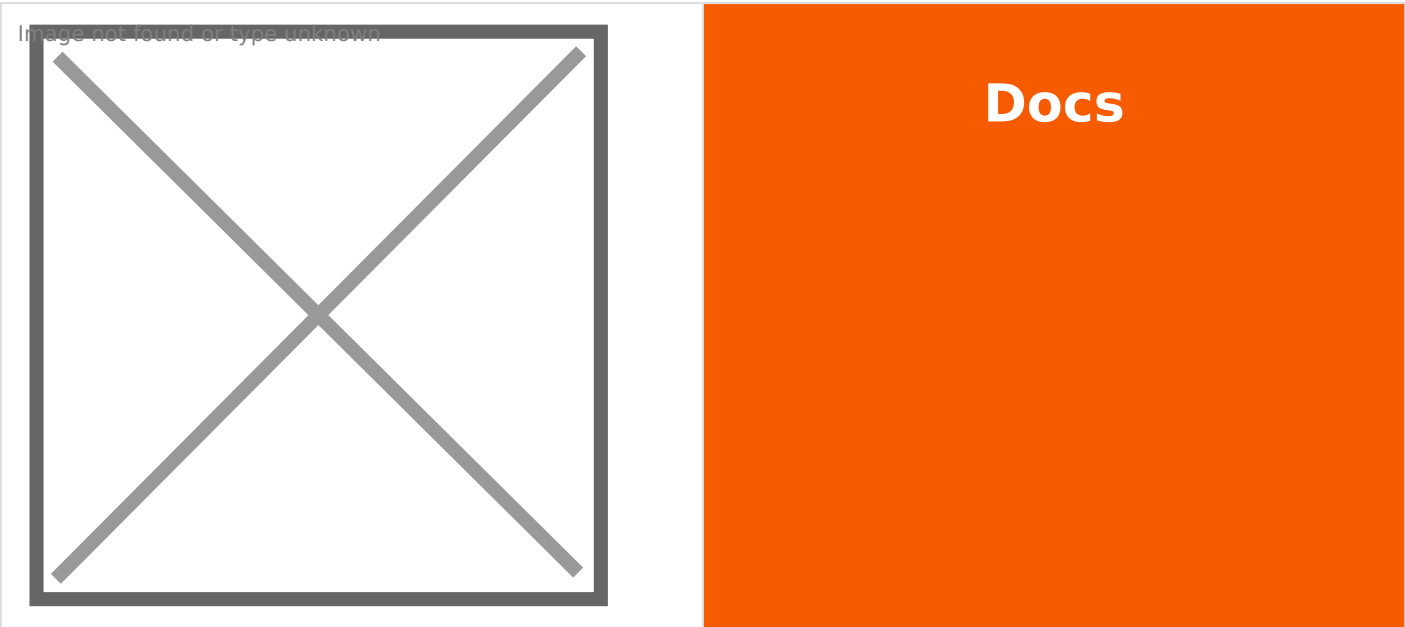


# 65.004 Uninstall Atera from a Windows PC



## Document Control

Document Name	65.004 Uninstall Atera from a Windows PC		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	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
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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
```

-----<END OF DOCUMENT>-----

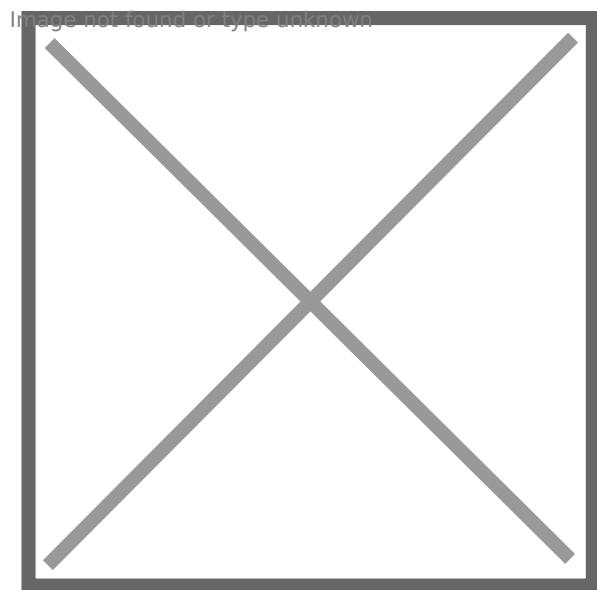
### Need help? Get in touch!

You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at [hub@safeharboursupport.com](mailto: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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Revision #4

Created 20 February 2025 17:03:20 by Neil Tancock

Updated 21 February 2025 08:41:39 by Neil Tancock