ECPA Uninstalls

Within this document you will learn the step-by-step process for the following:

Uninstalling the ECPA:

The purpose of this process is to ensure **you know what to look for in troubleshooting and ultimately how to uninstall the agent .** Following this process is mandatory for all EyeCare Prime employees and will be inspected regularly through the Quality Assurance (QA) process.

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Steps to Uninstall the ECPA

There are very few situations where uninstalling and re-installing is a good idea. You're applying a bandage at best.

If the agent gets into a corrupted state (due to anti-virus, IT guy deleting stuff, etc.) it can be challenging to uninstall the agent occasionally. Follow these steps each time to avoid that:
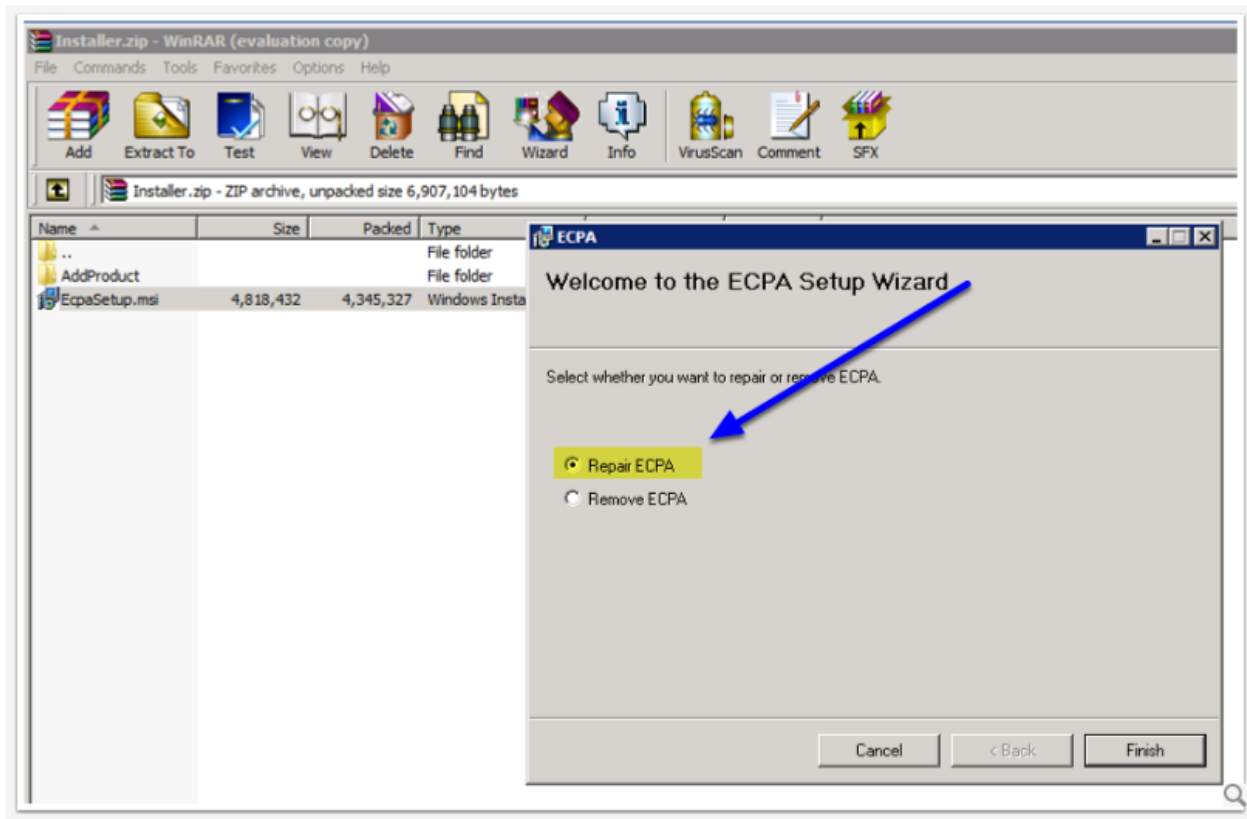
1. Open up Windows Services (type services.msc in start menu)
2. Stop ECPAService and ECPAUpdateService
    1. If either won't stop (they say something like the service can't accept control messages at this time), open up the Task Manager.
    2. Find the ECPAService or ECPAUpdateService (whichever won't stop) in the processes tab and end the process.
3. Uninstall like normal in programs and features.
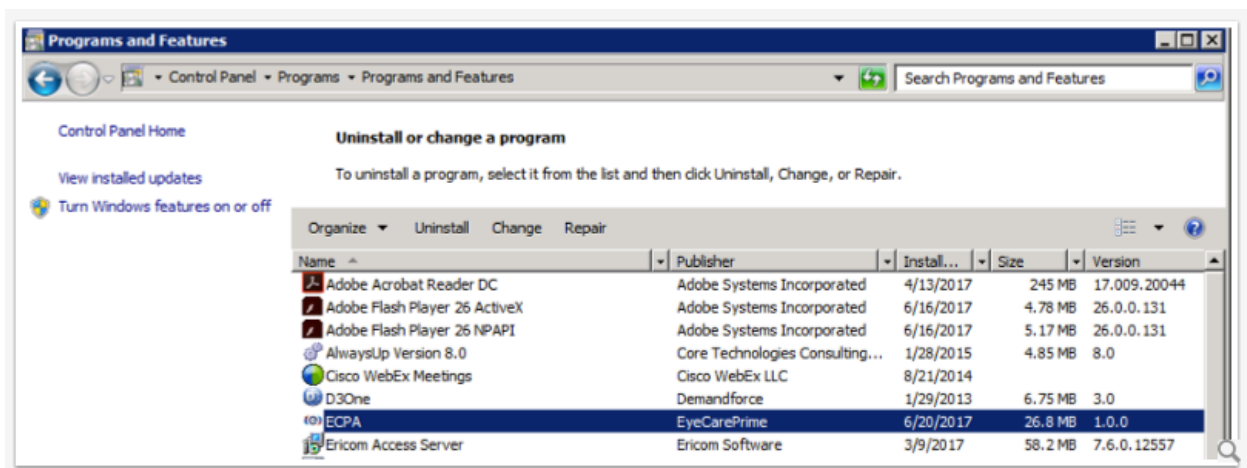4. Make sure to close the services window before installing again.

Troubleshooting

1. There might be times when you will have to uninstall the agent in order to Reinstall or remove it completely. However, due to anti-virus issues or manual errors, some files required to uninstall the agent might already get deleted. This might lead uninstall issues; meaning if you go and try to uninstall the program from Control Panel -> Programs & Features, you will get an error and uninstall won't continue.

2. Agent wasn't cleanly removed originally. So it does not show up in `Programs and Features` but ECPAService is running.

Cause: Unable to Uninstall ECPA via "Programs and Features"

1. The easiest way will be to locate the Installer.zip (most probably present in Downloads folder) and run ECPASetup.msi. You will get two options : 1. Repair ECPA 2. Remove ECPA

2. Choose Repair ECPA and fix installation. This ensures all the files are back.
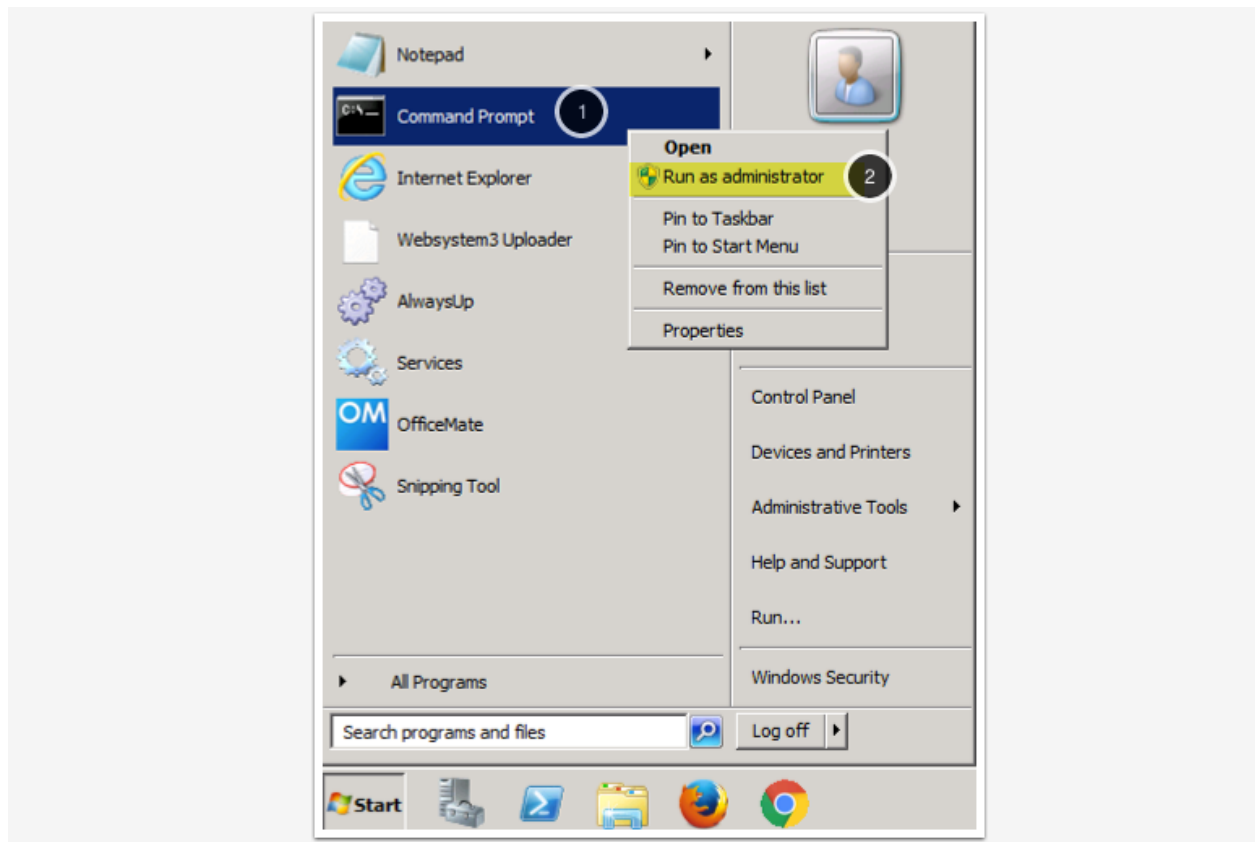

3. Now you should be able to remove the program via Control Panel cleanly.

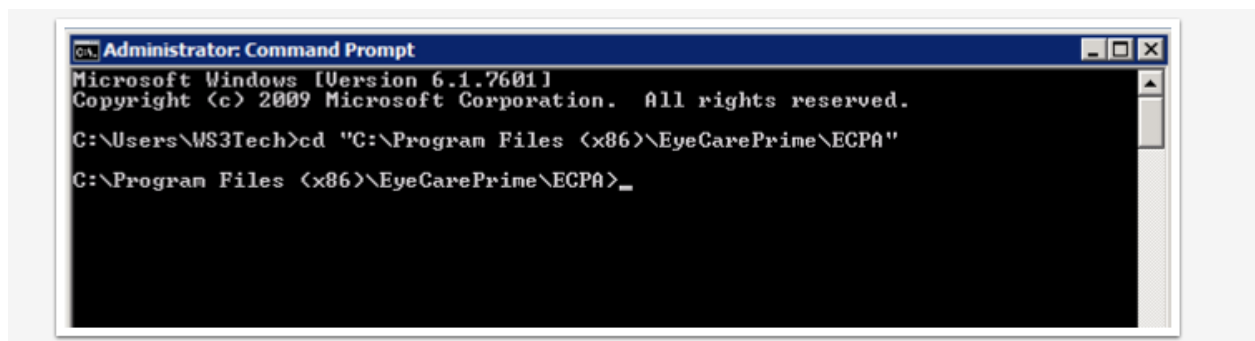## Cause: ECPAService is running but not showing up in "Programs and   Features"

Important : Before continuing Check if ECPAService and ECPAUpdaterService are running.

1. Open CMD in Admin mode.

2. Navigate to ECPA folder. To do that type the following :

```
cd "C:\Program Files (x86)\EyeCarePrime\ECPA"
```

3. Once in the ECPA folder, type the following :

```
C:\Windows\Microsoft.NET\Framework\v4.0.30319\InstallUtil.exe /U
ECPAService.exe
```

Voila! This should uninstall the service.

Uninstall ECPA Updater Service

Similarly uninstall the ECPA Updater Service, if its running.

1. Open Command Prompt in Administrative mode (by right clicking -> Run as Administrator)

2. Type in the following commands (one by one) in Command Prompt :

```
cd "C:\Program Files (x86)\EyeCarePrime\Updater"
```

```
C:\Windows\Microsoft.NET\Framework\v4.0.30319\InstallUtil.exe /U
ECPAUpdateService.exe
```