

# Enterprise Manager Installation Fails Due to Residual PostgreSQL Components on Windows Systems

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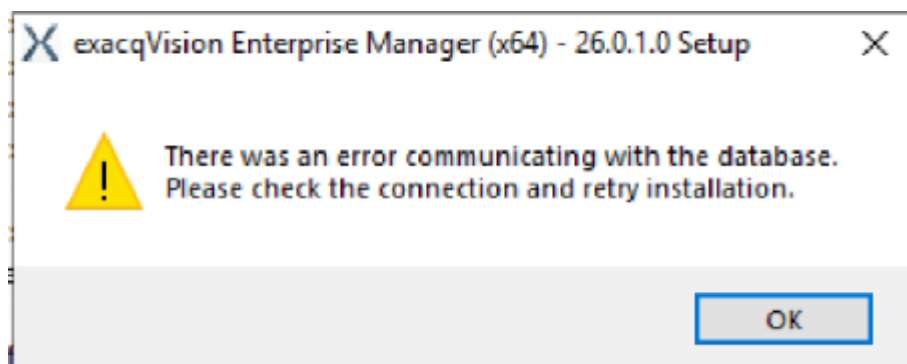
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## Description

On Windows systems, the Enterprise Manager (EM) installer may fail even on fresh installations when orphaned remnants of previous PostgreSQL components remain.

## Problem

The Enterprise Manager installer will detect remnant/orphaned files, often from previous installation attempts, and proceed with attempting Postgres updates instead of Postgres new installation/DB, eventually likely resulting in the following error dialogue during installation:



## Products Affected

All versions of exacqVision Enterprise Manager for Windows using PostgreSQL databases.

## Solution

Remove Lingering PostgreSQL Components (Windows Only):



### Be aware

Some of the below commands may need to be altered slightly to accommodate file path differences and PSQL versions.

## 1. Stop and Delete PostgreSQL Services

### Run PowerShell as Administrator:

```
Get-Service *postgres* | Stop-Service -Force -ErrorAction SilentlyContinue

Get-Service *postgres* | ForEach-Object { sc.exe delete $_.Name }
```

## 2. Remove PostgreSQL Registry Keys

```
Remove-Item -Path "HKLM:\SOFTWARE\PostgreSQL" -Recurse -Force -ErrorAction SilentlyContinue
```

## 3. Then remove uninstall entries:

```
$keys = @(

"HKLM:\Software\Microsoft\Windows\CurrentVersion\Uninstall\*",

"HKLM:\Software\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\*"

)

foreach ($keyPath in $keys) {

    Get-ItemProperty $keyPath -ErrorAction SilentlyContinue |

        Where-Object { $_.DisplayName -match "PostgreSQL" } |

        ForEach-Object { Remove-Item $_.PSPath -Recurse -Force }

}
```

## 4. Delete PostgreSQL Installation Directories

```
$paths = @(
"C:\Program Files\PostgreSQL",
"C:\Program Files (x86)\PostgreSQL",
"C:\ProgramData\PostgreSQL",
"$env:APPDATA\PostgreSQL",
"$env:LOCALAPPDATA\PostgreSQL"
)

foreach ($path in $paths) {
    if (Test-Path $path) {
        Remove-Item $path -Recurse -Force
    }
}
```

## 5. Remove PostgreSQL PATH Entries

```
$newPath = ($env:Path -split ";" | Where-Object { $_ -
notmatch "PostgreSQL" }) -join ";"
```

```
[Environment]::SetEnvironmentVariable("Path", $newPath,  
[EnvironmentVariableTarget]::Machine)  
  
[Environment]::SetEnvironmentVariable("Path", $newPath,  
[EnvironmentVariableTarget]::User)
```

## 6. **Reboot** the Windows EM/Postgres Server Host.

A reboot ensures all PostgreSQL-related handles and services unload fully.



### **Be aware**

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