How to perform a clean uninstall of OnGuard 7.4

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Procedure Steps

IMPORTANT: Modifying the registry can cause irreversible damage to your Windows operating system; be sure to back up the registry before making any changes. Follow the instructions located at: http://support.microsoft.com/kb/322756.

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

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

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\Lnl
- C:\ProgramData\Lenel

If using 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\Lnl.OG.Services
- C:\Inetpub\wwwroot\Lnl.OG.Web
- C:\Inetpub\wwwroot\Lnl.OG.WebService
- C:\Inetpub\wwwroot\Lnl.OG.VideoService

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:

- Navigate to **\HKEY_CURRENT_USER\SOFTWARE**, and then delete the **Lenel** folder.
- Navigate to **\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node**, and then delete the **Lenel** folder.

7. Navigate to **C:\Windows**, and then delete the **ACS.INI** file.

8. Restart the computer.

Applies To

OnGuard 7.3

OnGuard 7.4

Additional Information

None