

Uninstalling Device Managers

<https://campus.barracuda.com/doc/93199682/>

You can uninstall Device Managers remotely from the Barracuda RMM UI or locally at the device upon which they are installed.

Uninstalling Remotely

Initiating the Device Manager uninstall from the Barracuda RMM UI causes the application itself to be uninstalled, but does leave behind objects in the file system and Windows registry. See uninstalling locally below for more details on these artifacts.

1. Select **Configuration**.
2. Select **Site Management**.
3. Select **Sites**.
4. Select the Site where the Device Managers are installed.
5. Select the **Device Managers** tab.
6. Select the Device Managers.
7. Select **More Actions**.
8. Select **Uninstall Device Managers**.

If the device you are removing the Device Manager from is in the scan range of an Onsite Manager, please bear in mind that it might be scanned and show up in the Device List as managed by the Onsite Manager. If this occurs after you have installed the Device Manager, delete the Onsite Manager managed device from your device list and it should appear as expected.

Uninstalling Locally

Device Managers can be installed with the option to require a password before the uninstall routine will launch. This option is available in Device Manager Templates to prevent clients' employees from removing the agent off company computers.

Method 1: Uninstall a Device Manager via the MSI Cache

1. Open the File Explorer.
2. Navigate to **C:\Windows\Installer**.
3. Right-click beside **Size** and select **More**.

4. Scroll down to find **Subject** and enable the category.
5. **Sort by Subject** and find Barracuda RMM Device Manager.
6. Right-click and select **Uninstall**.

Method 2: Uninstall a Device Manager via Programs and Features

1. On the managed device, click **Start** and Open the **Control Panel**.
2. Select **Programs and Features** (or **Add or Remove Programs**).
3. Select **Barracuda RMM Device Manager**.
4. Select **Uninstall** or **Remove**.
5. Enter the password (if requested) and allow the routine to complete.

If you are not reinstalling Device Manager on the computer, you can remove any trace of the application by completing the two procedures that follow.

If you are receiving a password preventing you from uninstalling and do not know it, please phone technical support.

To remove file system artifacts:

- Click **Start** and open **Windows Explorer**.
- Locate and delete the following folders:
 - C:\Program Files\Barracuda RMM
 - C:\Program Files (x86)\Barracuda RMM

For Barracuda RMM installed before 12 SP4 or upgrade from an installation before 12 SP4, the folders are:

C:\Program Files\Level Platforms
C:\Program Files (x86)\Level Platforms

To remove Windows registry artifacts:

1. Click on Start and Run the command regedit.exe.
2. Locate and delete the Level Platforms key(s):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Level Platforms
 - HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Level Platforms

What to do if Registry Keys will not delete:

1. **Download RegIn:** <https://github.com/tenox7/regIn/releases/download/2.2/regIn-x64.exe>
2. Save to **C:\Temp**

3. Open **Command Prompt** as Administrator
4. Enter in **cd c:\temp**
5. Run `regIn-x64 -d "HKLM\SOFTWARE\Level Platforms\Managed Workplace"`
6. Then run `regIn-x64 -d "HKLM\SOFTWARE\Level Platforms"`

Uninstalling Mac OS Device Manager Locally:

1. Launch a new "Terminal" session.
2. Change the directory to "UninstallMacDM" by running the command: `cd /Applications/ManagedWorkplace/OnsiteManager/UninstallMacDM`
3. Type the following command: `sudo bash UninstallMacDMHelper.sh`

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.