

Software Procedure

SWP-0019 Uninstalling tConsult Server Software

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Purpose

The purpose of this document is to detail the steps necessary to uninstall the tConsult Server Software for a Telehealth server.

Audience

This document is written for IT technicians who are responsible for building, configuring, or maintaining an AFHCAN tConsult server. It is assumed readers are familiar with intermediate-level computer terms and concepts and a basic working knowledge of Windows 2003.

Scope

In the event that it is necessary to uninstall the tConsult Server Software, this document outlines both the uninstall of the tConsult Server Software and an organization.

Uninstalling the tConsult Server Software

Should the need arise to uninstall v5.x.x.x Server Software, it is important to verify how many organizations may be hosted on a server. Uninstall involves both the tConsult Server Software *AND* an organization. One does not uninstall the other. This section details how to uninstall the tConsult Server Software followed by uninstalling an organization, and cleanup of the disk.

If an administrator only needs to uninstall an Organization, proceed and begin at Step 5.

If AFHCAN Update Server has been installed and it is to be retained, then copy the E:\inetpub\AFHCANRoot\AFHCAN\tConsult\Update folder to a safe location – such as E:\Update.

1. Begin by **Clicking on Start | All Programs | AFHCAN | Uninstall**.

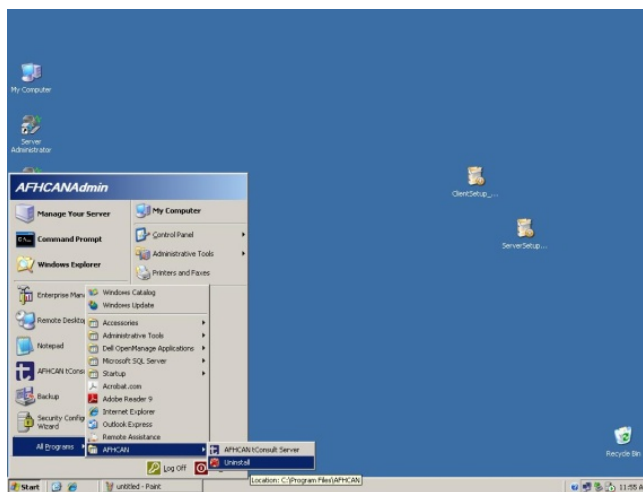


Figure 1 – Uninstalling tConsult Server Software

- Click on **Yes** to uninstall the AFHCAN tConsult Server Software.



Figure 2 – Uninstalling tConsult Server Software Verification

- The uninstaller will proceed to remove the tConsult Server Software. When complete click on **Close**.

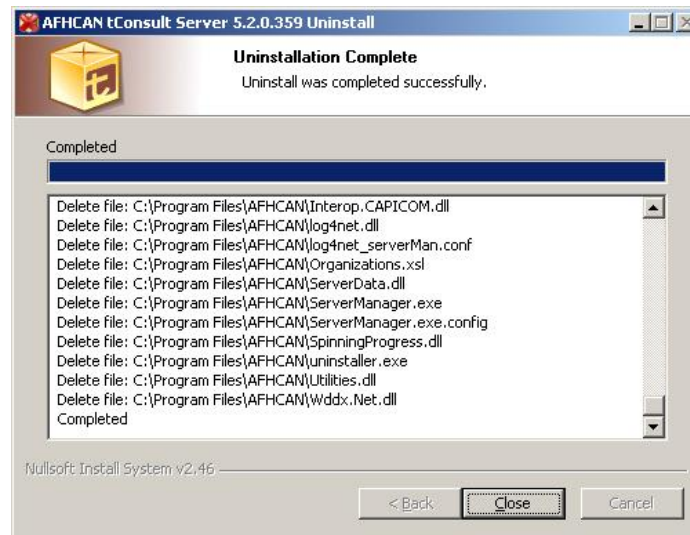


Figure 3 – Completion of tConsult Server Software Uninstall

- Click on **OK** to acknowledge the successful uninstall.



Figure 4– Acknowledging successful tConsult Server Software Uninstall

- Using the Control Panel | Add and Remove Programs, highlight the Organization to be uninstalled and click on **Remove**.

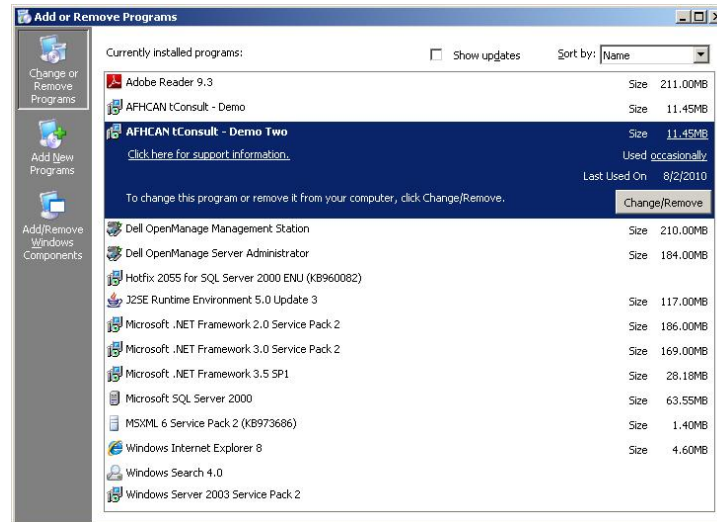


Figure 5 – Uninstalling tConsult Organization

6. Confirm the removal of the Organization by clicking on *Yes*.



Figure 6 – Verifying the Uninstalling of tConsult Organization

7. A series of scripts will run. When the process is complete, click on the *Close* button.

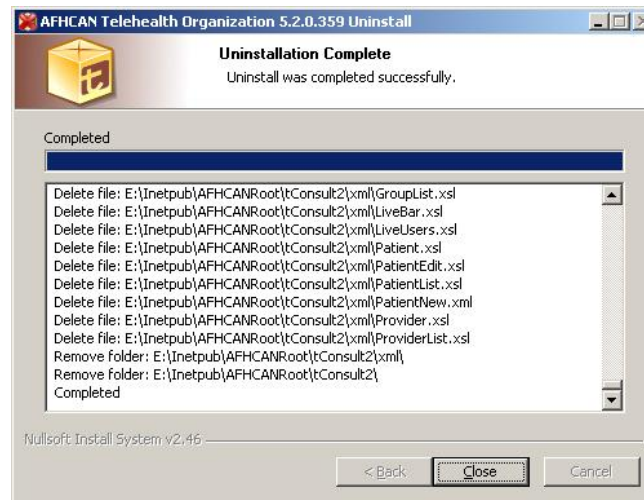


Figure 7 – Completing the Uninstalling of a tConsult Organization

8. Click on **OK**.

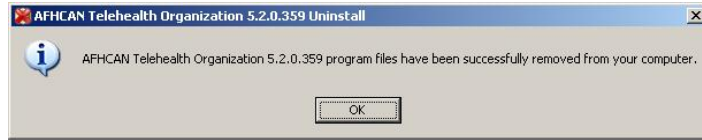


Figure 8 – Acknowledging successful Uninstalling of a tConsult Organization

9. Cleanup the Server by **removing the following folders**:
 - a. C:\Program Files\AFHCAN
 - b. D:\AFHCAN
10. **Verify** that the E:\inetpub\AFHCANRoot\AFHCAN folder is empty.
11. **Delete** the tConsult Organization database within Enterprise Manager
12. **Remove** the empty AppPools_*** using IIS Manager.
13. Using regedit is at the readers' own risk. AFHCAN assumes no responsibility for failure to follow the below steps. Using regedit very carefully, **remove** the Organization and Settings from HKLK\Software\AFHCAN.

End of procedure.