



Uninstalling Interactive Voice Gateway (IVG) version 3.3 or later

Overview

The IVG_XXXX.zip file that is used to install the Interactive Voice Gateway (IVG) also contains the ivguninstaller-XXXX file, which is used to uninstall IVG. The ivguninstaller-XXXX requires no modification, and uninstalls all IVG components and dependencies when executed.

Uninstall IVG

Use the following steps to uninstall IVG from a VM:

Note:

Root user access is required to perform the uninstall, and is only used for the duration of the uninstall process.

1. Navigate to the location where **ivguninstaller-XXXX** was saved.
2. Copy **ivguninstaller-XXXX** to the VM where IVG will be uninstalled.
3. Run the following command to change the permissions:

```
chmod a+x ivguninstaller-XXXX
```

4. Run the following command to execute the uninstall file:

```
./ivguninstaller-XXXX | tee uninstall_mmddyy
```

Where *mmddyy* is the date of the uninstall

5. The following message displays:

```
You have executed IVG uninstaller. This will uninstall all of the IVG components. Please confirm once again to proceed...? (y/n):
```

6. Enter **y** to continue. Enter **n** to exit the uninstaller.
7. The IVG components are uninstalled. See the following [IVG Uninstaller Process](#) topic for more information on what is uninstalled for each component.
8. The uninstaller creates a backup **hvp_params.cfg** configuration file and places it at **/etc/VirtualHold/backup**. This backup file contains all the voice platform configuration.

Important:

The backup file is overwritten each time the uninstaller is executed.

9. The uninstaller checks for the **ivginstaller** directory. If the directory is present, the uninstaller removes it.
10. The VM is restarted.

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IVG Uninstaller Process

The IVG uninstaller process uninstalls the components and dependencies of IVG that were installed on the VM by reading the `uninstall_ivg.cfg` file created during installation. The `uninstall_ivg.cfg` is compiled by the IVG installer process as it executes, and contains the information required to uninstall IVG from the VM.

The following topics detail what is uninstalled for each component.

Uninstall VIS, Voice Files, and CCIS

The IVG uninstaller performs the following to uninstall the VXML Interaction Server (VIS), voice files, and Call Control Interaction Server (CCIS):

1. Uninstalls VIS, CCIS, and its dependencies:
 - Uninstalls Apache Tomcat.
 - Removes cron jobs, VIS, Voices, and CCIS
 - Uninstalls Java.

Note:

The `toolkit.properties` file is not removed.

Uninstall PostgreSQL Database

The IVG uninstaller performs the following to uninstall the PostgreSQL database:

1. Uninstalls the following prerequisites for the PostgreSQL database:
 - `postgres-client`
 - `ruby`
2. Uninstalls the PostgreSQL database.

Important:



If the PostgreSQL database is uninstalled from a multiple IVG system, the remaining IVG instances that read from the database will not work.

Uninstall Voice Platform and Dependencies

The IVG uninstaller performs the following to uninstall the voice platform and its dependencies:

Note:

The uninstaller only removes dependencies installed by the installer. If a dependency was previously installed independent of IVG, the uninstaller does not remove it.

1. Enables SELinux.
2. Uninstalls voice platform dependencies:
 - gzip
 - libais
 - libcurl
 - libogg
 - libvorbis
 - libxml2
 - libxslt
 - libyaml
 - ncurses
 - net-snmp
 - openssl
 - speex
 - tclsh
 - xerces
 - zsh

Note:

The uninstaller does not uninstall the following OS dependencies:

- CentOS
 - perl
 - perl-libs



- RHEL
 - expect
 - tcl
 - ksh

3. Uninstalls voice platform, including patches.