

Un-Install AES

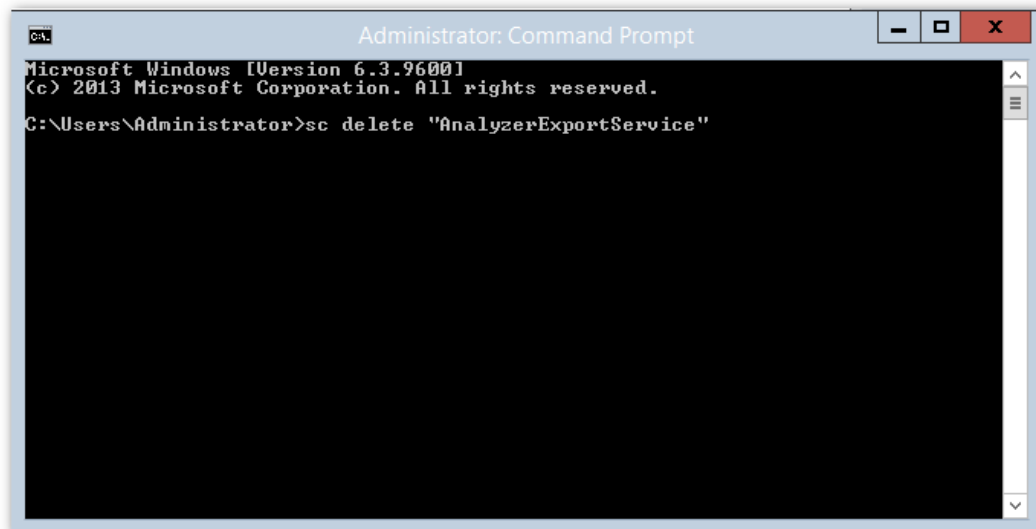
Background

Sometimes Analyzer Export Service (AES) does not uninstall properly, please try the following three solutions to un-install AES. Please try these solutions in the order shown here.

Solution 1

1. Launch command prompt (you may have to run it specifically as an administrator), type in the following command then press Enter/Return key.

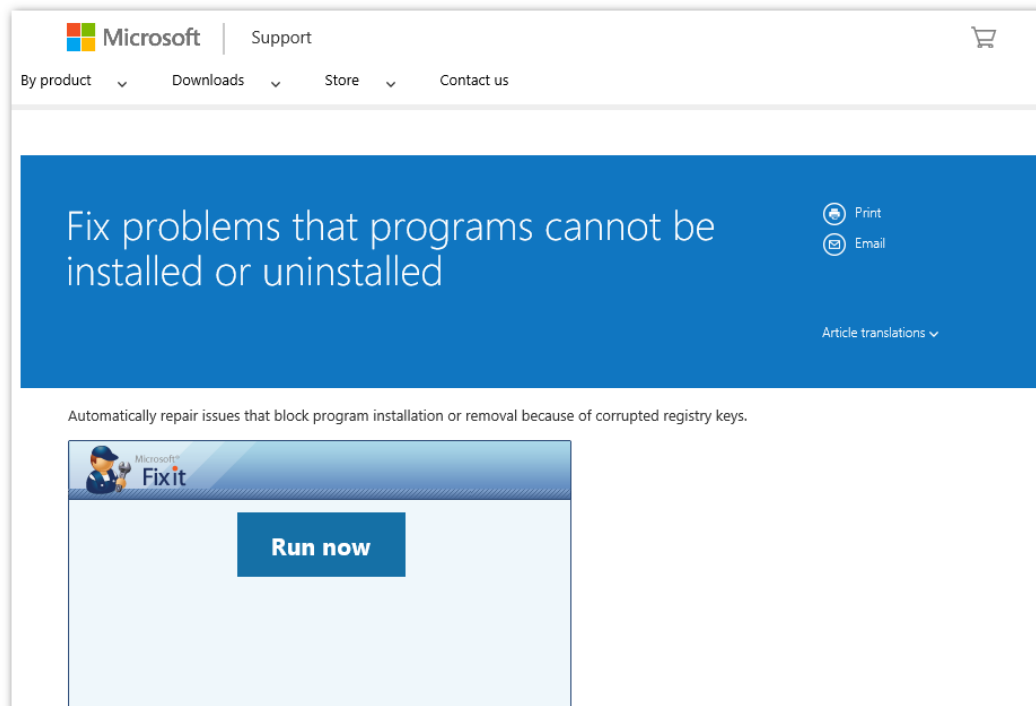
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sc delete "AnalyzerExportService"
```



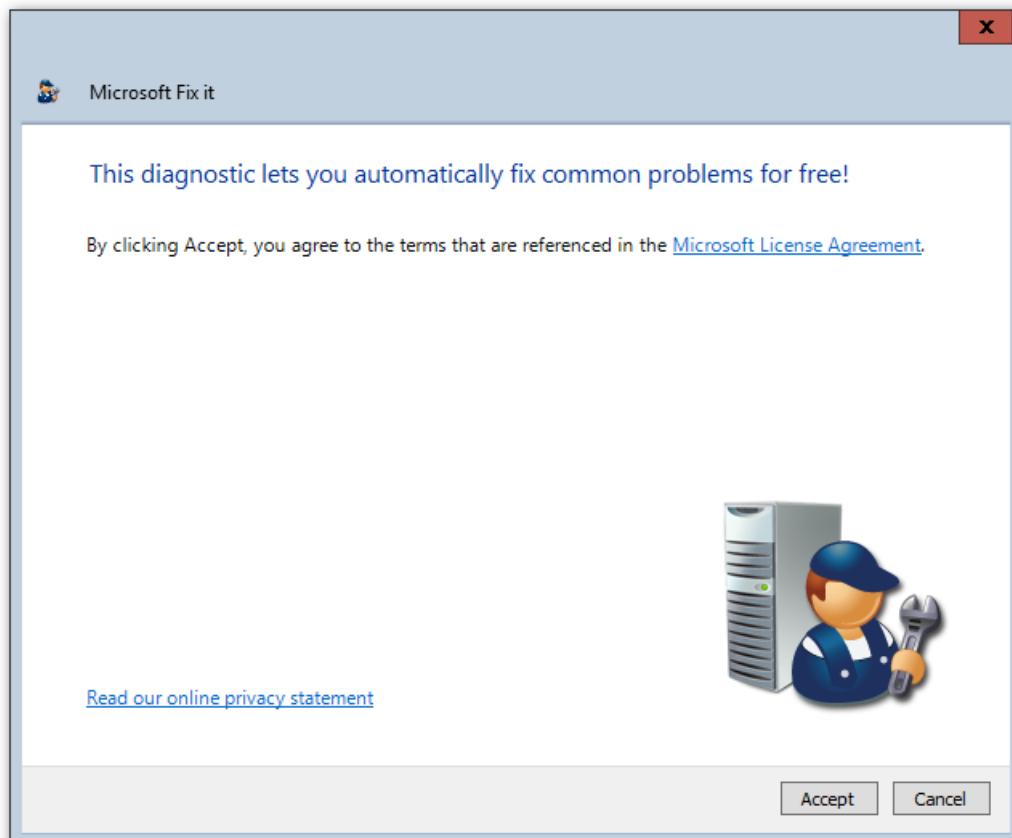
2. After the command executed, try running the AES installer again to see if now you can successfully install a new version of AES. If you still having problem installing the new AES then continue to Solution 2.

Solution 2

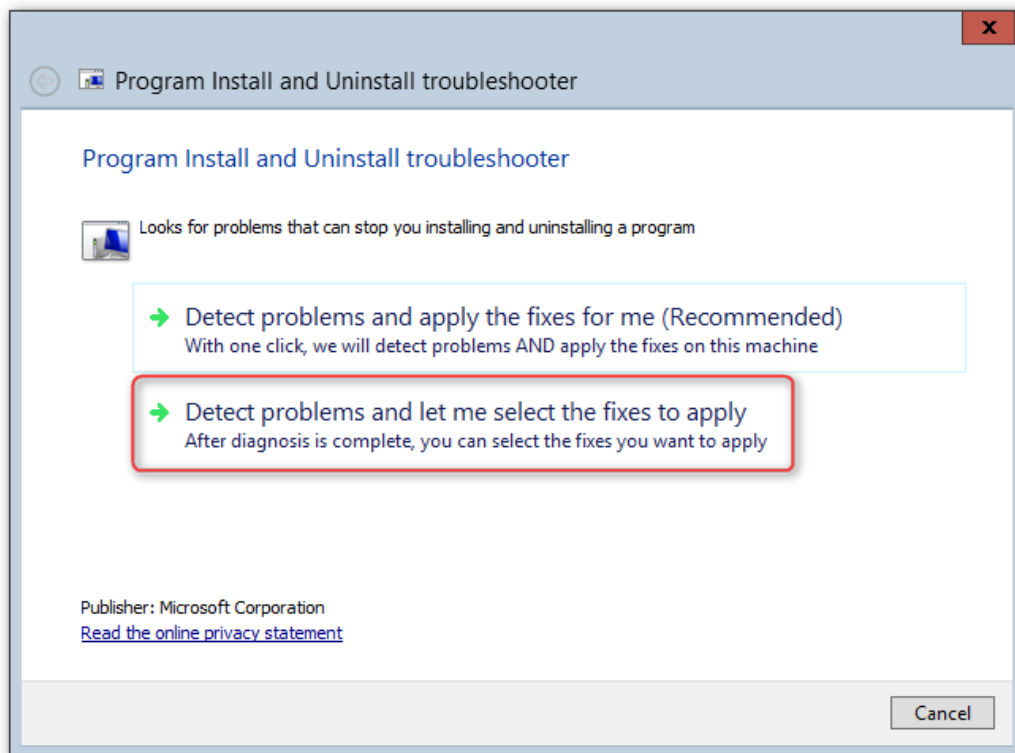
1. Launch Internet Explorer browser to connect to the following Microsoft site to fix uninstallation issues:
2. https://support.microsoft.com/en-us/mats/program_install_and_uninstall/en-us?wa=wsignin1.0
3. Click the "Run now" button to start, this will download a program.



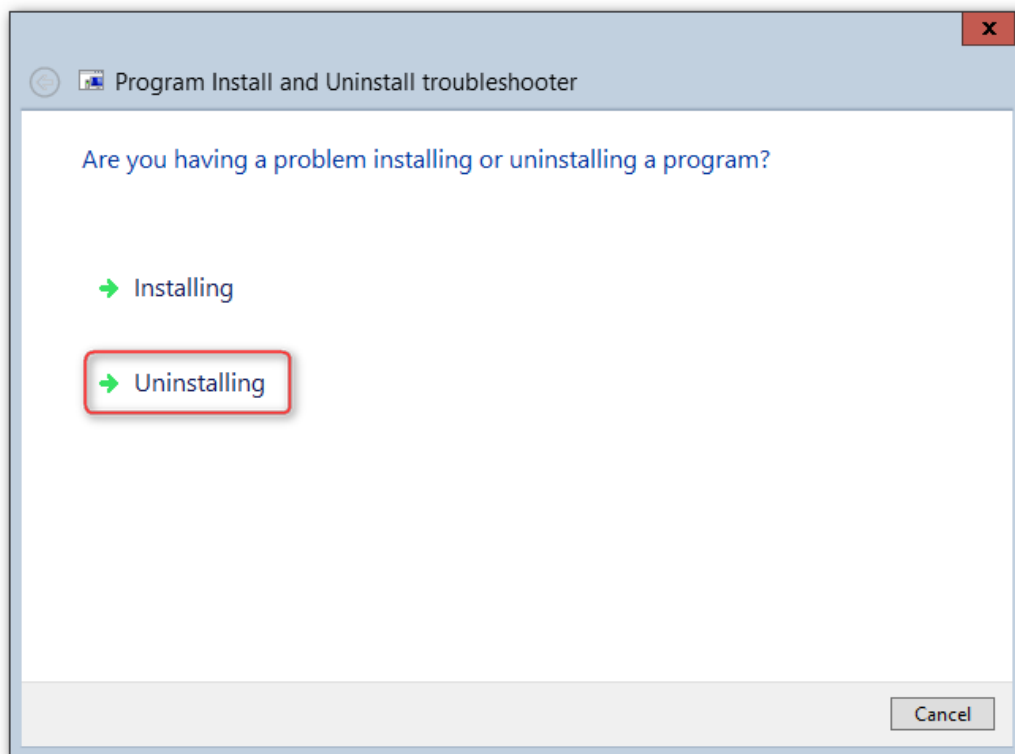
4. Run the downloaded *Microsoft Fix It* program. Click Accept to continue.



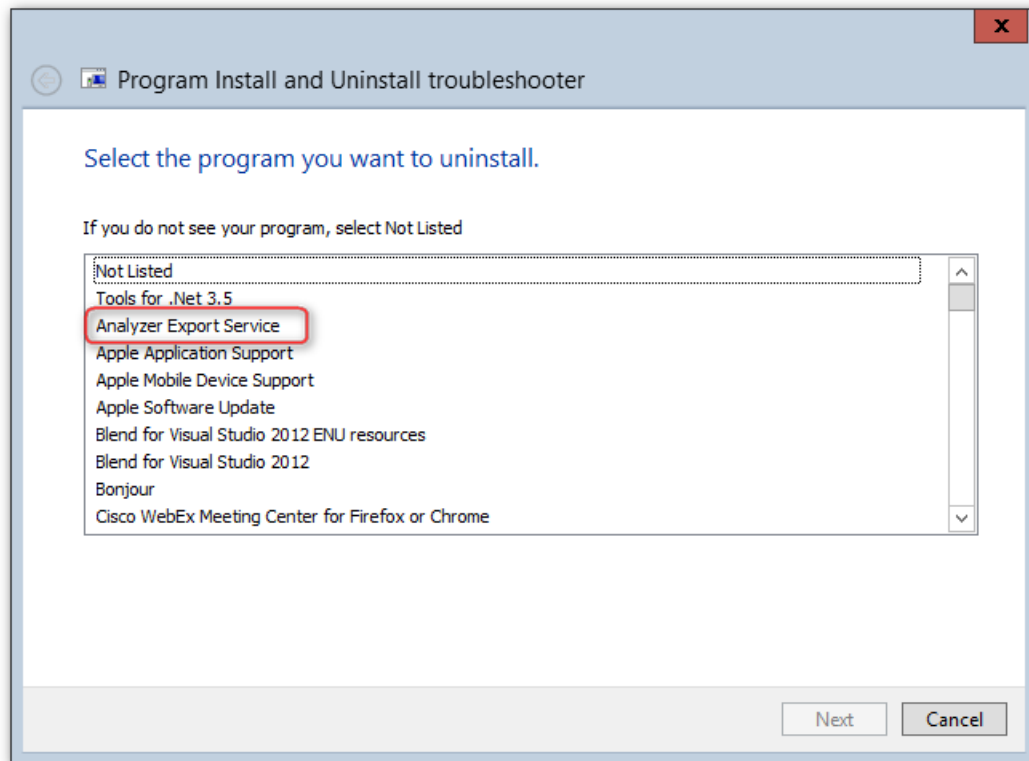
5. Select the second option – “Detect problems and let me select the fixes to apply”



6. Select "Uninstalling"



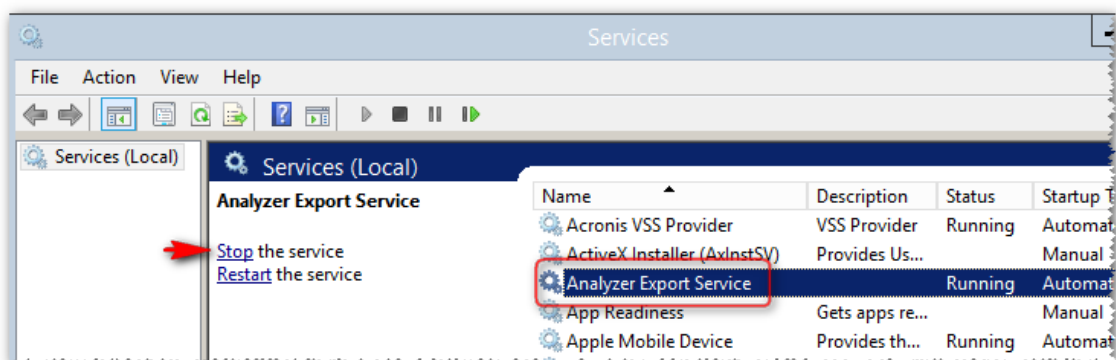
7. Select "Analyzer Export Service", click Next to continue.



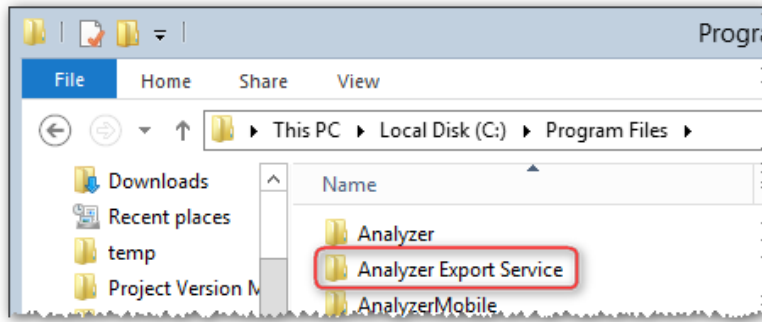
8. The program will now try to uninstall AES, once it is done it should report the problem is now fixed.
9. You can now try to install new version of AES to see if now it works. If you still having problem installing the new AES then continue to Solution 3.

Solution 3

1. Stop AES in the Services control panel. If you don't see AES listed under the Services control panel then skip this step.



2. Go to the location where you have installed the Analyzer Export Service (default is under C:\program files), delete the Analyzer Export Service folder.



3. Launch Registry Editor (Regedit.exe). Search for "123F6E39AE6D2624CA5BEBF72DC5A31C".

If found then on the right hand side you should see a line named "Transforms". Delete this line and close RegEdit.

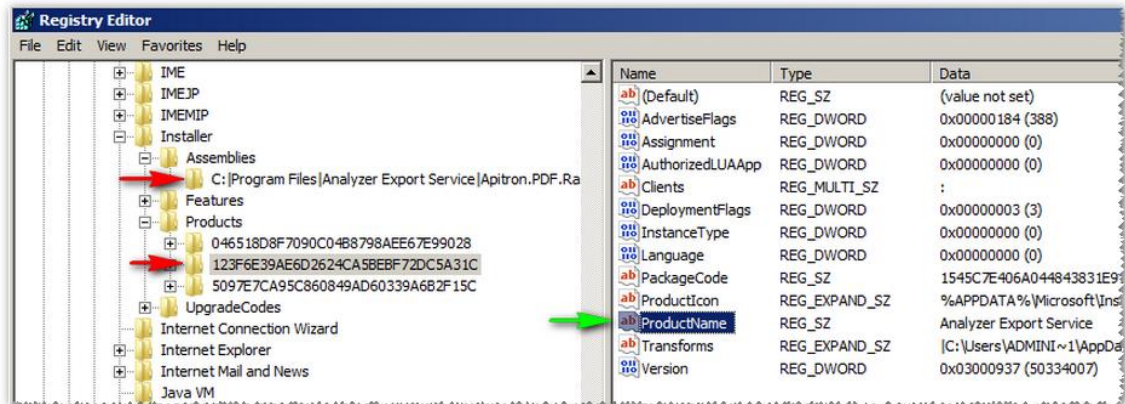
Run the AES installer again, this time it should offer you a "Remove" option, select this option then click **Next** to remove it.

After it is removed you can try to install the latest version again.

Solution 4

1. Launch Registry Editor (Regedit). Search for the following two strings and delete all folders that contain such strings (you should find roughly 60-80 places that contains these strings).

Analyzer Export Service
 AnalyzerExportService



2. Restart/Reboot the server. This must be done in order to take effect.
3. Try to install new version of AES again, you should be able to install it.