKEY_LOCAL_USER\SOFTWARE\WOW6432Node** and then delete the **Lenel** folder.

7. Restart the computer.

Applies To

OnGuard (All versions)

Additional Information

If using OnGuard 7.4.457.69 (Update 2) or later and you are currently using LNVR 7.4 and if LNVR 7.4 is subsequently re-installed, that LNVR will no longer connect to cameras using ONVIF, and will be unable to detect new ONVIF cameras.

The root cause is due to OnGuard 7.4 Update 2 and later install a set of LNVR client components with a version greater than that of the base LNVR system. Information about these files is not deleted from the system registry when the KB processes are followed. This puts the system into an unsupported state, and this results in the ONVIF failures.

The released version of LNVR 7.4 is 7.4.93. Upon installation of LNVR 7.4.93, a set of LNVR components is installed to folder C:\Program Files (x86)\Common Files\Lenel Shared\LNVSuite Client Components\7.4. The critical components are all version stamped as 7.4.93. When a Comm Service from OnGuard 7.4 Update 2 or later is installed to this LNVR, those critical components are upgraded to version 7.4.327. This is due to the inclusion of some high-impact defect fixes for LNVR. Further, the system registry is updated with information regarding these upgraded component versions.

In this state, everything will work fine.

If OnGuard is simply uninstalled using the Control Panel at this point, the Comm Service is no longer present, and the system will continue to work as expected. This is because the uninstallation process does not remove the upgraded LNVR components, and the information in the registry will continue to match the versions of those LNVR components.

If, however, the processes described in the KB article is followed, the C:\Program Files (x86)\Common Files\Lenel Shared\LNVSuite Client Components\7.4 folder will be deleted, but the registry data will be unaffected. If LNVR 7.4.93 is then reinstalled, the original 7.4.93 components will be copied back to the C:\Program Files (x86)\Common Files\Lenel Shared\LNVSuite Client Components\7.4 folder, but the registry will still think that folder contains the 7.4.327 versions.

This mismatch between the information in the registry and what actually exists on disk presents itself as ONVIF failures. Most obviously, if the LNVR database was preserved through this process, any existing ONVIF cameras will not come online. Also, any attempt to detect new ONVIF cameras through System Administration will fail with the following error message:

This camera is either offline or does not support ONVIF specification.

If this occurs, call into technical support for further assistance.

For OnGuard Version 7.4 and lower

Navigate to the following folders and delete them. (Some of these directories might not exist)

- C:\Program Files\OnGuard
- C:\Program Files\Common Files\Lenel
- C:\Program Files\Common Files\Lenel Shared

If looking to fully remove installs done by OnGuard remove the following

In Programs and Features uninstall

- UltraView Software Development Kit
- Lenel AppContext Common Component - any that you find

Files to remove

- Navigate to **C:\Windows**, and then delete the **ACS.INI** file.
- C:\Program Files (x86)\Common Files\Lenel
- C:\Program Files (x86)\Common Files\Lenel Shared

If using older IIS Web-based products, navigate to the following folders, and then delete them:

- C:\Inetpub\wwwroot\AdminApp
- C:\Inetpub\wwwroot\FrontDeskClickOnce
- C:\Inetpub\wwwroot\KioskClickOnce
- C:\Inetpub\wwwroot\LnI.OG.Services
- C:\Inetpub\wwwroot\LnI.OG.Web
- C:\Inetpub\wwwroot\LnI.OG.WebService
- C:\Inetpub\wwwroot\LnI.OG.VideoService

Restart of the server or client will be necessary.

Copyright © 2024 Carrier. All rights reserved.