

EIS Collection

Data Collection Tool



Uninstallation Guide

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1. Uninstalling EIS Collection - expert

1. Uninstall the following programs:
 - EIS Collection
 - MySQL Server 5.0
 - MySQL Connector ODBC 3.51
2. Remove the "MySQL AB" key, which can be found in the following location:

64-bit systems

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node

OR


32-bit systems

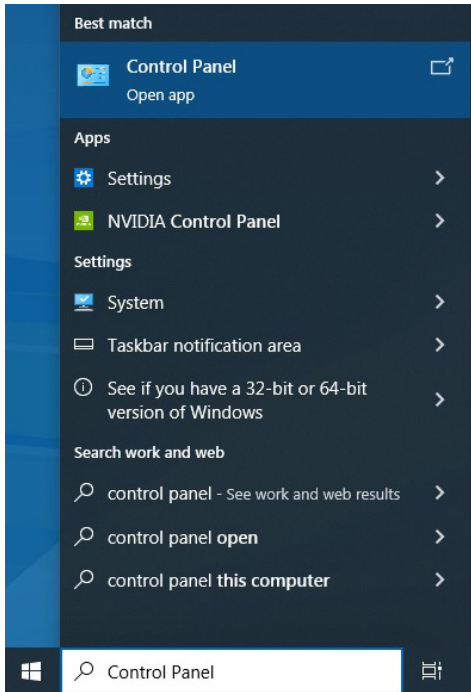
Computer\HKEY_LOCAL_MACHINE\SOFTWARE

3. Delete the **C:\EISCollection** directory.
4. Restart your computer.

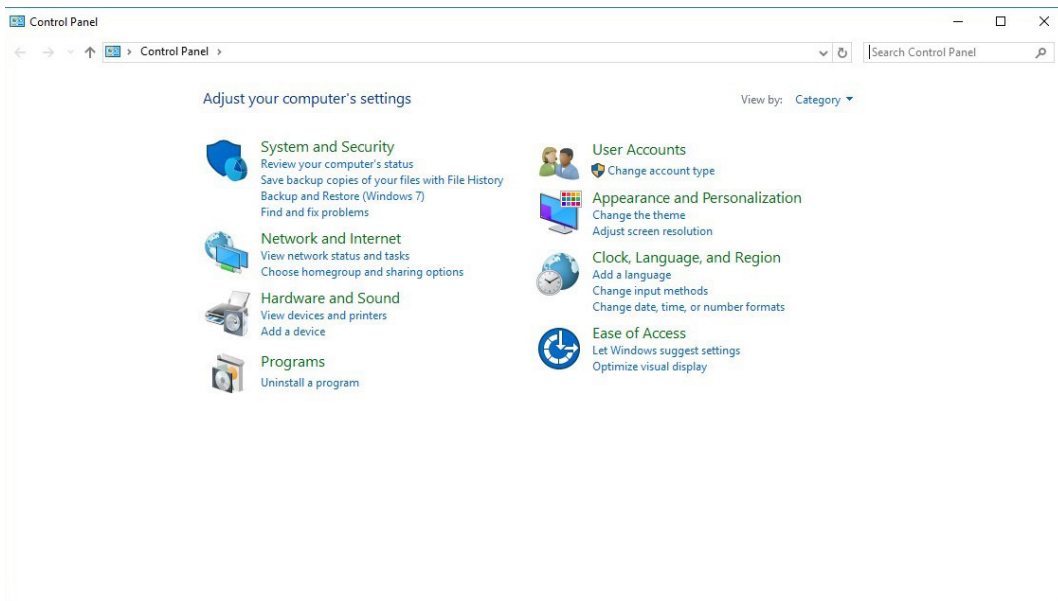
2. Uninstalling EIS Collection – Windows 10 or Windows 11

Note: There are four parts to the uninstallation.

1. Shut down all applications and toolbars (e.g., Microsoft Office).
2. From the Start Menu  , locate and select **Control Panel**.

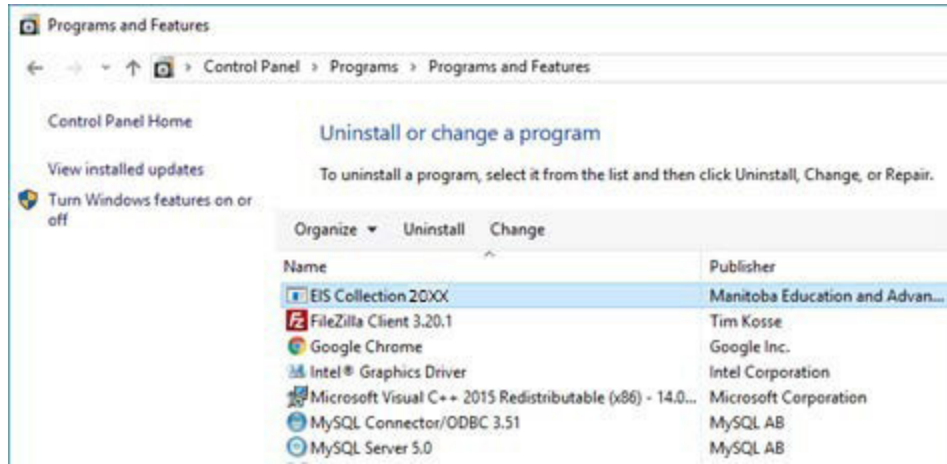


3. Select "Uninstall a program" from Category view.

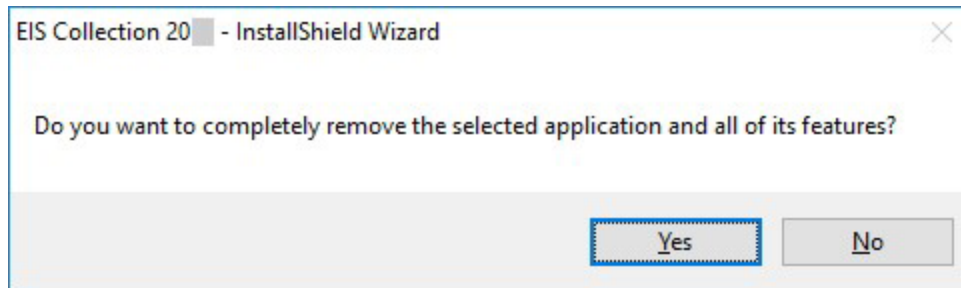


a. Part 1 - Uninstall EIS Collection

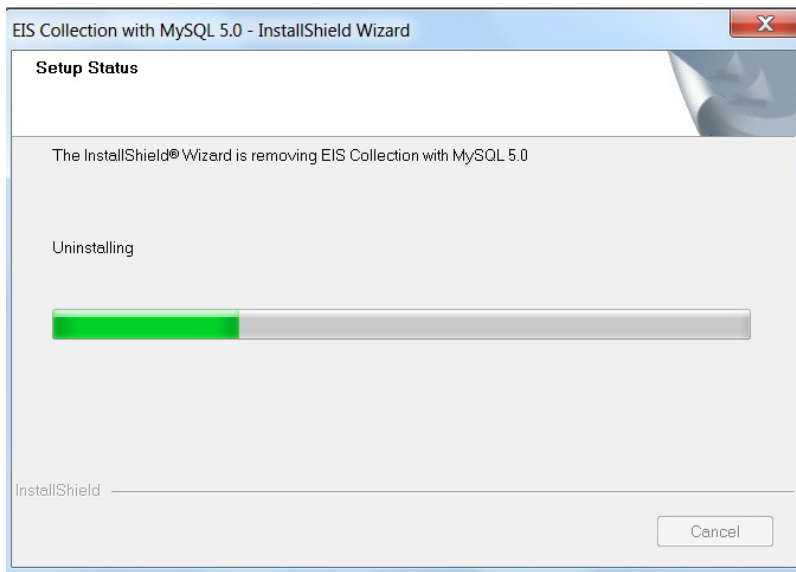
4. Select "EIS Collection 20XX" and then click *Uninstall*.



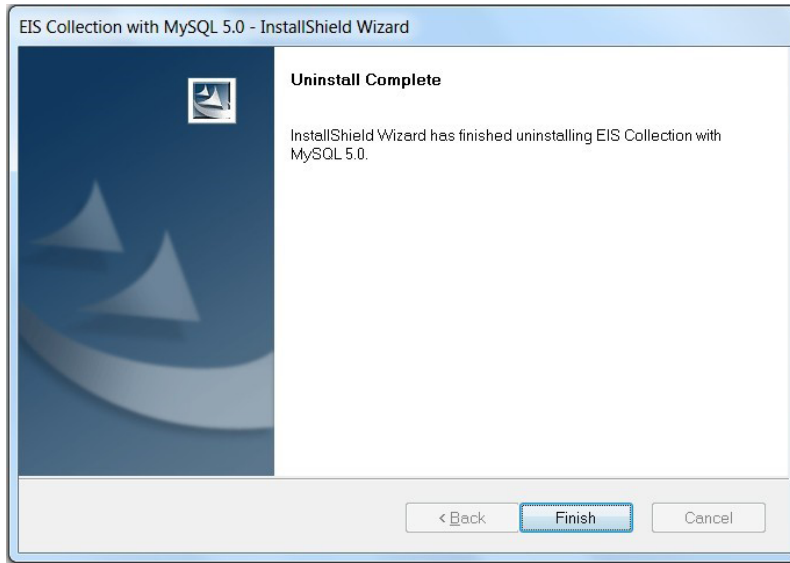
5. Select Yes.



The window below will appear, indicating the uninstall is taking place.
(Note: It may take a couple of minutes.)

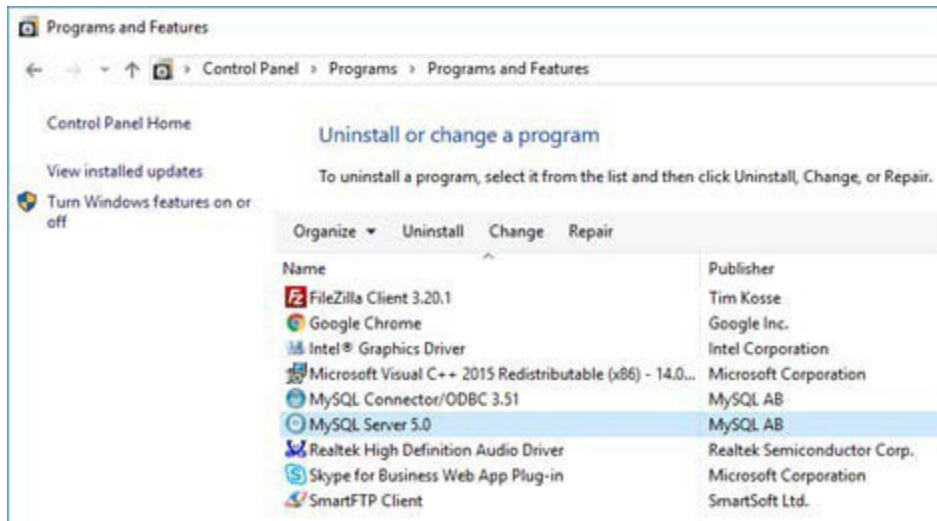


6. Select *Finish*.

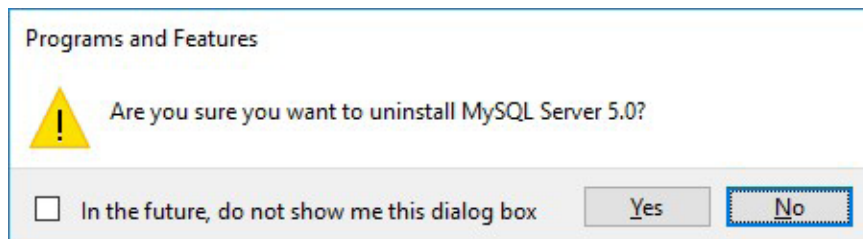


b. Part 2 - Uninstall MySQL Server

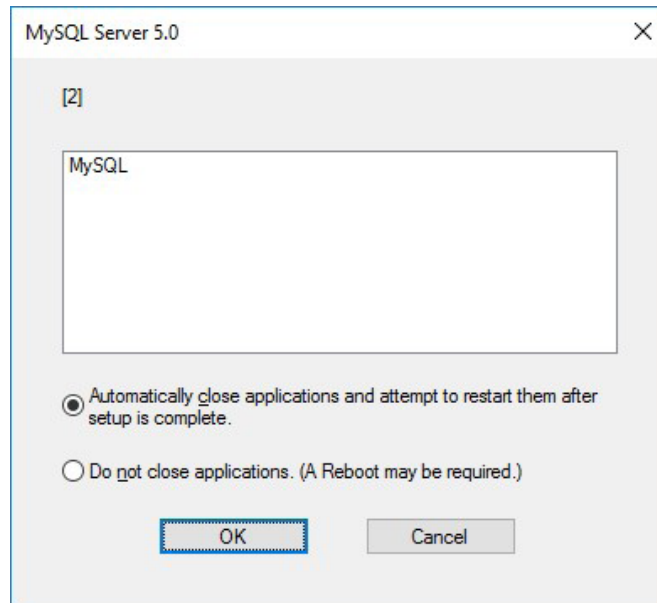
7. Select "MySQL Server 5.0" and then click *Uninstall*.



8. Select Yes.

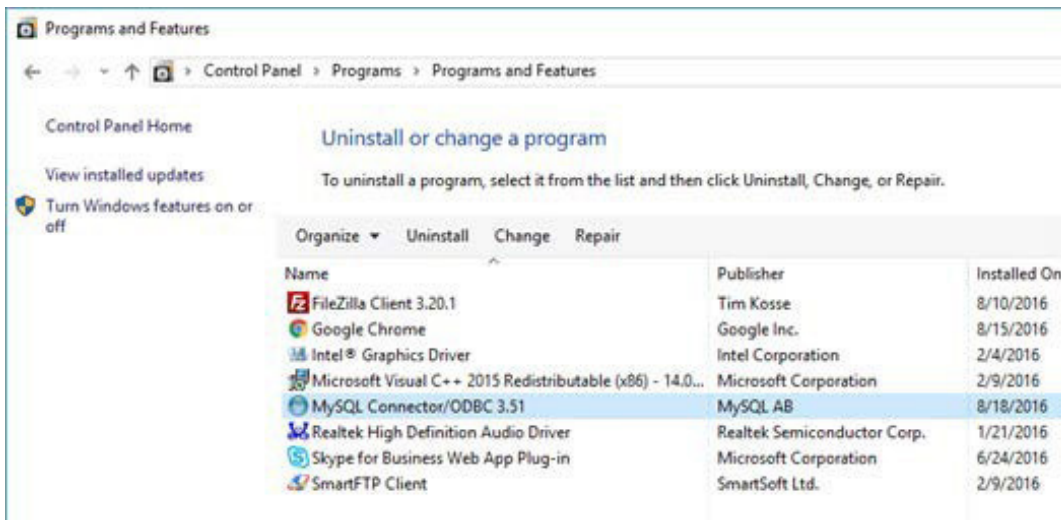


9. If you have recently used EIS Collection, you may see the following screen. Select *OK*.

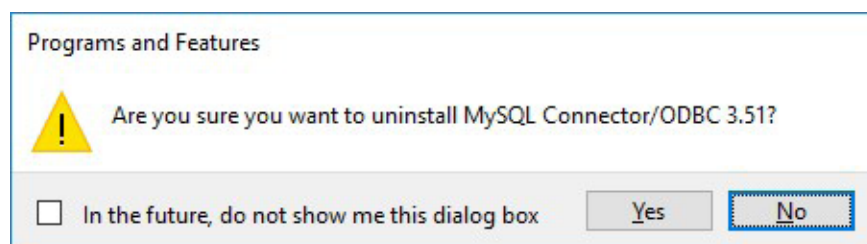


c. Part 3 - Uninstall MySQL ODBC Connector

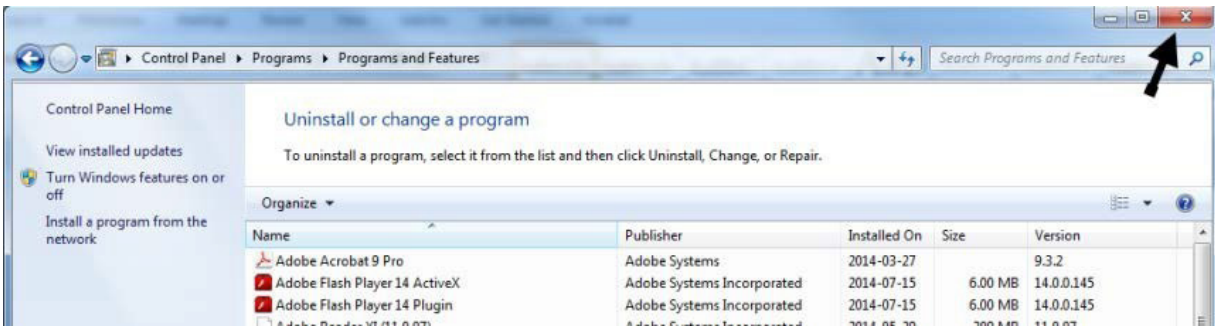
10. Select "MySQL Connector/ODBC 3.51" and then click *Uninstall*.



11. Select *Yes*.

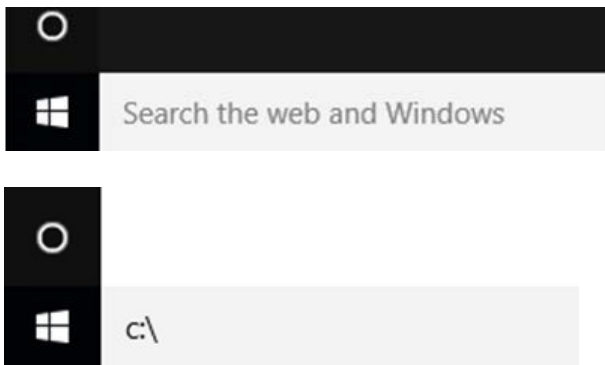


12. Click on the **red X** to close the control panel.

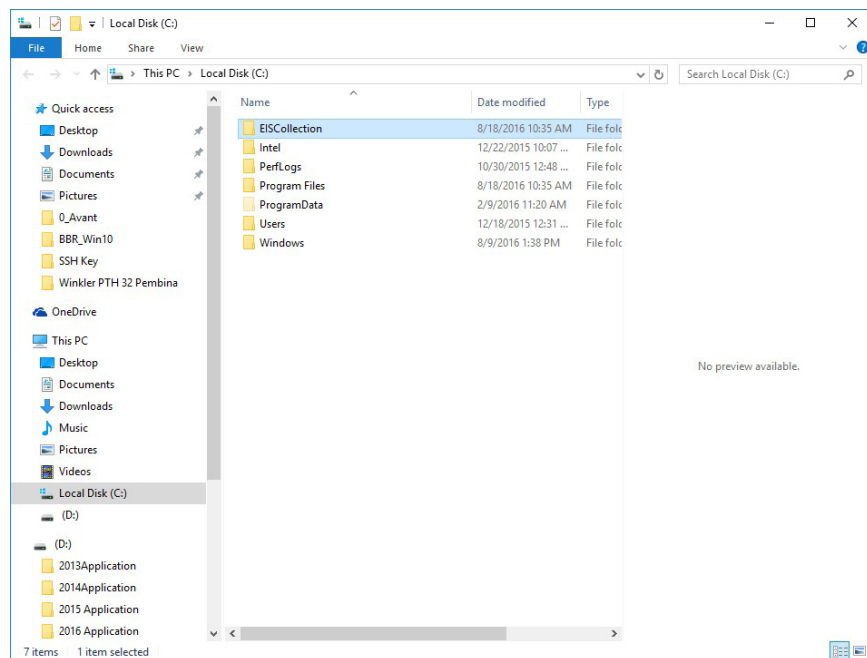


d. Part 4 - Delete EIS Collection Directory and Update the System Registry

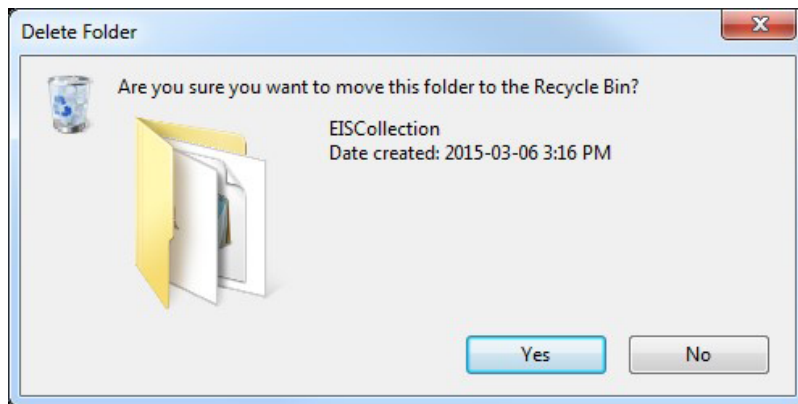
13. Click on the Windows Start menu, type `c:\` into the "Search the web and Windows" text box, and press *Enter* on the keyboard.



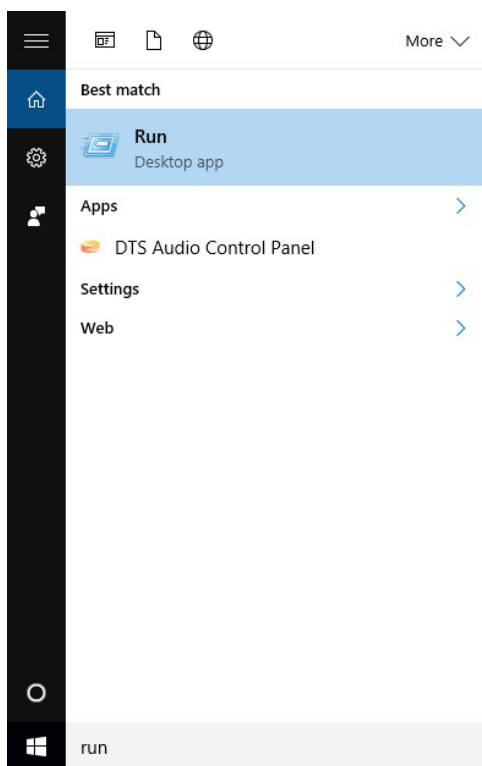
14. The following window will open. Right-click on the **EISCollection** folder and select *Delete*.



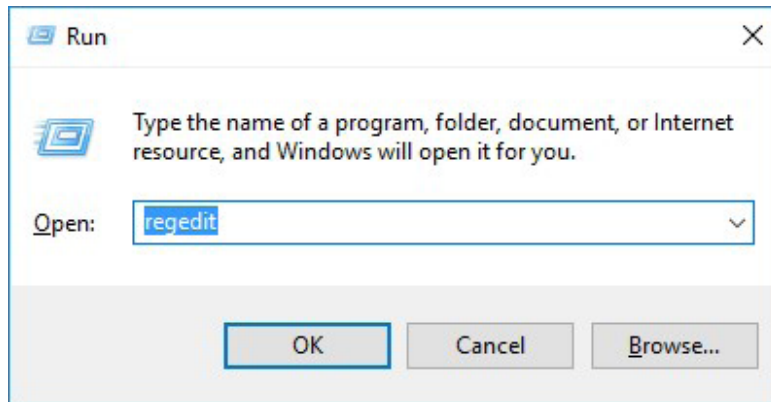
15. The following message (or a similar one) will appear. Click on Yes.



16. Click on the Windows Start menu again and type "Run" into the "Search the web and Windows" text box. Select "Run" from the list.



17. In the Run menu, type "regedit" and then select *OK*.



18. Select "MySQL AB", which can be found in the following location:

64-bit systems

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node

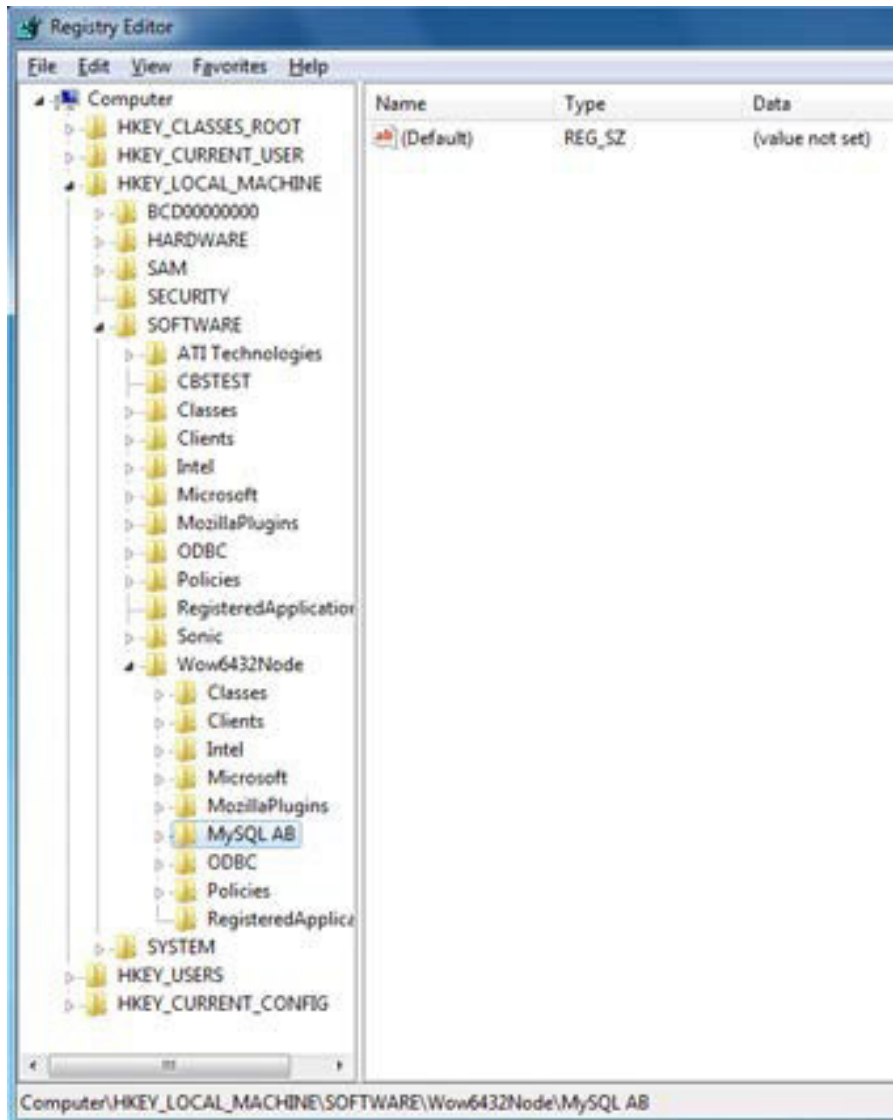
OR

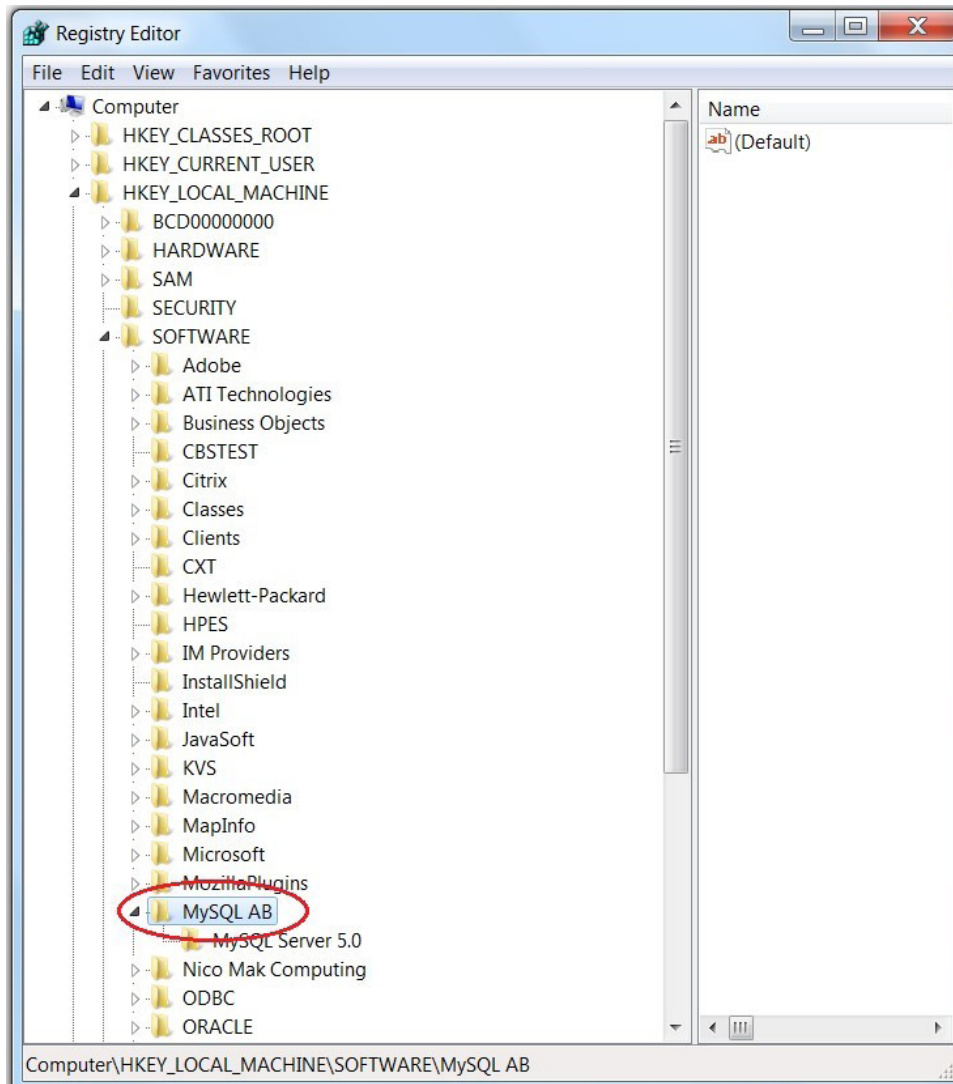
32-bit systems

Computer\HKEY_LOCAL_MACHINE\SOFTWARE

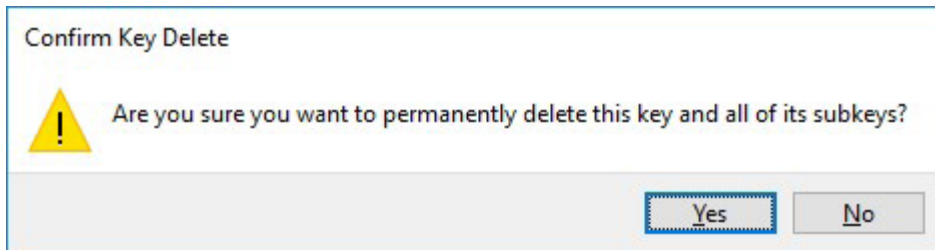
Then press the *Delete* key.

Windows 10 x64



Windows 10 x32

19. Select Yes.



20. Close the Registry Editor.

21. Restart the computer.

You are now ready to install EIS Collection (see *Installation Guide*).