Remove Installed AnyConnect Modules from Windows

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Introduction

This document describes how to remove installed Cisco AnyConnect modules from Windows PCs.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Basic knowledge of AnyConnect (Cisco Secure Client)
- · Basic knowledge of Windows shell commands

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

Methods include the use of software management tools like System Center Configuration Manager (SCCM) and manual uninstall for a small group of PCs.



Note: AnyConnect has been rebranded to Cisco Secure Client, nothing else changed just the name, the installation process is the same.

Use AnyConnect Installer Package

1. Allocate the AnyConnect pre-deploy package. The package name is **anyconnect-win-<version>- predeploy-k9.zip.**

2. Select the NAM module, the file name is **anyconnect-win-<version>-nam-predeploy-k9.msi**.

3. On Cisco AnyConnect Network Access Manager Setup window, select **Remove** and then **Next**. In the next window, select **Remove** again.

🕼 Cisco AnyConnect Network Access Manager Setup						
Modify, Repair or Remove installation Select the operation you wish to perform.	24					
Hodify Allows users to change the way features are installed.						
Repair Repairs errors in the most recent installation state - fixes missing or corrupt files, shortcuts and registry entries.						
Remove Removes Cisco AnyConnect Network Access Manager from Remove Installation	1					
< Back Next >	Cancel					

Select Remove

😸 Cisco AnyConnect Network Access Manager Setup	×					
Remove Cisco AnyConnect Network Access M						
You have chosen to remove the program from your computer.						
Click "Remove" to remove Cisco AnyConnect Network Access Manager from your computer. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.						
Advanced Installer < Back Remove C	Cancel					

Select Remove Again

Use the Command Prompt

This option is useful when you need to uninstall the module from multiple endpoints through a software management system (SMS) like Microsoft SCCM.

1. Find the UID value of the Network Access Manager MSI file with the power shell command **Get-WmiObject -Class Win32_Product**.

<#root>

C:\Users\cisco>

Get-WmiObject -Class Win32_Product

IdentifyingNumber	:	{B3FA5A71-A9C3-42B3-B567-F92C163F3F5B}
Name	:	Microsoft Visual C++ 2019 X64 Additional Runtime - 14.29.30040
Vendor	:	Microsoft Corporation
Version	:	14.29.30040
Caption	:	Microsoft Visual C++ 2019 X64 Additional Runtime - 14.29.30040

${\tt Identifying Number}$:	{C071AB12-A10B-4DC6-93A6-9292554517C8}
Name	:	Cisco AnyConnect ISE Posture Module
Vendor	:	Cisco Systems, Inc.
Version	:	4.10.03104
Caption	:	Cisco AnyConnect ISE Posture Module
IdentifyingNumber	:	{C56D2482-32F7-4CB7-AF41-4CC51EBCB17D}
Name	:	Microsoft Visual C++ 2019 X64 Minimum Runtime - 14.29.30040
Vendor	:	Microsoft Corporation
Version	:	14.29.30040
Caption	:	Microsoft Visual C++ 2019 X64 Minimum Runtime - 14.29.30040
IdentifyingNumber	:	{F2C7C953-F423-415F-A2E7-5F09F9DA1AF1} <<< This will be the UID.
Name	:	Cisco AnyConnect Network Access Manager
Vendor	:	Cisco Systems, Inc.
Version	:	4.10.03104
Caption	:	Cisco AnyConnect Network Access Manager

Another option if you want to see only AnyConnect Network Access Module (NAM) info is to use **Get-WniObject win32_product -Filter ''name = 'Cisco AnyConnect Network Access Manager''' | fl**

<#root>

C:\Users\cisco>

Get-WmiObject win32_product -Filter "name = 'Cisco AnyConnect Network Access Manager'" | fl

IdentifyingNumber	:	{F2C7C953-F423-415F-A2E7-5F09F9DA1AF1}
Name	:	Cisco AnyConnect Network Access Manager
Vendor	:	Cisco Systems, Inc.
Version	:	4.10.03104
Caption	:	Cisco AnyConnect Network Access Manager

Then, confirm the reg key value is present under **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall** with the registry editor app.

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{F2C7C953-F423-415F-A2E7-5F09F9DA1AF1}

>	Store	^	Name	Туре	Data
>	Syncmgr		ab (Default)	REG_SZ	(value not set)
	SysPrepTapi		ab AuthorizedCDFP	REG SZ	
>	Telephony		ab Comments	REG SZ	A SmartNET contract is required for support - Cisc
2	Themes		ab Contact	REG SZ	, ,,
>	TouchKeyboard		ab Displaylcon	REG SZ	C:\Program Files (x86)\Cisco\Cisco AnyConnect S.
Y	Uninstall		ab DisplayName	REG SZ	Cisco AnyConnect Network Access Manager
			ab DisplayVersion	REG SZ	4 10 03104
			211 Estimated Size	REG DWORD	0-00001550 (5552)
			ab HalaLiak	REG_DWORD	http://www.sisco.com/TAC/
	- {6EB02852-95F2-4857-8A5F-9D429AA4FD38}		ab Hala Talashara	REG_EXPAIND_SZ	http://www.cisco.com/ IAC/
			Help lelephone	REG_SZ	(800) 553-2447
	- {A4076314-DE10-4FEB-A977-A3AF859B4073}		InstallDate	REG_SZ	20211028
			anistallLocation	REG_SZ	C:\Program Files (x86)\Cisco\Cisco AnyConnect S
			ab InstallSource	REG_SZ	C:\Users\cisco\AppData\Local\Temp\Temp1_anyc
	- {C071AB12-A10B-4DC6-93A6-9292554517C8}		300 Language	REG_DWORD	0x00000409 (1033)
			ab ModifyPath	REG_EXPAND_SZ	MsiExec.exe /X{F2C7C953-F423-415F-A2E7-5F09F9
			88 NoModify	REG_DWORD	0x00000001 (1)
			100 NoRepair	REG_DWORD	0x00000001 (1)
	AddressBook		ab Publisher	REG_SZ	Cisco Systems, Inc.
	Cisco AnyConnect Diagnostics and Reporting Tool 4.10.03104		ab Readme	REG_SZ	
	Cisco AnyConnect ISE Posture Module 4.10.03104		ab Size	REG_SZ	
	Cisco AnyConnect Network Access Manager 4.10.03104		ab UninstallString	REG_EXPAND_SZ	MsiExec.exe /X{F2C7C953-F423-415F-A2E7-5F09F9
	Cisco AnyConnect Posture Module 4.9.00086		ab URLInfoAbout	REG SZ	http://www.cisco.com
	- Cisco AnyConnect Secure Mobility Client		ab URLUpdateInfo	REG SZ	
	Cisco AnyConnect Start Before Login Module 4.10.03104		110 Version	REG DWORD	0x040a0c20 (67767328)
	Connection Manager		111 Version Major	REG DWORD	0x00000004 (4)
	DirectDrawEx		211 Version Minor	REG DWORD	0+0000000+(10)
	- DXM_Kuntime		Windowslostalles	REG DWORD	0-0000001 (1)
	Fontcore		und windowsinstaller	REG_DWORD	0.0000001(1)
	- IE40				
	EdData		1		

Windows Registry Keys

2. Open the Command Prompt and run **msiexec.exe** /**x**{**reg key value**}. with the reg key value obtained from the previous step.

<#root>

C:\Users\cisco>

msiexec.exe /x{F2C7C953-F423-415F-A2E7-5F09F9DA1AF1}

Note: These attributes can be customized based on your needs, to avoid the reload prompt, and so on. With this example command, the next steps are required.

3. In the Windows Installer prompt, click Yes.



Prompt to Uninstall

4. The uninstall progress bar opens.

Cisco AnyConnect Network Access Manager	
Please wait while Windows configures Cisco AnyCon Access Manager	nnect Network
	Cancel

Removal Progress

5. The system prompts you to restart your PC. Click Yes.



Restart Prompt

Note: For best practices, allow the system to restart.

Traditional User Interface

This is a manual option to uninstall the module and it is recommended for a small number of PCs.

1. Open Apps and Features on Windows Settings > Select NAM > Select Uninstall.



Open Apps and Features on Windows Settings

Related information

• Cisco Technical Support & Downloads