

## How to Reset the CloudGen Access Agent

<https://campus.barracuda.com/doc/98227624/>

### macOS

Stop the CloudGen Access agent first, and then run the following commands:

```
rm -rf ~/Library/Saved Application State/com.fyde.guardian.macos.savedState"
rm -rf ~/Library/Application Scripts/93TXDD8JU3.com.fyde.guardian.macos"
rm -rf ~/Library/Application
Scripts/93TXDD8JU3.com.fyde.guardian.macos.sharedgroup"
rm -rf ~/Library/Application Scripts/com.fyde.guardian.macos.extension"
rm -rf ~/Library/Application Scripts/com.fyde.guardian.macos.loginhelper"
rm -rf ~/Library/Application Scripts/com.fyde.guardian.macos"
rm -rf ~/Library/Group
Containers/93TXDD8JU3.com.fyde.guardian.macos.sharedgroup"
rm -rf ~/Library/Group Containers/93TXDD8JU3.com.fyde.guardian.macos"
rm -rf ~/Library/Containers/com.fyde.guardian.macos.extension"
rm -rf ~/Library/Containers/com.fyde.guardian.macos.loginhelper"
rm -rf ~/Library/Containers/com.fyde.guardian.macos"
```

If you have any problem with the system notification for the CloudGen Access agent, do the following:

```
TMP_FILE="$(mktemp)"
defaults export com.apple.ncprefs - > "$TMP_FILE"
# Remove all com.fyde entries from $TMP_FILE.
vim "$TMP_FILE"
defaults import com.apple.ncprefs - < "$TMP_FILE"
killall usernoted
```

### Windows

Stop the CloudGen Access agent first, and then delete the following directory. Finally, restart the agent.

```
"C:\Users\%USERNAME%\AppData\Local\Barracuda\CloudGen Access"  
"C:\Users\%USERNAME%\AppData\Local\Barracuda\CloudGen Access Debug"
```

## Linux

Stop the CloudGen Access agent first, and then run the following. Finally, restart the agent.

```
rm -rf ~/.config/fyde/  
rm -rf ~/.config/fyde-dev/
```

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