

Sage 50 HR

To manually uninstall Sage 50 HR

If, for any reason, you need to uninstall Sage 50 HR, please use the Add/Remove Programs option within Control Panel

If you intend to reinstall Sage 50 HR, it may be necessary to manually remove files that remain after a system uninstall.

These are the basic steps that explain how to manually uninstall Sage 50 HR from your PC. They include:

- [System uninstall](#)
- [Files and folders](#)
- [System items](#)

Note: Quick steps provide the minimum amount of information you need. For further information, please refer to the Detailed steps or Useful info tabs.

System uninstall

Note: If you don't run a system uninstall before completing the manual uninstall, some components may be left behind and Sage 50 HR can't be reinstalled.

Windows XP, 2000, Server 2003, or Server 2008

1. Start > Settings > Control Panel > Add or Remove Programs.
2. Currently installed programs list > select Sage 50 HR > Remove.
3. Follow the prompts from the InstallShield Wizard > Finish.

Windows 7 and Windows Vista

1. Start > Control Panel > Programs and Features > Uninstall a program.
2. Select Sage 50 HR > Uninstall.

A User Account Control window may appear advising you that Windows needs your permission to continue.

3. OK > Yes.
4. When the uninstall is complete > Finish.

Files and folders

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Stop the Sage 50 HR share

1. Right-click My Computer > Manage.
Windows 7 and Windows Vista - Start > right-click Computer > Manage.
2. Left-hand pane > double-click Shared Folders > double-click Shares.
3. Right-hand pane > right-click SageHR\$ > Stop Sharing.
4. File > Exit.

If this doesn't work, remove the share using the command prompt:

Note: You must be logged in as an administrator to do this.

1. Start > Run > Open box > type **cmd** > OK.
Windows 7 and Windows Vista - Start > Start Search box > type **cmd** > Programs list > right-click cmd.exe > Run as administrator > if prompted, Continue.
2. Command window > type **net share SageHR\$ /delete** > Enter > type **Exit** > Enter.

Remove the encryption files

1. Double-click My Computer > browse to C:\Documents and Settings\All Users\Application Data\Microsoft\Crypto\RSA\MachineKeys.
Windows 7 and Windows Vista - Start > Computer > browse to C:\Users\All Users\Microsoft\Crypto\RSA\MachineKeys
2. Look for files modified on the Sage 50 HR installation date > right-click > Properties.
3. Security tab > check for SageHRServer as a user with permissions > if present > OK > right-click the file > Delete.
4. File > Close.

Remove the data files

1. Double-click My Computer > browse to C:\Documents and Settings\All Users\Application Data\Sage.
Windows 7 and Windows Vista - Start > Computer > browse to C:\Users\All Users\Sage
2. Right-hand pane > right-click HR folder > Delete.
3. File > Close.

Remove the Sage MySQL files

1. Double-click My Computer > browse to C:\Program Files\Common Files\Sage
Windows 7 and Windows Vista - Start > Computer > browse to C:\Program Files\Common Files\Sage
2. Right-hand pane > right-click MySQL > Delete.
3. File > Close.

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Remove the Sage 50 HR shared files

1. Double-click My Computer > browse to C:\Program Files\Common Files\Sage Shared
Windows 7 and Windows Vista - Start > Computer > browse to C:\Program Files\Common Files\Sage
2. Right-hand pane > right-click Temporary MySQL Files > Delete.
3. File > Close.

Remove the Sage 50 HR program files

1. Double-click My Computer > browse to C:\Program Files\Sage.
Windows 7 and Windows Vista - Start > Computer > browse to C:\Program Files\Sage
2. Right-hand pane > delete HR and HRServer folders.
3. Browse to C:\Documents and Settings > delete the SageHRServer folder and any other folders that start SageHRServer.
4. File > Close.

System items

Remove the user groups

1. Right-click My Computer > Manage.
Windows 7 and Windows Vista - Start > right-click Computer > Manage.
2. Left-hand pane > select Users > right-hand pane > right-click SageHRServer > Delete.
3. Left-hand pane > select Groups > right-hand pane > right-click SageHR > Delete.
4. File > Exit.

Stop the services

1. Right-click My Computer > Manage.
Windows 7 and Windows Vista - Start > right-click Computer > Manage.
2. Left-hand pane > expand Services and Applications > select Services.
3. Right-hand pane > right-click the following services and stop them:
 - SageHR
 - SageMySQL
4. File > Exit.

If this doesn't work, you can stop the services using the command prompt:

Note: You must be logged in as an administrator to do this.

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1. Start > Run > Open box > type **cmd** > OK.

Windows 7 and Windows Vista - Start > Start Search box > type **cmd** > Programs list > right-click cmd.exe > Run as administrator > if prompted, Continue.

2. Command window > type **net stop sagehrservice** > Enter > type **net stop sagemysql** > Enter.
3. Type **Exit** > Enter.

Note: It is not necessary to remove the services, even if you intend to reinstall Sage 50 HR, however, if you want to do this, follow the above steps replacing the typed commands in step 2 with **sc delete sagehrservice** and then **sc delete sagemysql** respectively.

You have now stopped the Sage 50 HR services.

Remove the registry entries

Note: This involves making changes to the Microsoft Windows registry. Using Registry Editor incorrectly can cause serious, system-wide problems that may require a reinstall of the Microsoft Windows operating system to correct them. Sage cannot guarantee that any problems resulting from the use of Registry Editor can be solved. If in any doubt, please refer the customer to their IT Administrator.

1. Start > Run > Open box > enter **regedit** > OK.

Windows 7 and Windows Vista - Start > Start Search box > enter **regedit** > Enter.

2. Locate the following registry entries > right-click > Delete.

- HKEY_CURRENT_USER > Software > Sage Small Business Division Desktop > Sage Small Business Division Desktop > DockingPanelLayouts > **SBDPaneLayoutSage 50 HR 2007**
- HKEY_CURRENT_USER > Software > Sage Small Business Division Desktop > Sage Small Business Division Desktop > SBDSshortcutBarLayout > **all keys beginning Sage 50 HR 2007**

3. File > Exit.

Note: Do not delete any other keys than those which begin Sage 50 HR 2007