



NCIA/SSBA/LAS/KB 2016-XX 27-SEP-16

KNOWLEDGE BASE ARTICLE

Logistics Functional Area Services (LOGFAS) v6.2.2

To: End userSubject: Uninstalling LOGFAS 6.2.2 after Installing LOGFAS Patches 6.2.3/6.2.4 or 6.2.5Reference(s):

1. Applicability

LOGFAS 6.2.2 (64-bit operating systems)

2. Problem definition

When trying to uninstall a previously patched version of LOGFAS 6.2.2 that had either 6.2.3/6.2.4 or 6.2.5 uninstalled an error message appears and the uninstallation is aborted.

Windows 7 Error Message:



Windows 8.1 Error Message:





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3. Problem investigation

If a patch had been applied to LOGFAS 6.2.2 the Uninstall is aborted. This only occurs if a LOGFAS 6.2.3/6.2.4 or 6.2.5 patch had been applied to the baseline 6.2.2 and removed or uninstalled.

🚱 💭 🕫 🕨 Control Panel 🕨 Programs and Features 🔹 👻 🍫 Search Programs and						ograms and Features	2	
Control Panel Home View installed updates 🛞 Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.						
off	Organize 🔻							0
Install a program from the network	Name	Publisher	Installed On	Size	Version			
	6 LOGFAS	NCIA	9/27/2016	104 MB	6.2.5			
	6 LOGFAS	NCIA	9/27/2016	1.38 GB	6.2.2			
	Microsoft .NET Framework 4.5.1	Microsoft Corporation	2/12/2014	38'8 MB	4.5.50938			
	🕼 Microsoft Agents for Visual Studio 2013	Microsoft Corporation	2/12/2014	254 MB	12.0.21005.1			
	Microsoft Deployment Agent 2013 Update 4	Microsoft Corporation	1/6/2015	8.14 MB	12.0.31101.0			
	1 Microsoft Office Professional Plus 2013	Microsoft Corporation	9/7/2015		15.0.4569.150	6		
	Microsoft Visual C++ 2010 x86 Redistributable - 10.0	Microsoft Corporation	9/27/2016	795 KB	10.0.30319			
	Microsoft Visual C++ 2013 Redistributable (x86) - 12.0	Microsoft Corporation	9/27/2016	17.1 MB	12.0.21005.1			
	★ SAP Crystal Reports runtime engine for .NET Framew	SAP	8/8/2016	197 MB	13.0.5.891			

4. Workaround

After uninstalling the LOGFAS patch and attempting an Uninstall of LOGFAS 6.2.2, select LOGFAS 6.2.2 in the Program and Features window again and click on "Change".

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(() ▼ ↑						nd Features	Q
	Control Panel Home Uninstall or change a program							
	View installed updates	To uninstall a program, select it from the list and then click Uninst	all, Change, or Repair.					
•	Turn Windows features on or off	Organize Uninstall Change						۲
	network	Name	Publisher	Installed On	Size	Version		
		CCleaner	Piriform	0/31/2010		5.21		
		6 LOGFAS	NCIA	8/31/2016	1.46 GB	6.2.2		
		Winterosoft Agents for Visual Studio 2015	Wicrosoft Corporation	4/20/2013	120 WID	12.0.51101.0		
		📢 Microsoft Deployment Agent 2013 Update 4	Microsoft Corporation	4/20/2015	8.14 MB	12.0.31101.0		
		Microsoft Visual C++ 2010 x86 Redistributable - 10.0.30319	Microsoft Corporation	8/8/2016	11.0 MB	10.0.30319		
		🕼 Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.30501	Microsoft Corporation	3/16/2015	20.5 MB	12.0.30501.0		
		🕼 Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.21005	Microsoft Corporation	8/31/2016	17.1 MB	12.0.21005.1		
		🕼 Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.30501	Microsoft Corporation	3/16/2015	17.1 MB	12.0.30501.0		

The LOGFAS 6.2.2 Setup window will open, click on the "Next" button.



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Select "Modify" and click on the "Next" button.

i	LOGFAS 6.2.2 Setup
	Program maintenance Modify, repair, or remove the program.
Modify	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed. Remove LOGEAS from your computer.
InstallShield ———	< Back Next > Cancel

Continue by clicking on the "Next" button.



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ø	LOGFAS 6.2.2 Set	up 🛛 🗙
	Program features Select the program features you w	ant installed.
Click on an icon in the li	st below to change how a feature is i	installed.
DATAB	R ASE	Feature Description This feature requires 0KB on your hard drive.
InstallShield		
Help	< Back	Next > Cancel

Click on the "Install" button.

17	LOGFAS 6.2.2 Setup	×
	Ready to modify the program The wizard is ready to begin installation.	()
Click Install to begin If you want to revie Click Cancel to exit t	the installation. w or change any of your installation settings, dick Back. he wizard.	
InstallShield		
	< Back Install Car	ncel

The setup will continue to be modified and a LOGFAS dialog will open.



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岁 LOGFAS 6.2.2 Setu	p – – ×
Installing LOGFAS 6.2.2 The program features you selected	are being installed.
Please wait while the InstallShield wizard install several minutes. Status: Copying new files	s LOGFAS 6.2.2. This may take
	LOGFAS
	The feature you are trying to use is on a OK network resource that is unavailable.
InstallShield	Click OK to try again, or enter an alternate path to a folder containing the installation package 'LOGFAS.msi'in the box below.
	Use source: C:\Users\ogfassmoketestuser\Documents\ogfas v Browse

The installer is looking for the "LOGFAS.msi" which could be stored on a network or on the installation disc. Click on the "Browse" button and navigate to the LOGFAS.msi, if the installation disc is required, insert the disc and browse to the file location and click on the "Open" button.

^	Name	Date modified	Туре	Size
	🌗 Documentation	8/25/2016 11:24 AM	File folder	
	ISSetupPrerequisites	8/25/2016 11:26 AM	File folder	
	得 LOGFAS	12/17/2015 4:39 AM	Windows Installer	53,972 КВ
~				
File nar	me: LOGFAS			✓ Installation Package (*.msi) ✓
				Open Cancel

Click on the "OK" button to continue.



The install process will continue, once the process is finished "InstallShield wizard Completed" will be visible. Click on the "Finish" button to complete the modification.



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B	LOGFAS 6.2.2 Setup	×
	InstallShield wizard Completed	(4)
5	in the later	
The wirz	rd has successfully installed LOGEAS 6.2.2. Click Einish to a	∓e ∓e
THE WILL	ru nas successiony instance bool A3 0.2.2. Circk Hinsh to e.	
		A STATE
	< Back Finish	Cancel

Select LOGFAS 6.2.2 in the Program and Features window and click on "Uninstall".

Organize 👻 Uninstall Change								
Name	Publisher	Installed On	Size	Version				
<u>CCleaner</u>	Piriform	8/31/2016		5.21				
6 LOGFAS	NCIA	8/31/2016	1.46 GB	6.2.2				
Hicrosoft Agents for Visual Studio 2013	Microsoft Corporation	4/20/2015	126 MB	12.0.31101.0				
📢 Microsoft Deployment Agent 2013 Update 4	Microsoft Corporation	4/20/2015	8.14 MB	12.0.31101.0				
💷 Microsoft Visual C++ 2010 x86 Redistributable - 10.0.30319	Microsoft Corporation	8/8/2016	11.0 MB	10.0.30319				
🖟 Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.30501	Microsoft Corporation	3/16/2015	20.5 MB	12.0.30501.0				
🖟 Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.21005	Microsoft Corporation	8/31/2016	17.1 MB	12.0.21005.1				

The Uninstall will run once again and this time LOGFAS 6.2.2 will be removed. It is advised to restart the computer after uninstalling the software.



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