

# Uninstalling Travelport GlobalWare version 7.3

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## Introduction

GlobalWare version 7.3 can be installed again without having to uninstall. However, there might be times where you need to uninstall the application from the GlobalWare Server or the GlobalWare client machine.

**Note:** It is a best practice to stop the CrypKey Licensing service before proceeding with an Uninstall. If you get the error below during uninstall, the CrypKey Service was not stopped:

*'There is a problem with the CrypKey License service. Please verify that it is installed and running'*

Select 'OK' to proceed with the uninstall and the reboot.

## Before Uninstalling on a Standalone

Be sure that you have completed the following task:

- Made a backup of the Gblware.db file to a secure location.

## Before Uninstalling on a Server

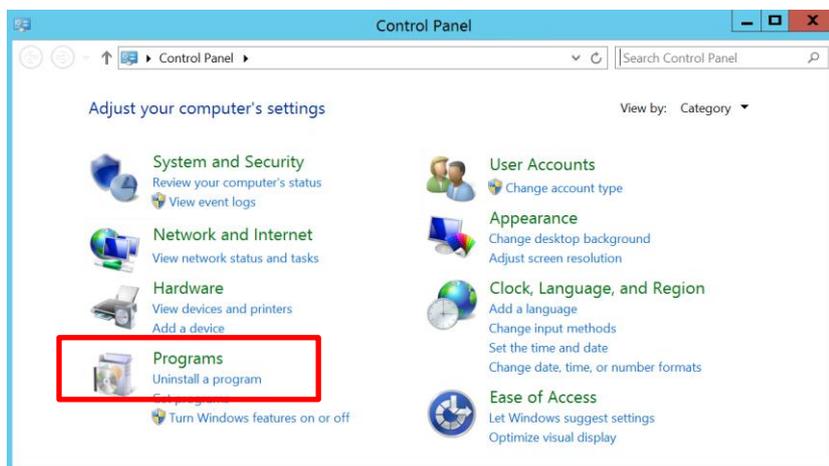
- Open GWService.exe (located in the \Gblware directory)
- If the service shown in your window is green, highlight it and click STOP then DELETE
- If the service shown in your window is red, highlight it and click DELETE.
- **Make a copy of the Gblware.db file to a secure location.**
- Navigate to the Users directory delete the GlobalWare folder. (e.g. C:\Users\xxx\)

## Uninstalling GlobalWare

You can uninstall GlobalWare two different ways, through Control Panel, Add / Remove Programs or the GlobalWare main menu.

## Add / Remove Programs to Uninstall

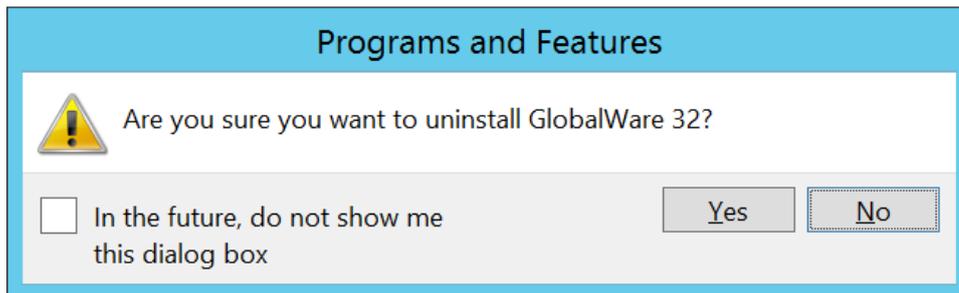
1. Open control panel.



2. Click on 'Uninstall a program'
3. Locate the GlobalWare32 form the list, highlight it and select Uninstall



4. Click 'Yes' on the Programs and Features window.



5. Follow the on screen instructions to complete the uninstall.
6. Restart the computer.

## Using the GlobalWare executable to Uninstall

1. Open the exe file and select setup.
2. A warning screen appears stating the installation will begin, select OK.
3. Select 'setup'.
4. Select 'Install Products'.
5. Select the type of installation 'standalone' or 'client'.
6. The GlobalWare setup wizard screen opens, select Next.
7. The next screen gives the option to 'remove', select that.
8. Restart the PC to clear it completely.