

Fully uninstall Premium Remote Control from an End Device

<https://campus.barracuda.com/doc/93200668/>

The following article can be used to completely uninstall and reinstall Premium Remote Control (PRC) from an end device. This is typically done if troubleshooting steps to correct PRC connection issues have failed or that someone intends to decommission a site from Barracuda RMM.

Automated Uninstall PRC Agent

- In your Barracuda RMM UI go to **Automation > Calendar**.
- Select **Run Now**.
- Select **Items from Library**.
- Find the Uninstall Premium Remote Control (WIN or MAC) script.
- Target the end device.
- Select **Run Now**.

Local Uninstall of PRC Agent

If this was not successful or the device is not WMI enabled or otherwise available, you will need to get onto the end device and do the following:

If you also have Premium Remote Control Client on a device, that also can be removed.

- Uninstall **Premium Remote Agent** from **Add/Remove Programs**.
- Then remove the following Directories:
 - C:\Program Files (x86)\Avast\Premium Remote Agent*
 - C:\Program Files (x86)\BarracudaRMM*
 - C:\Program Files (x86)\ISL Online*
 - C:\ProgramData\ISL Online Cache*
 - %userprofile%\AppData\Local\ISL Online Cache*
- Then go into **RegEdit** and remove the following keys:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\ISL Online
Computer\HKEY_CURRENT_USER\Software\ISL Online
Computer\HKEY_USERS\S-1-5-18\Software\ISL Online
Computer\HKEY_USERS\.DEFAULT\Software\ISL Online
```

Note: Some folders or reg keys may not be found and a reboot is preferred.

Reinstalling PRC on an End Device

If you wish to reinstall PRC, you will want to do the following steps

- Go to the **Device Overview Page**
- Click on **Get Latest Assets** on the right-hand menu
 - *Or wait for asset collection to run naturally every four hours*
- **Wait 10-15 minutes** for the asset collection to complete
- Select **Premium Remote Control** under the Management section of the right-hand menu
- Click on **Install**
 - *If this has not cleared, asset collection has not been completed*
- **Wait another 5-10** minutes and refresh the page to see connect prompt

If the reinstall of PRC fails, restart the end device and attempt again.

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