

## Manually Uninstalling the Client

Perform manual uninstallation only if you encountered issues when uninstalling from the web console or after running the uninstallation program. If so, do the following:

1. Log on to the client/agent computer using an account with Administrator privileges.
2. Right-click on the OfficeScan client icon on the system tray and then select **Unload Officescan**. If prompted for a password, specify the unload password and then click **OK**.

- i** You can disable the password on computers where the client will be unloaded. For details, see *Client Privileges and Other Settings* on pages 4-9 of the *Administrator's Guide*. In OfficeScan 11.0/XG:
1. Open the web console.
  2. Go to **Agents > Agent Management**.
  3. Select the OfficeScan agent.
  4. Navigate to **Settings > Privileges and Other Settings > Privileges** tab.
  5. Select "Does not require a password" under Unload and Unlock.
  6. Click **Apply**.

If the unload password was not specified, stop the following services from the Microsoft Management Console:

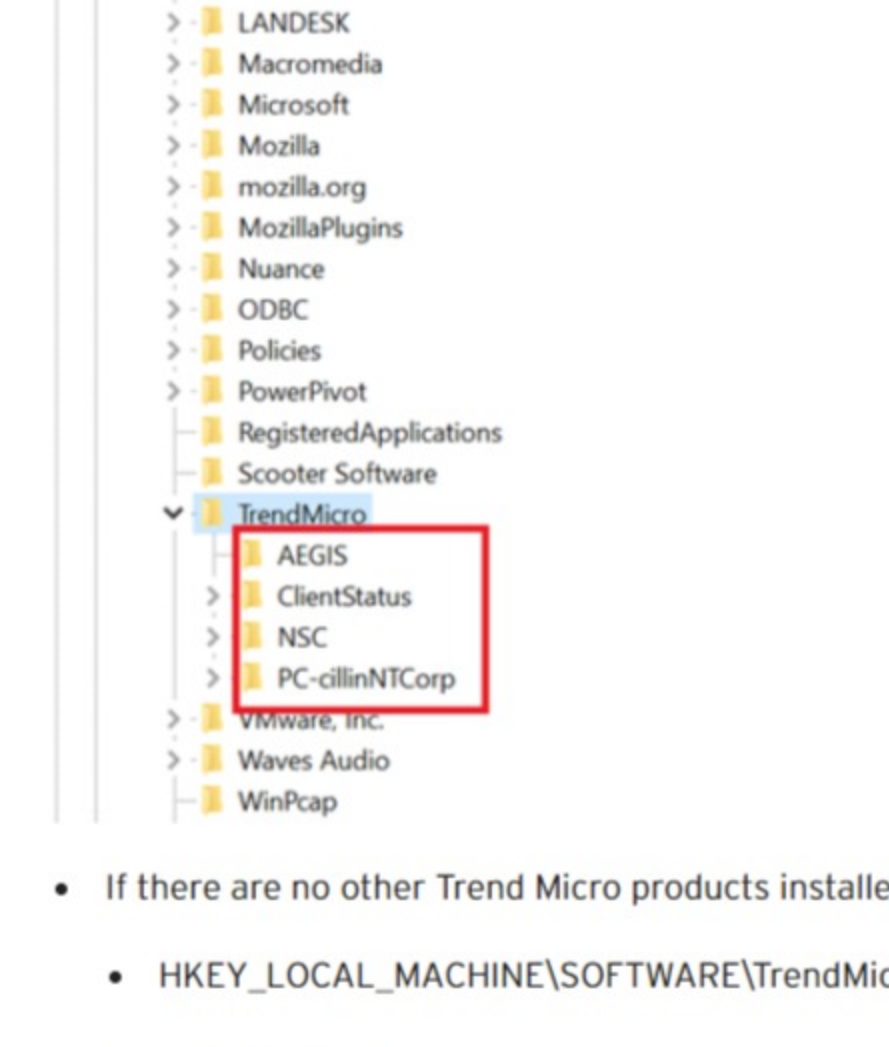
- OfficeScan NT Listener
- OfficeScan NT Firewall
- OfficeScanNT RealTime Scan
- OfficeScan NT Proxy Service
- Trend Micro Unauthorized Change Prevention Service (if the computer runs an x86 type platform)
- OfficeScan Common Client Solution Framework (v11.0/XG)
- Trend Micro OfficeScan NT Proxy Service (v11.0/XG)

3. Go to **Start > Programs**, right-click on either Trend Micro OfficeScan Client (v10.x) or Agent (v11.0/XG), then click **Delete**.

4. Open the Registry Editor.

- !** Always **back up the whole registry** before making any modifications. Incorrect changes to the registry can cause serious system problems.

5. Delete the following registry keys:



- If there are no other Trend Micro products installed on the computer:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro
- For 64-bit computers:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432node\TrendMicro
- If there are other Trend Micro products installed on the computer:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\NSC
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\OfcWatchDog
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\AEGIS (v11.0/XG)
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\AMSP (v11.0/XG)
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\NSC (v11.0/XG)
- For 64-bit computers:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432node\TrendMicro\OfcWatchDog
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\PC-cillinNTCorp
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432node\TrendMicro\PC-cillinNTCorp
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\AEGIS (v11.0/XG)
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\AMSP (v11.0/XG)
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\TrendMicro\NSC (v11.0/XG)

6. Delete the following registry keys/values:

- For 32-bit computers:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\OfficeScanNT
  - OfficeScanNT Monitor (REG\_SZ) under HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
- For 64-bit computers:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\OfficeScanNT
  - OfficeScanNT Monitor (REG\_SZ) under HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Run

7. Delete all instances of the following registry keys in the following locations:

- Locations:
  - HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services
  - HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet001\Services
  - HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet002\Services
  - HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet003\Services
- Keys:
  - ntrtscan
  - Perf\_iCrcPerfMonMgr
  - tmactmon
  - TMBMServer
  - tmccsf
  - tm\_cfw (For Windows XP or older)
  - tmcomm
  - TMEBC
  - tmeevw (For Windows Vista/2008 computers or newer)
  - tmeext (For Windows XP or older)
  - tme1 (For Windows 8, Windows Server 2012, or newer)
  - tmevtmgr
  - TmFilter
  - Tmlisten
  - tmlwf (For Windows Vista/2008 computers or newer)
  - tmmciesc
  - tmpfw
  - TmPreFilter
  - tmumh (XG)
  - tmusa (For Windows 7/2008 R2 computer or newer)
  - TmProxy (For Windows XP, Vista/2008 computers or older)
  - tmttdi (For Windows XP, Vista/2008 computers or older)
  - tmwfp (For Windows Vista/2008 computers or later versions)
  - VSApiNT

8. Close the Registry Editor.

9. Go to the Control Panel and then double-click on System.

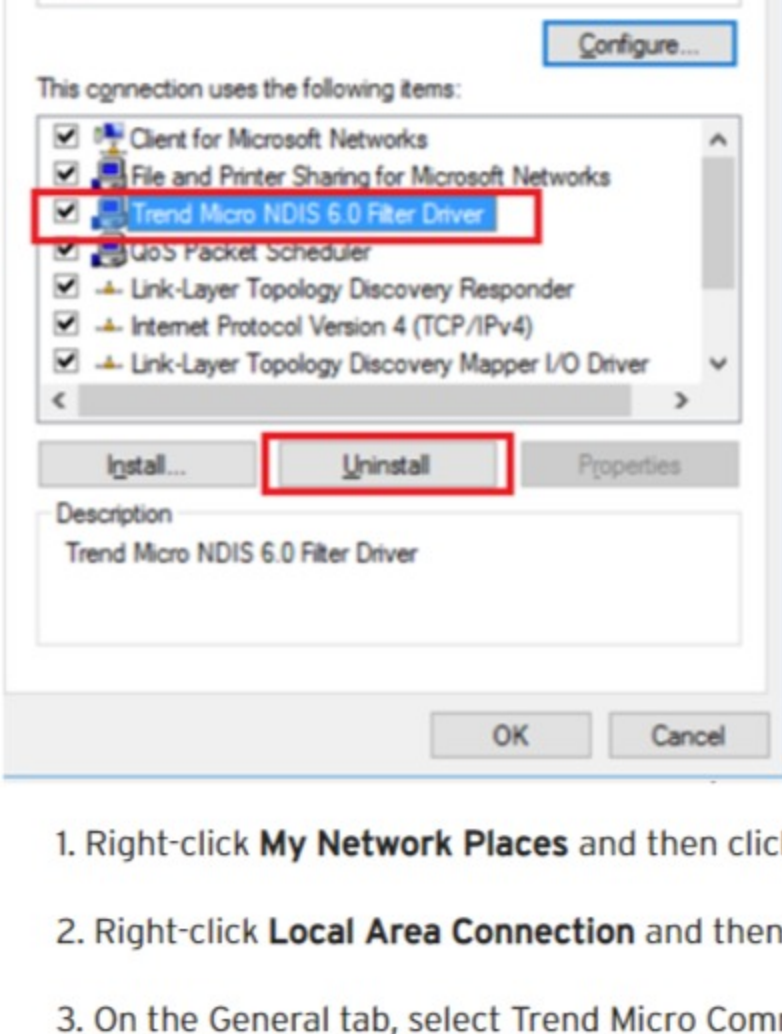
10. Click the Hardware tab and then click **Device Manager > View > Show hidden devices**.

11. Expand Non-Plug and Play Drivers and then uninstall the following devices:

- tmcomm
- tmactmon
- tmevtmgr
- Trend Micro Filter
- Trend Micro PreFilter
- Trend Micro TDI Driver
- Trend Micro VSAPI NT
- Trend Micro Unauthorized Change Prevention Service
- Trend Micro WFP Callout Driver (For Windows Vista/2008 computers)
- TMEBC
- tmeevw

- i** For Windows 8.0, 8.1, 10.0, 2012 or any Operating system using Windows Kernel revisions 6.2, please disregard the step for Non-Plug and Play Drivers. These drivers are still removed via the registry keys.

12. Uninstall the Common Firewall Driver:



1. Right-click **My Network Places** and then click **Properties**.
2. Right-click **Local Area Connection** and then click **Properties**.
3. On the General tab, select Trend Micro Common Firewall Driver, and then click **Uninstall**.

On Windows Vista computers, do the following:

1. Right-click **Network**, and then click **Properties > Manage network connections**.
2. Right-click **Local Area Connection**, and then click **Properties**.
3. On the Networking tab, select Trend Micro NDIS 6.0 Filter Driver and then click **Uninstall**.

13. Restart the client computer.

- i**
- If there are no other Trend Micro products installed on the computer, delete the Trend Micro installation folder:
    - Default: C:\Program Files\Trend Micro
    - 64-bit computers: C:\Program Files (x86)\Trend Micro
  - If there are other Trend Micro products installed, delete the following folders:
    - {client installation folder}
    - The BM folder under the Trend Micro installation folder (by default located in C:\Program Files\Trend Micro\BM)