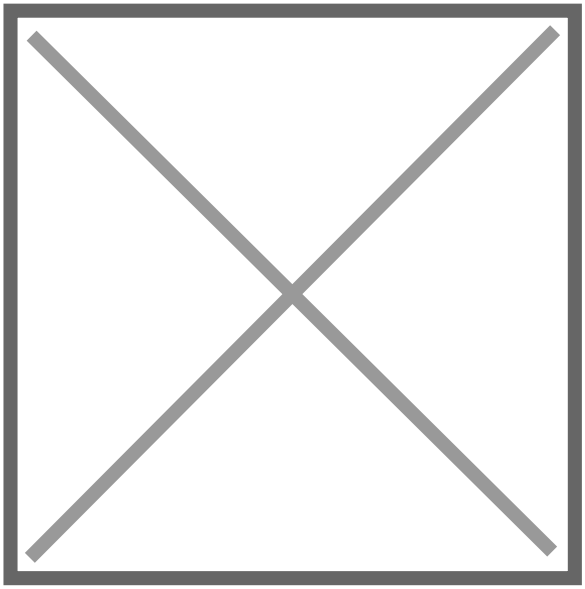
65.004 Uninstall Atera from a Windows PC



Docs

Document Control

Document Name	65.004 Uninstall Atera from a Windows PC		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	If you don't have access to the Atera management portal you can uninstall Atera manually. This is also useful if you have reinstalled Atera and it will not connect.		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change

02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

----------<START OF DOCUMENT> ----------

Either use these commands (The registry ones are the important ones if you have uninstalled Atera and Splashtop):

msiexec /x {EFB51F01-9805-4293-BB16-6F17EF4CEDF2} /qn

timeout /t 5 /nobreak >nul

sc stop AteraAgent > nul 2> nul
sc delete AteraAgent > nul 2> nul

taskkill /f /im TicketingTray.exe > nul 2> nul
REG DELETE "HKEY_CURRENT_USER\Software\ATERA Networks" /f > nul 2> nul
RMDIR /S /Q "%userprofile%\appdata\local\temp\TrayIconCaching" > nul 2> nul

taskkill /f /im AteraAgent.exe > nul 2> nul
taskkill /f /im TicketingTray.exe > nul 2> nul
taskkill /f /im AgentPackageMonitoring > nul 2> nul
taskkill /f /im AgentPackageInformation > nul 2> nul
taskkill /f /im AgentPackageRunCommandInteractive > nul 2> nul
taskkill /f /im AgentPackageEventViewer.exe > nul 2> nul
taskkill /f /im AgentPackageSTRemote.exe > nul 2> nul
taskkill /f /im AgentPackageInternalPoller.exe > nul 2> nul
taskkill /f /im AgentPackageWindowsUpdate.exe > nul 2> nul
taskkill /f /im AgentPackageSystemTools.exe > nul 2> nul
taskkill /f /im AgentPackageHeartbeat.exe > nul 2> nul
taskkill /f /im AgentPackageUpgradeAgent > nul 2> nul
taskkill /f /im AgentPackageProgramManagement > nul 2> nul
taskkill /f /im AgentPackageRegistryExplorer.exe > nul 2> nul

timeout /t 4 /nobreak >nul

REG DELETE "HKEY_CURRENT_USER\Software\ATERA Networks" /f > nul 2> nul
REG DELETE "HKEY_LOCAL_MACHINE\SOFTWARE\ATERA Networks" /f > nul 2> nul
REG DELETE "HKEY_CLASSES_ROOT\Installer\Products\4758948C95C1B194AB15204D95B42292" /f > nul 2> nul

REG DELETE "HKEY_CLASSES_ROOT\Installer\Products\10F15BFE50893924BB61F671FEC4DE2F" /f > nul 2> nul

RMDIR /S /Q "C:\Program Files\ATERA Networks\AteraAgent" > nul 2> nul
RMDIR /S /Q "C:\Program Files (x86)\ATERA Networks" > nul 2> nul

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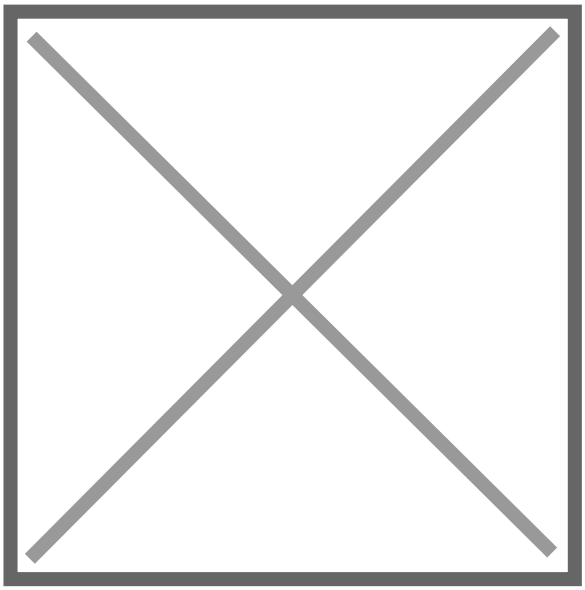
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000



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