

Knowledge Base Article

Product Group: Software

Product: CMSW7200; CMSW7300; CMSW7400

Version: 6.x; 7.x

Abstract

SKF @ptitude Analyst appears in Add or Remove Programs, but it cannot uninstall the software. Therefore, no version of SKF @ptitude Analyst can be installed from the DVD because an existing installation is detected. This article explains how to remove the software when Add or Remove Programs cannot remove it.

Overview

The following steps will remove the SKF @ptitude Analyst installation from the Add or Remove Programs list and allow reinstallation of the software without removing the database or database manager.

1. Using SKF @ptitude Analyst Configuration Tool or Windows Services, stop the SKF @ptitude Transaction Service. SKF @ptitude Analyst Configuration Tool or Windows Services can be closed after this is done.
2. Start the Registry Editor (Start > Run > "regedit.exe") and navigate to **My Computer > HKEY_LOCAL_MACHINE > SOFTWARE > Microsoft > Windows > Current Version > Uninstall**. [Figure 1]

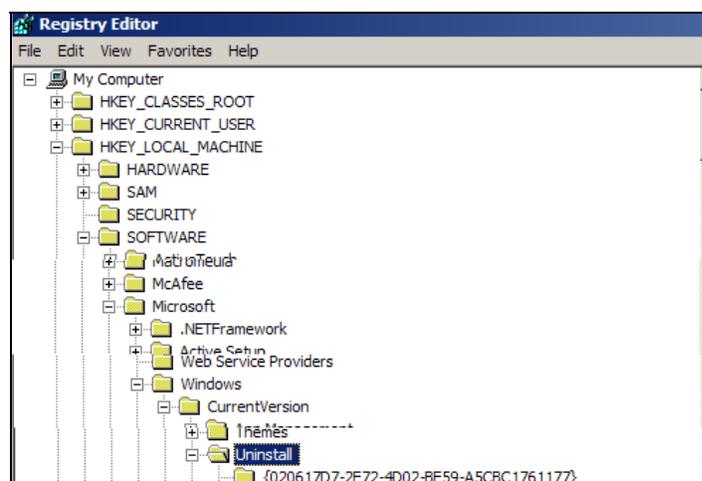


Figure 1. Registry Editor

- Highlight **Uninstall** and use the **Edit > Find** menu to search for “@ptitude” (without the quotation marks) to find the GUID (Globally Unique Identifier) for SKF @ptitude Analyst. [Figure 2]

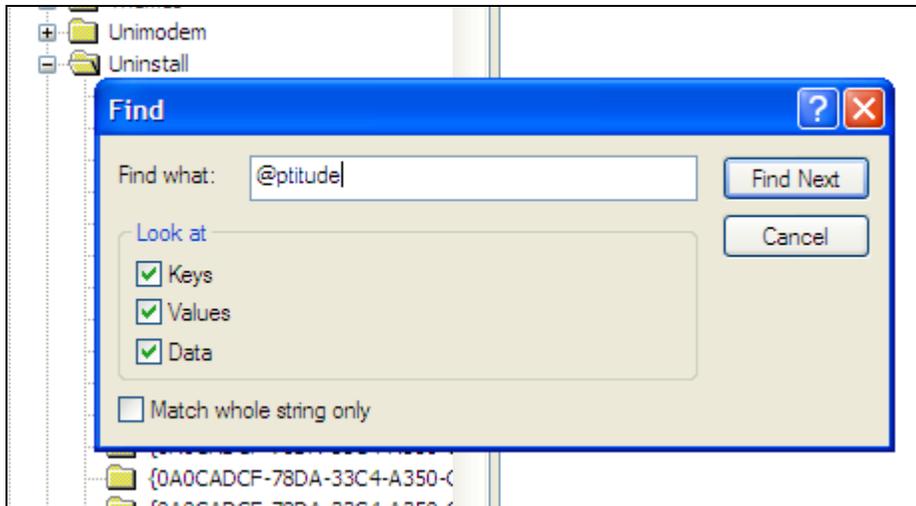


Figure 2. Search for “@ptitude”

- Click **Find Next** until the SKF @ptitude Analyst installation is found. [Figure 3]

Name	Type	Data
(Default)	REG_SZ	(value not set)
AuthorizedCDFPr...	REG_SZ	
Comments	REG_SZ	
Contact	REG_SZ	
DisplayName	REG_SZ	SKF @ptitude Analyst 2012
DisplayVersion	REG_SZ	7.0.152.0
EstimatedSize	REG_DWORD	0x00050e5e (331358)
HelpLink	REG_EXPAN...	http://www.skf.com/cm
HelpTelephone	REG_SZ	
InstallDate	REG_SZ	20130402
InstallLocation	REG_SZ	C:\Program Files\SKF-RS\
InstallSource	REG_SZ	C:\WINDOWS\Downloaded Installations\{7CC1312F-E..
Language	REG_DWORD	0x00000000 (0)
ModifyPath	REG_EXPAN...	MsiExec.exe /X{43CB4425-FC25-48F4-91CB-5CFB49E..
NoModifv	REG_DWORD	0x00000001 (1)

Figure 3. SKF @ptitude Analyst installation

5. Locate the corresponding GUID in the left pane. [Figure 4]

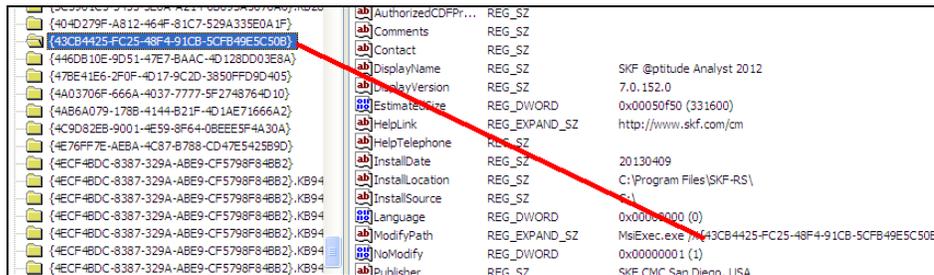


Figure 4. Locate the GUID

6. Right-click on the GUID in the left window and select **Rename**. Add “-OLD” at the end of the name within the curly brackets. [Figure 5]

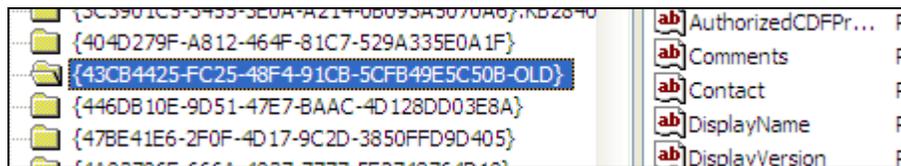


Figure 5. Rename the GUID with “OLD”

7. Next, navigate to **My Computer > HKEY_LOCAL_MACHINE > SOFTWARE > SKF Condition Monitoring**. [Figure 6]

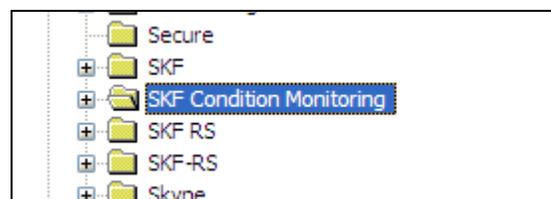


Figure 6. SKF Condition Monitoring folder

8. Right-click on the **SKF Condition Monitoring** folder and select **Rename**. Add “-OLD” at the end of the name. [Figure 7]

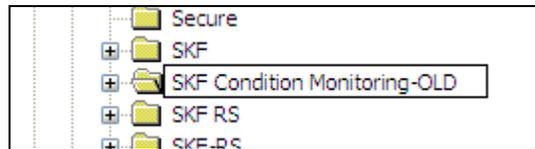


Figure 7. Rename key with “OLD”

9. Exit the Registry Editor and use Windows Explore to navigate to the **C:\Program Files\SKF-RS** folder.

- Default installations on Windows 7 64-bit operating systems will be in the **C:\Program Files (x86)\SKF-RS** folder.

10. Right-click on the **SKF-RS** folder and select **Rename**. Add “-OLD” at the end of the name. [Figure 8] Windows Explore can be closed after this is done.

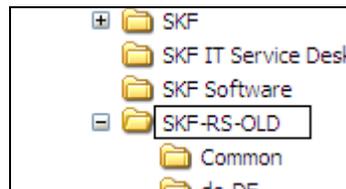


Figure 8. Rename SKF-RS folder

11. The SKF @ptitude Analyst DVD can now be used to install the desired version of program.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at TSG-Americas@skf.com.