

Uninstall and Reinstall SAPgui and Kerberos - Macintosh and Windows

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On this page

- [On Macintosh, SAPgui uninstall and reinstall](#)
- [On Macintosh, Kerberos Uninstall and Reinstall](#)
- [On Windows, SAPgui uninstall and reinstall](#)
- [On Windows, Kerberos uninstall and reinstall](#)

On Macintosh, SAPgui uninstall and reinstall

1. Move **Applications > SAP** to Trash.
2. Move the following directory to the Trash: **Userhome > Library > Preferences > SAP**.
3. Move the following directory to the Trash: **Macintosh HD > Library > Preferences > SAP**. (If that folder exists.) This will take care of the preferences at the System level.
4. In Terminal, paste the following command and press enter. When prompted, enter your login password:

```
sudo rm -rf /var/db/receipts/edu.mit.sapgui.*
```

5. Navigate, in your web browser, with an MIT personal certificate, to the IS&T Software Distribution site, at: <https://ist.mit.edu/sapr3/sapgui>
6. Download the SAPgui installer for Macintosh. Double click to run the installer.
7. Choose to install on the Macintosh Hard Drive, and accept all default selections.
8. Reboot the machine.

On Macintosh, Kerberos Uninstall and Reinstall

1. Quit Ticket Viewer if it is open.
2. Move **Applications > Utilities > Ticket Viewer** to the Trash.
3. Navigate in Finder to **Computer > Mac OS 10.x > Library > Preferences**
4. Remove all variations of Kerberos configuration files that exist, such as
 - edu.mit.Kerberos
 - edu.mit.Kerberos.0
 - edu.mit.KerberosAgent.plist
 - edu.mit.KerberosAgent.plist.lockfile
5. Download and install Kerberos Extras for Mac from <https://ist.mit.edu/kerberos/>
6. Reboot the machine.

On Windows, SAPgui uninstall and reinstall

1. Check in the Add/Remove Programs list to see how many entries for SAP are there. Uninstall all via Add/Remove Programs.
2. Navigate on your hard drive to C:\Documents and Settings\USERNAME\Start Menu\Programs. If there is an SAP folder there, delete it.
3. Navigate on your hard drive to C:\Documents and Settings\All Users\Start Menu\Programs. If there is an SAP folder there, delete it.
4. Navigate on your hard drive to C:\Program Files. If there is an SAP folder there, delete it.
5. Navigate in your web browser, with certificates, to: <http://ist.mit.edu/software-hardware>. Download the SAPgui 7.40 installer. When prompted to Save or Open the file, choose Save.
6. Double click the installer to install the application.
7. Reboot the machine.
8. Check that SAP is in the Programs menu and launch the application from there.

On Windows, Kerberos uninstall and reinstall

1. Navigate to:
 - Windows 7: **Start > Control Panel > Programs and Features**
 - Windows XP: **Start > Control Panel > Add or Remove Programs**
2. Uninstall MIT Kerberos for Windows/Mac/etc.
3. Reboot the machine.
4. Download and install Kerberos, from <https://ist.mit.edu/kerberos/>
5. Reboot the machine.