

## Uninstalling Device Managers

<https://campus.barracuda.com/doc/98216911/>

You can uninstall Device Managers remotely from the Barracuda RMM UI or locally on the device where they are installed.

### Uninstalling Device Managers from within Barracuda RMM

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.

- Navigate to **Site Management**
- Click on **Sites**
- **Select the Site** where the Device Manager is installed
- From the top, choose **Device Managers**
- Click the **Check Box** beside the Device Manager you wish to uninstall
- Expand **More Actions**
- Select **Uninstall Device Managers**
- Leave the radial button on **Uninstall Device Managers and Delete Devices**

#### Barracuda RMM Support Note

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 (Windows)

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

#### Method 1: Uninstall a Device Manager via the MSI Cache

- Open the File Explorer

- Navigate to **C:\Windows\Installer**
- Right-click beside **Size** and select **More**
- Scroll down to find **Subject** and enable the category
- **Sort by Subject** and find Barracuda RMM Device Manager
- Right-click and select **Uninstall**

#### Method 2: Uninstall a Device Manager via Programs and Features

- On the managed device, click **Start** and Open the **Control Panel**
- Select **Programs and Features** (or **Add or Remove Programs**)
- Select **Barracuda RMM Device Manager**
- Select **Uninstall** or **Remove**
- 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 following two procedures.

#### Barracuda RMM Support Note

If you receive a password that prevents you from uninstalling and do not know it, please contact the support team.

## Uninstalling from a macOS

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

#### Barracuda RMM Support Note

The script is in the Device Manager folder you downloaded and expanded on your drive. If the DM installation fails, please run this script and reinstall it.

## Removing System Artifacts (Windows)

The following will be for cleaning up leftover elements of the Device Manager on a system whereby the software is no longer needed or in the case of major issues on a reinstall.

### To remove file system artifacts (Windows)

- Click **Start** and open **Windows Explorer**.
- Locate and delete the following folders:
  - C:\Program Files\Barracuda RMM
  - C:\Program Files (x86)\Barracuda RMM
  - C:\ProgramData\Barracuda RMM
    - *Could also find C:\Program Files\Level Platforms and C:\Program Files (x86)\Level Platforms for legacy installs*

### To remove Windows registry artifacts

- Click on Start and Run the command regedit.exe.
- 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

- **Download RegIn:** <https://github.com/tenox7/regIn/releases/download/2.2/regIn-x64.exe>
- Save to **C:\Temp**
- Open **Command Prompt** as Administrator
- Enter in **cd c:\temp**
- Run regIn-x64 -d "HKLM\SOFTWARE\Level Platforms\Managed Workplace"
- Then run regIn-x64 -d "HKLM\SOFTWARE\Level Platforms"

### Reinstalling a Device Manager

- Navigate to **Site Management**
- Click on **Sites**
- **Select the Site** where the Device Manager is installed
- From the top, choose **Device Managers**
- Expand **Download**
- Select the Device Manager download you wish to use

### Barracuda RMM Support Note

If you are reimaging a device, please do not use an image with an installed Device Manager. Doing so will break the Device Manager's functionality and require you to reinstall the software.

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