Knowledge Base ▾

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Knowledge Base (/View/0aef4765-0efa-4a65-84c1-324b09231223)

/   Cireson Portal (/KnowledgeBase/Listing#/Category/Cireson Portal/Dc7d6410-1199-9965-1410-740f797eec09)

Uninstalling the Cireson Portal

Views: ★★★★★

Modified: 1051

Status: 11/16/2016

Published

Table of Contents
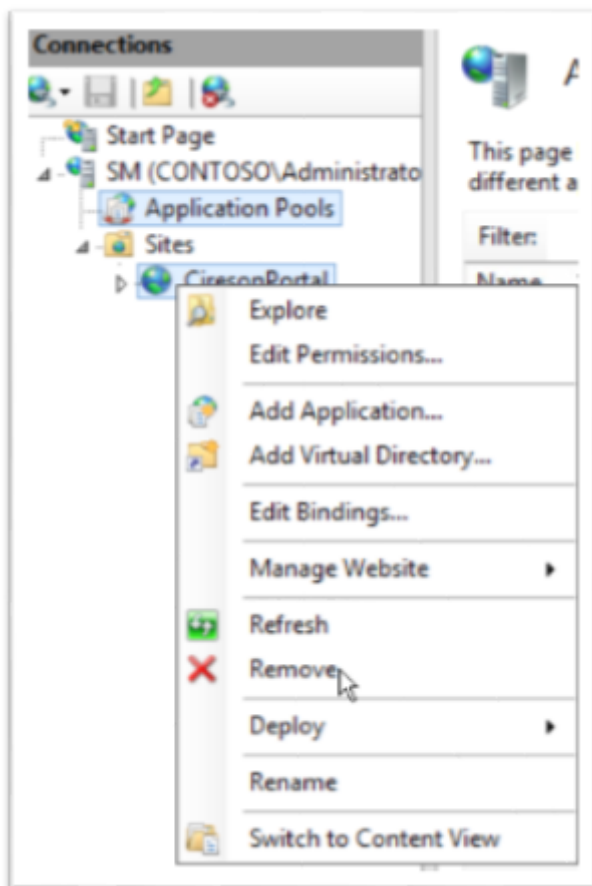
- Analyst Content

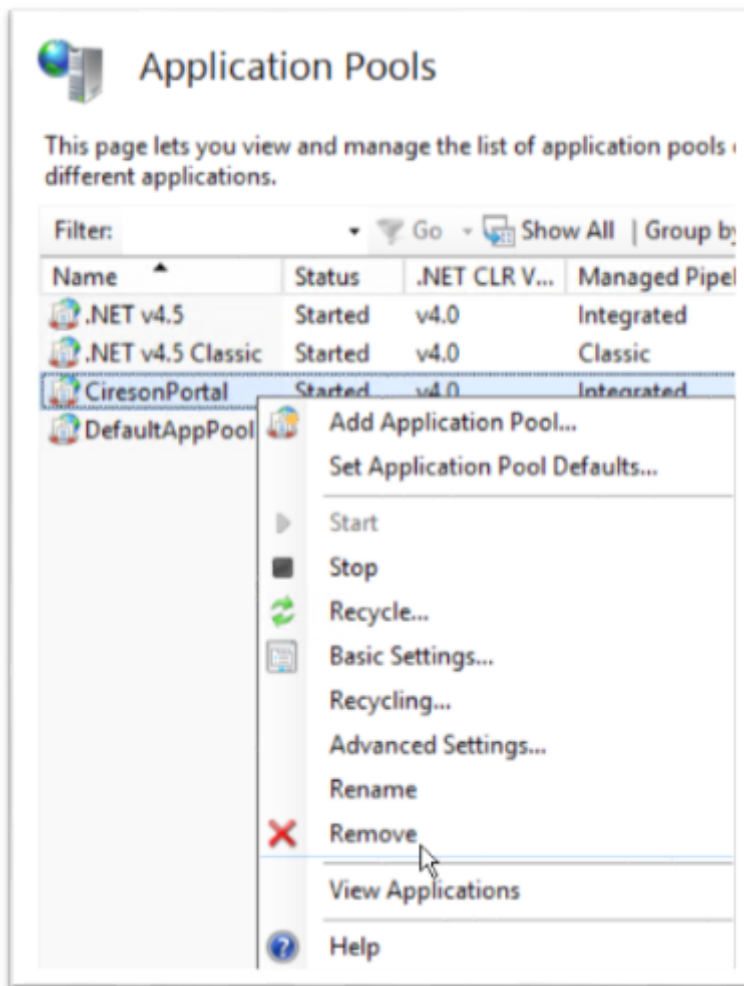*This article applies to: **Cireson Portal**, version 4.X and above.*

Uninstalling the Cireson Portal (https://support.cireson.com/KnowledgeBase/View/1137)

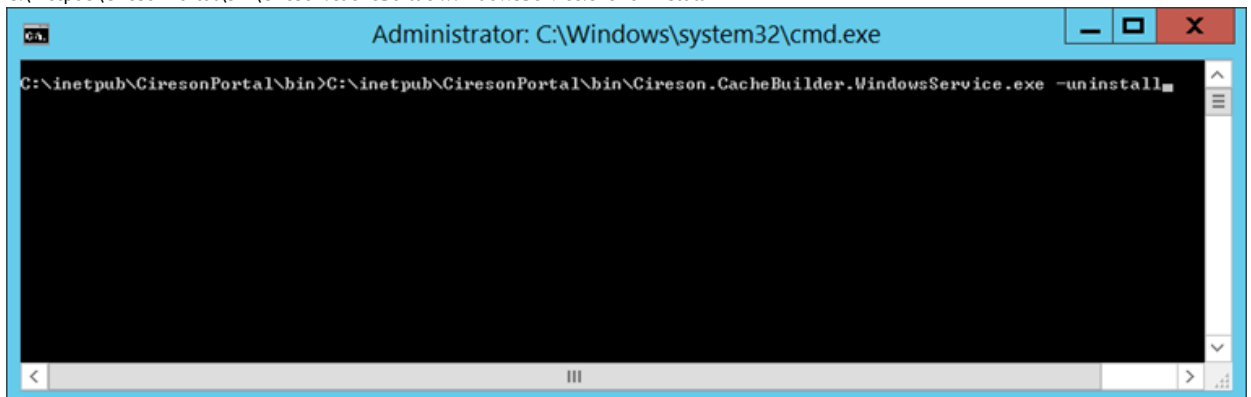To uninstall the Cireson Portal follow these steps in order:

- On all servers where the Cireson Portal web site is installed, delete the Cireson Portal web site in IIS.
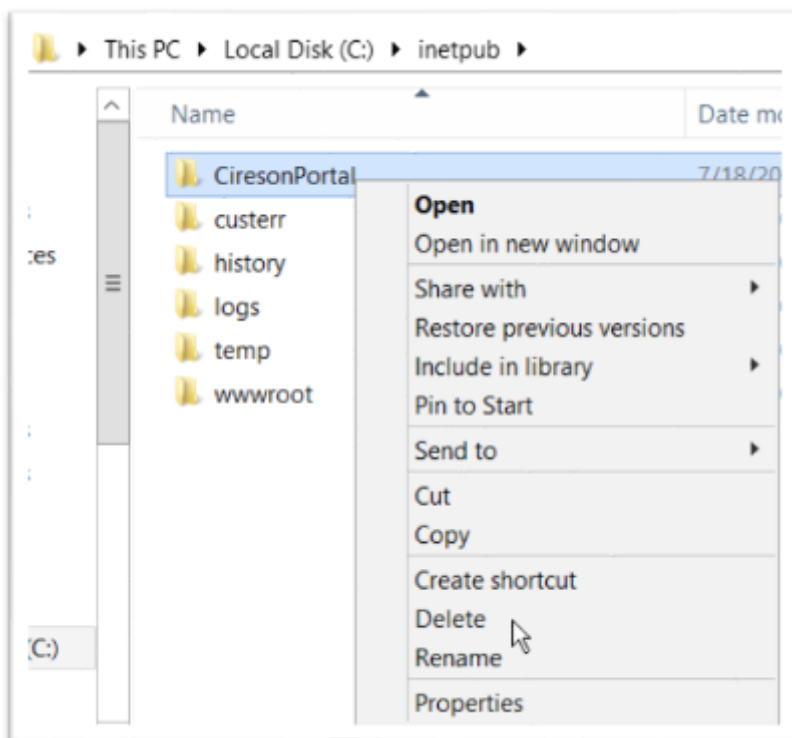

- On all servers where the Cireson Portal web site is installed, delete the Cireson Portal app pool identity from app pools in IIS.
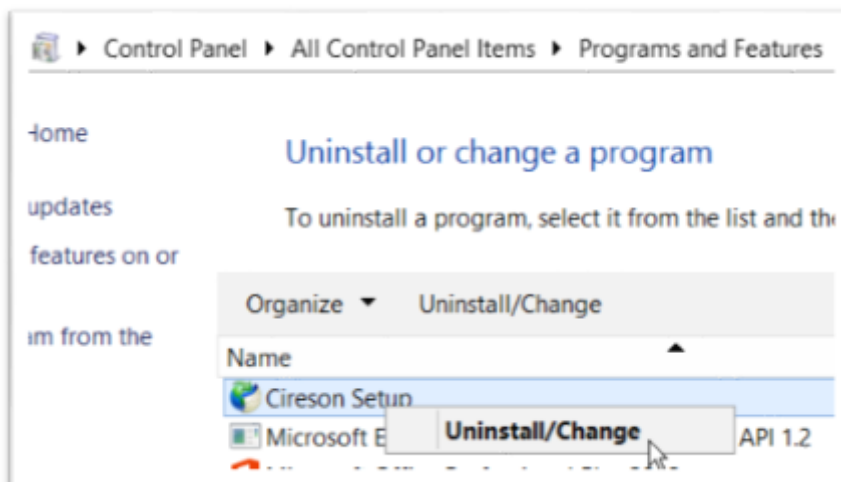
- On all servers where the Cireson Cache Builder service is installed run the following command at an elevated command prompt:
C:\inetpub\CiresonPortal\bin\Cireson.CacheBuilder.WindowsService.exe -uninstall

- On all servers where the Cireson Portal is installed, delete the directory C:\inetpub\CiresonPortal.
Note: This will delete all customization files you might have in the \CustomSpace directory! You may want to backup the contents of that directory before deleting it.
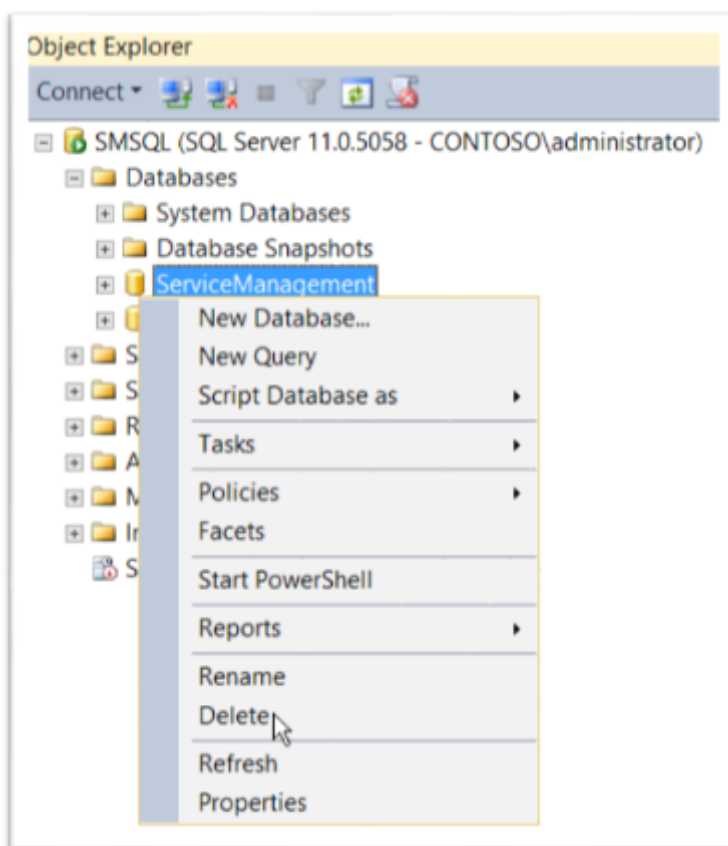
- On all servers where the Cireson Portal is installed, find the Cireson Setup app in the Add/Remove Programs, right click and uninstall.
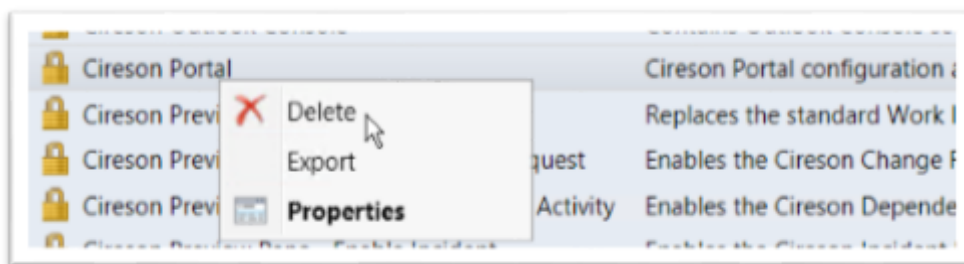

- On the SQL Server instance where the ServiceManagement database is installed, right click on the ServiceManagement DB and choose to delete.
  Note: This will permanently delete any HTML KB articles you have in the database, settings which are persisted in the ServiceManagement database, custom enumerations for HTML KB, and announcements. You may want to back up the database before you delete it.

- In the SCSM console, navigate to the Management Packs view and delete the Cireson Portal management pack. You will need to uninstall any dependencies first (such as Cireson Lync App, Cireson Skype App or Cireson Advanced Request Offerings)
  Note: this will permanently delete any settings you have stored in the ServiceManager database such as support group mapping.

Analyst Content

[Steve W. 5/1/2016]

When deleting the Cireson Portal MP dependent MPs will need to be deleted (i.e. Lync App)

[Tony C. 29/08/2016]

Overhaul on KB article, added images and extra information about dependencies