



## KNOWLEDGE BASE ARTICLE

### Logistics Functional Area Services (LOGFAS) v6.2.2

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

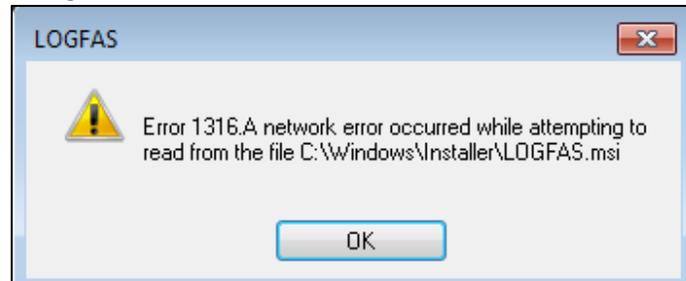
#### 1. Applicability

LOGFAS 6.2.2 (64-bit operating systems)

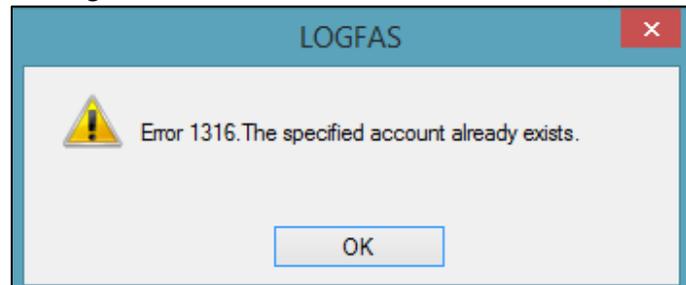
#### 2. Problem definition

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:



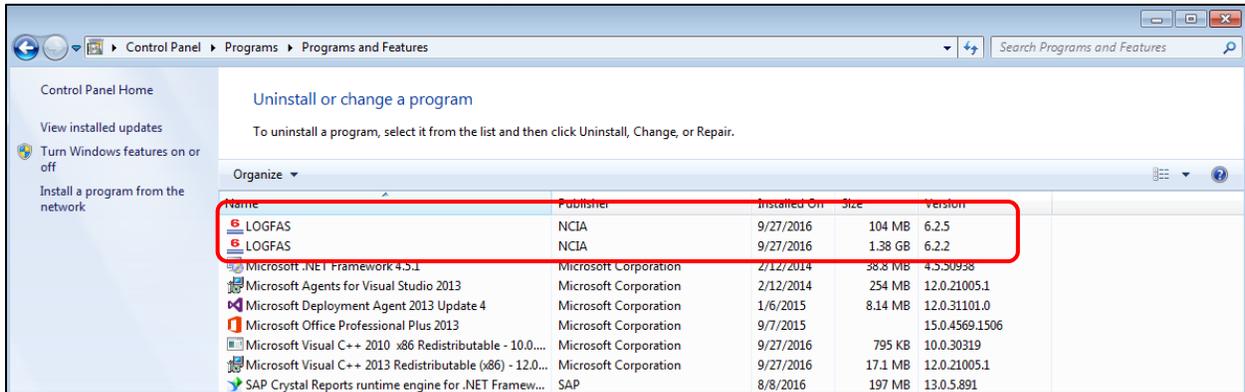
Windows 8.1 Error Message:





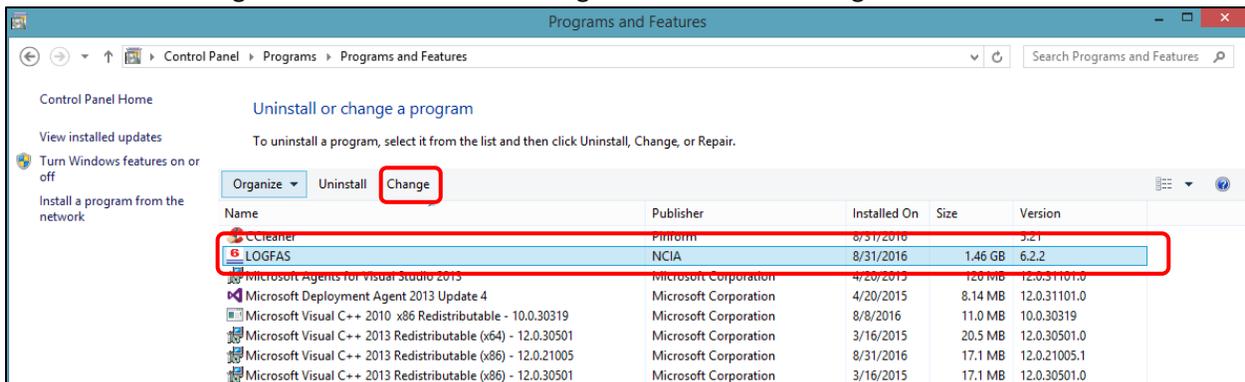
### 3. Problem investigation

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.



### 4. Workaround

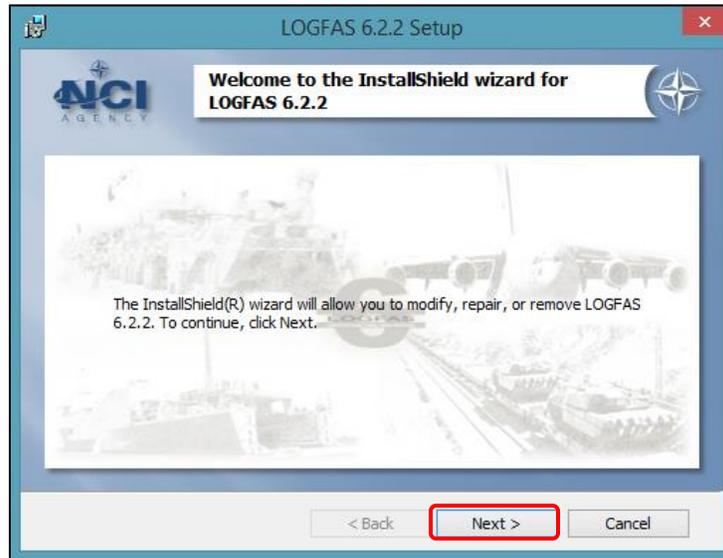
After uninstalling the LOGFAS patch and attempting an Uninstall of LOGFAS 6.2.2, select LOGFAS 6.2.2 in the Program and Features window again and click on “Change”.



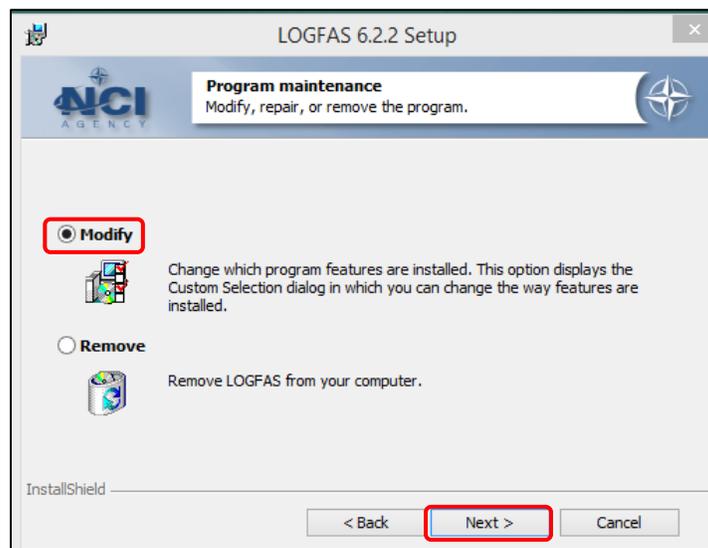
The LOGFAS 6.2.2 Setup window will open, click on the “Next” button.



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Select “Modify” and click on the “Next” button.



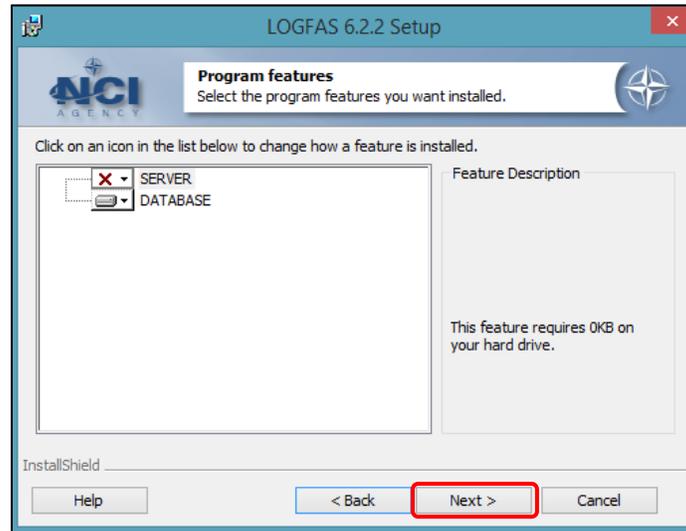
Continue by clicking on the “Next” button.



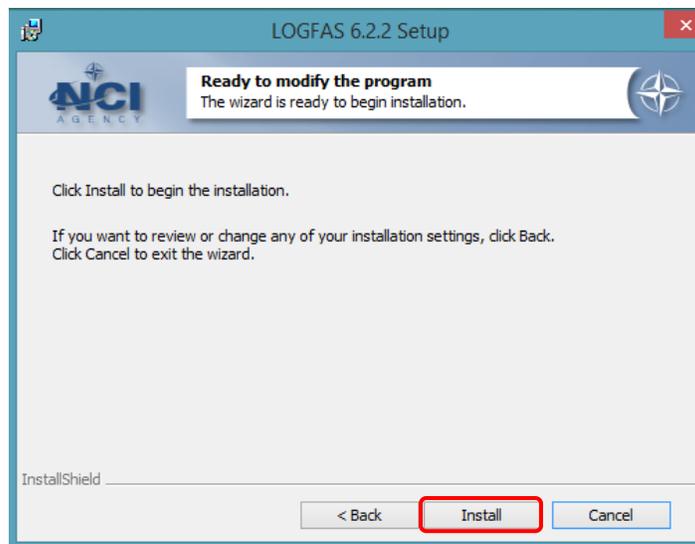
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Click on the “Install” button.

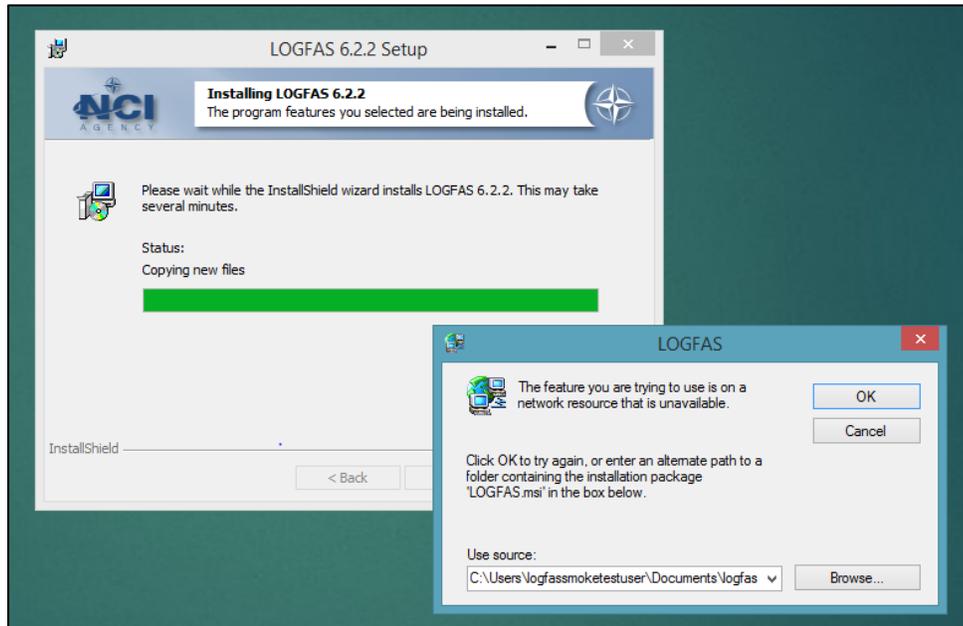


The setup will continue to be modified and a LOGFAS dialog will open.

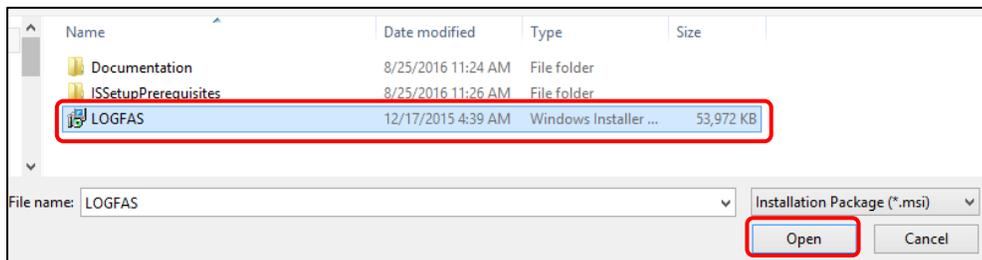


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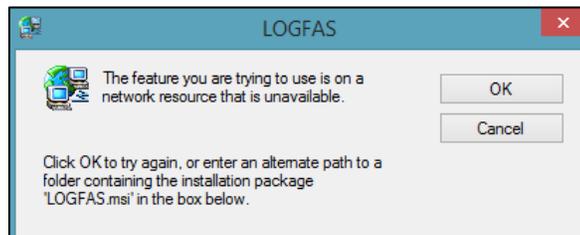
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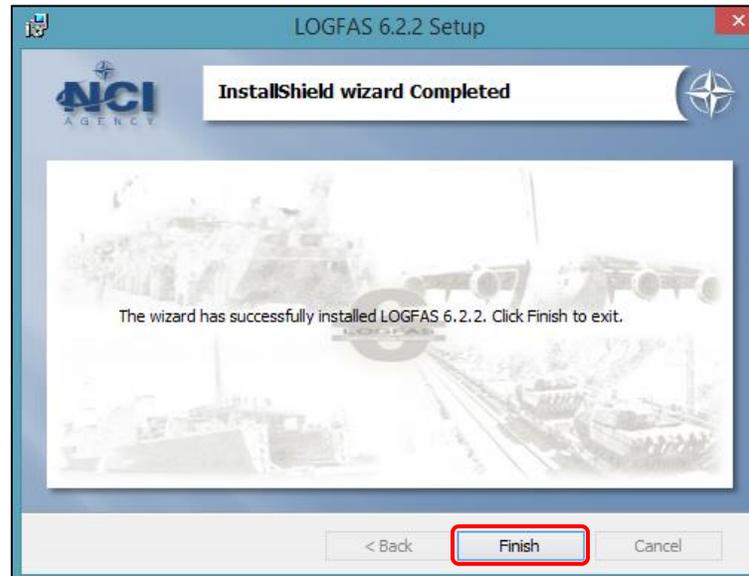
The installer is looking for the “LOGFAS.msi” which could be stored on a network or on the installation disc. Click on the “Browse” button and navigate to the LOGFAS.msi, if the installation disc is required, insert the disc and browse to the file location and click on the “Open” button.



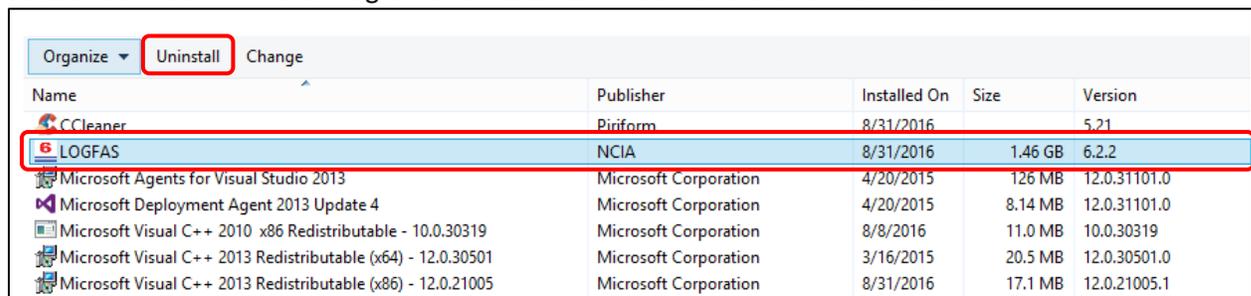
Click on the “OK” button to continue.



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.



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



Name	Publisher	Installed On	Size	Version
CCleaner	Piriform	8/31/2016		5.21
<b>LOGFAS</b>	NCIA	8/31/2016	1.46 GB	6.2.2
Microsoft 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.