

Manually Uninstalling Cisco Security Agent 4.0

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Introduction

This document describes how to manually uninstall Cisco Security Agent (CSA) version 4.0.x. If you are unable to uninstall the CSAgent with Add/Remove programs, or if the Agent uninstall fails, this document provides instruction you can use in order to manually remove the Agent.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions.

- Cisco Security Agent version 4.0.x

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, make sure that you understand the potential impact of any command.

Conventions

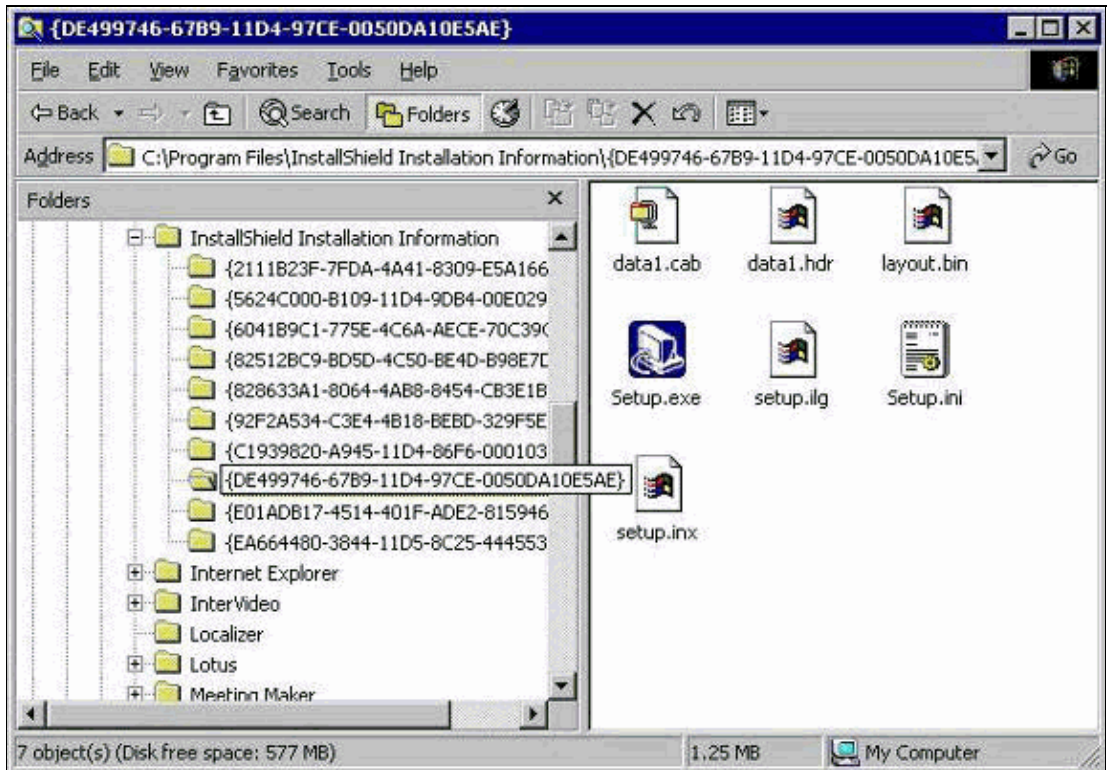
Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Manually Uninstall the Cisco Security Agent

Complete these steps in order to manually uninstall the Cisco Security Agent.

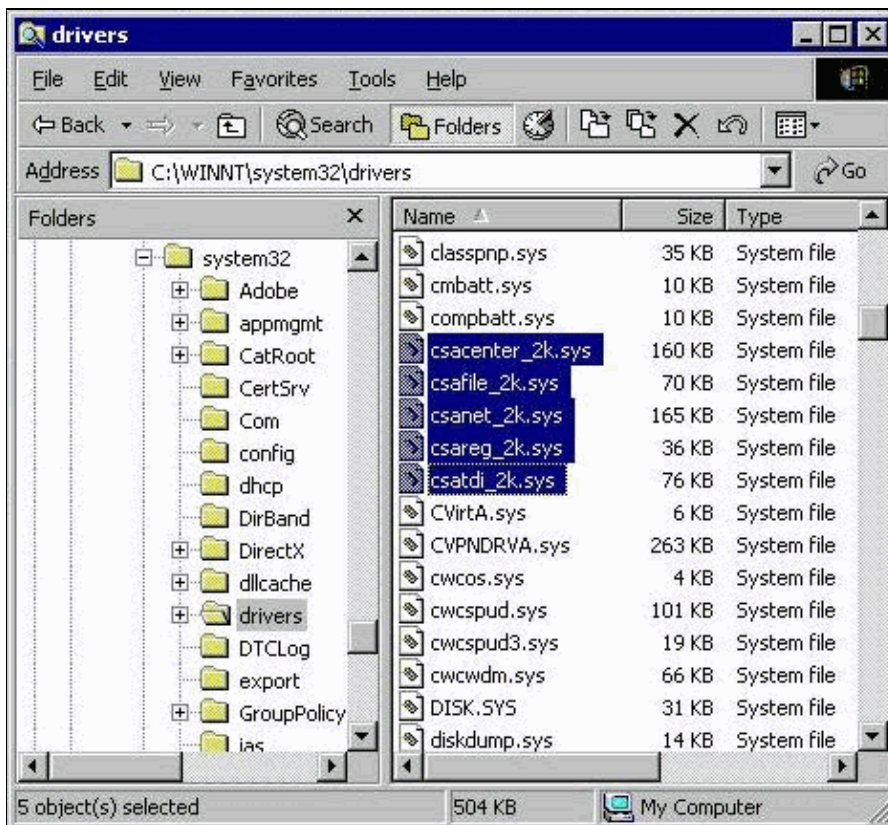
1. Cisco recommends that you perform the uninstallation in Safe Mode. Complete these steps to enter Safe Mode:
 - a. Shut down the computer and restart.

- b. Press **F8** in order to go to the Windows Advanced Options Menu when the computer boots up.
 - c. Use the arrow keys in order to select the menu option for **Safe Mode with Networking**.
 - d. Press **Enter**.
2. Delete the **\Program Files\InstallShield Installation Information\{DE499746-67B9-11D4-97CE-0050DA10E5AE}** directory if it exists.

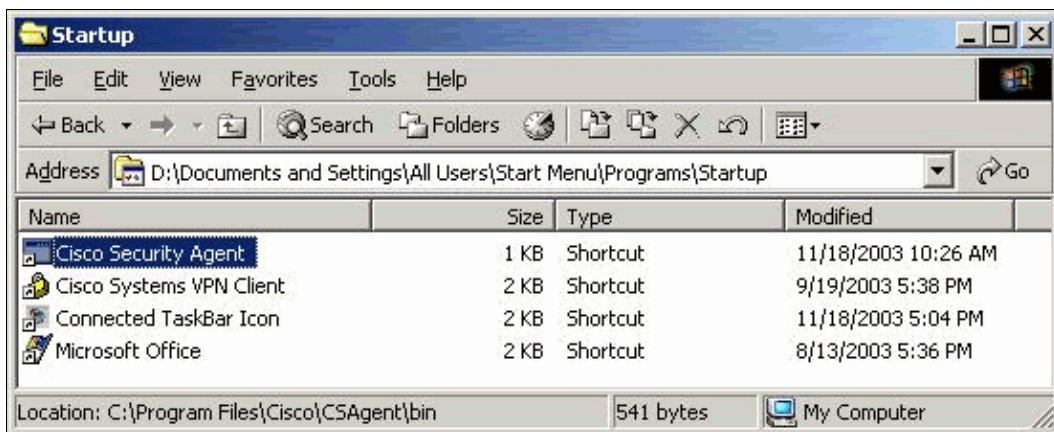
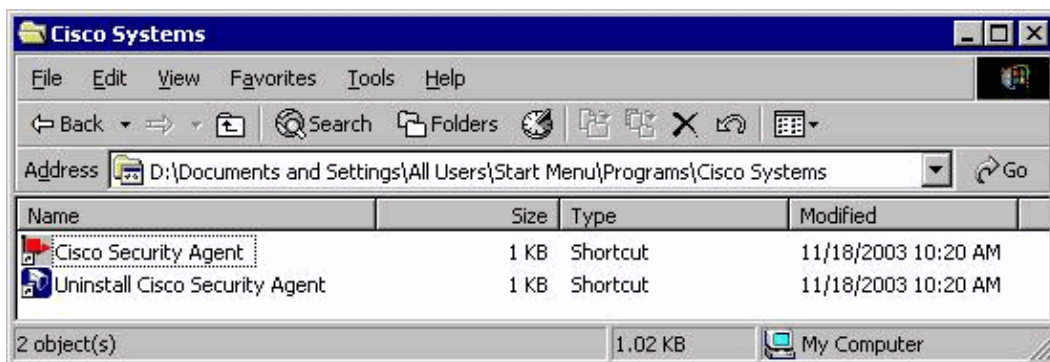


3. Delete these files from the **\WINNT\system32\drivers** directory.

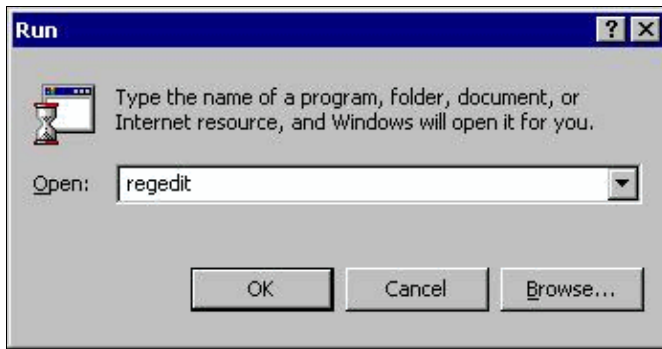
- ◆ csacenter*.sys
- ◆ csafire*.sys
- ◆ csanet*.sys
- ◆ csareg*.sys
- ◆ csatdi*.sys



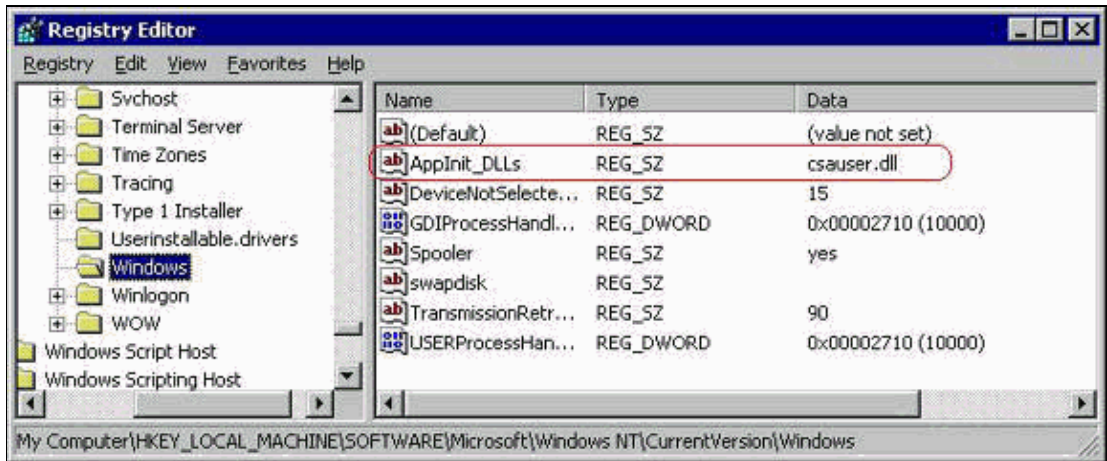
4. Delete all references to CSA in the Start Menu\Programs\ directory and any reference to the Cisco Security Agent in the Startup Directory.



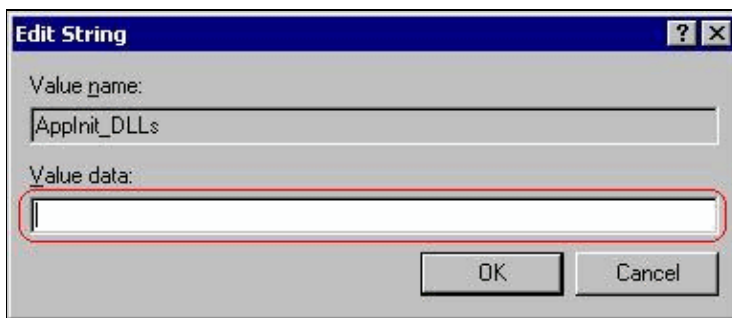
5. Select **Start > Run**, type **regedit**, and click **OK** in order to launch the Registry Editor.



6. Select **HKEY_LOCAL_MACHINE > SOFTWARE > Microsoft > Windows NT > CurrentVersion > Windows > AppInit_DLLs**.



7. Double-click the **AppInit_DLL** entry and remove any reference to **csauser.dll** from the field for Value data. Click **OK** when you finish.



8. Delete these WINNT or WINDOWS\system32\ files:

- ◆ csafilter.dll
- ◆ csarule.dll
- ◆ csauser.dll

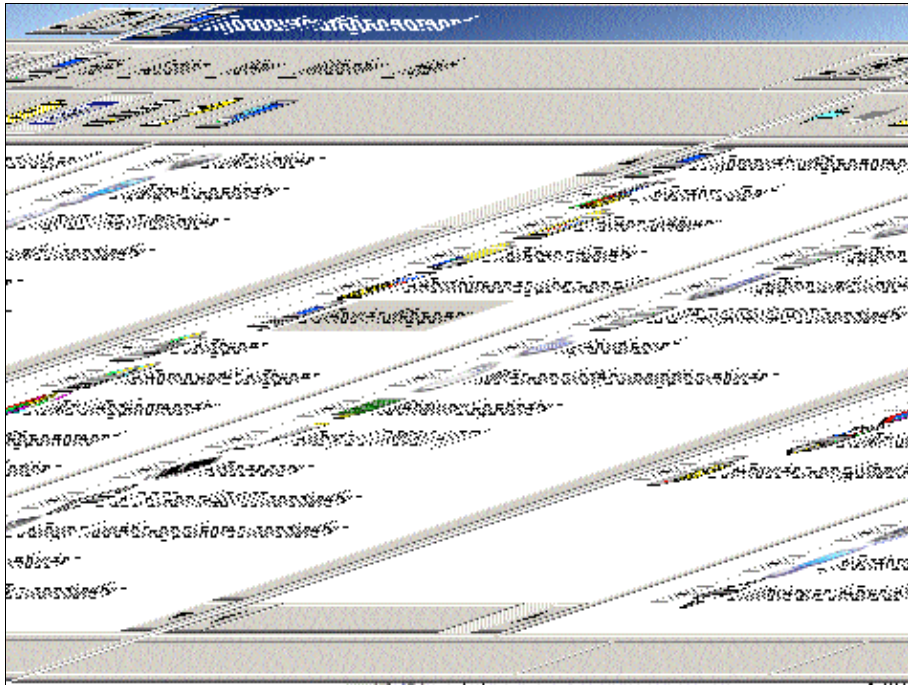
Note: See step 14 if you are unable to delete the csauser.dll file.

9. Launch the Registry Editor, as per step 5, and remove these registry keys:

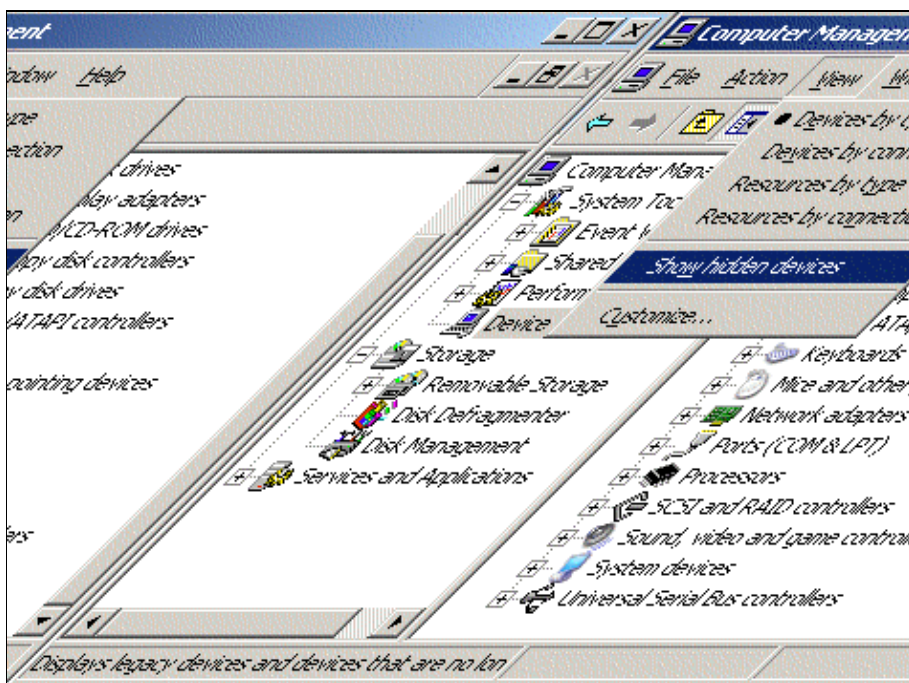
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > ControlSet001 > Control > Session Manager > KnownDLLs > csauser (Data value = csauser.dll)
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > ControlSet002 > Control > Session Manager > KnownDLLs > csauser (Data value = csauser.dll)
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > csacenter
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > csafile
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > csanet
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > csareg

- ◆ HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > csatdi
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > CSAgent
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > csahook
- ◆ HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > csafilter
- ◆ HKEY_LOCAL_MACHINE > SOFTWARE > Cisco > CSAgent
- ◆ HKEY_LOCAL_MACHINE > SOFTWARE > Microsoft > Windows > CurrentVersion > Uninstall > {DE499746-67B9-11D4-97CE-0050DA10E5AE}

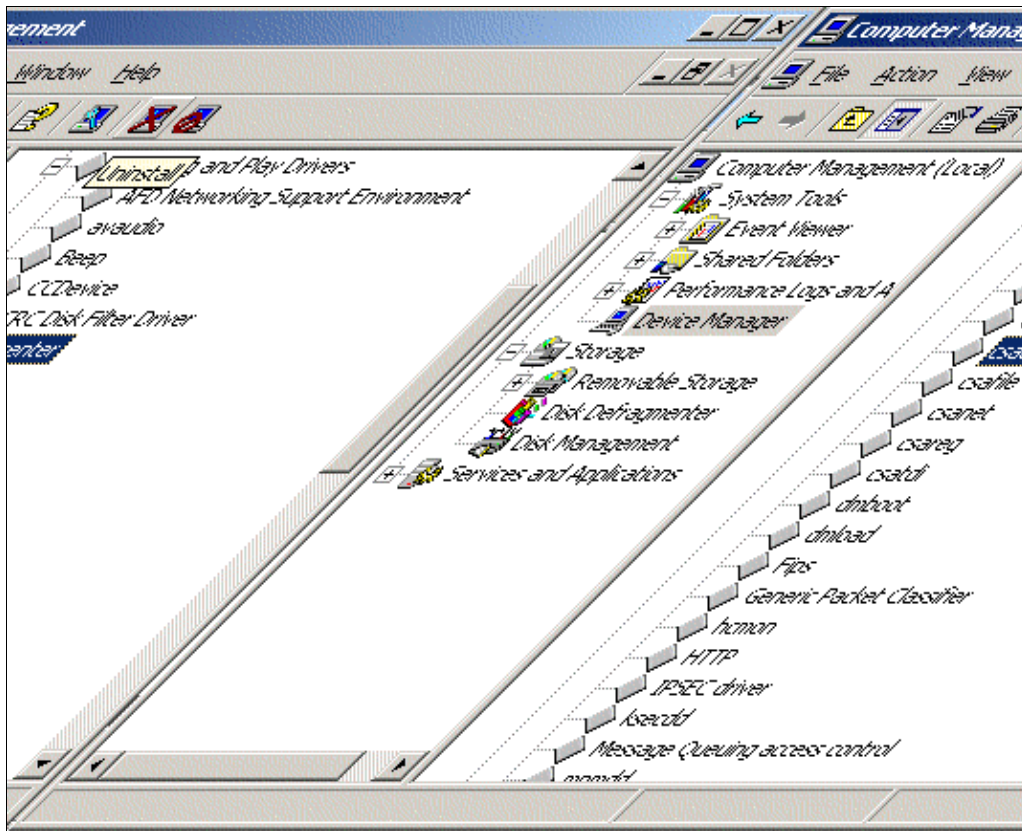
10. Launch the Device Manager at **Start > Settings > Control Panel > Administrative Tools > Computer Management > Device Manager**.



11. Select **View > Show hidden devices** in order to ensure that all entries are visible.



12. Uninstall all driver entries that begin with 'csa' or contain a reference to 'Cisco Security Agent' in the Non-plug and Play Drivers section. Do not reboot when you are prompted after you uninstall each driver.



13. Choose to reboot the server into normal mode after you remove the last driver.
14. If you are unable to delete the csauser.dll file, then log back in and delete the **csauser.dll** file from WINNT or the WINDOWS\system32\ directory once the server reboots.
15. If IIS is installed, such as the case for a Cisco Unity, Cisco CallManager, or other server that provides Web services, proceed to the For Cisco Unity, Cisco CallManager and IIS Server Users Only section.

If you have Apache 1.3 or 2.0 installed, proceed to the For Apache Servers Users Only section. If you do not have IIS or Apache installed, delete the \Program Files\Cisco\CSAgent directory and all directories and files within it..

Note: Be careful *not* to delete any other files or directories within \Program Files\Cisco.

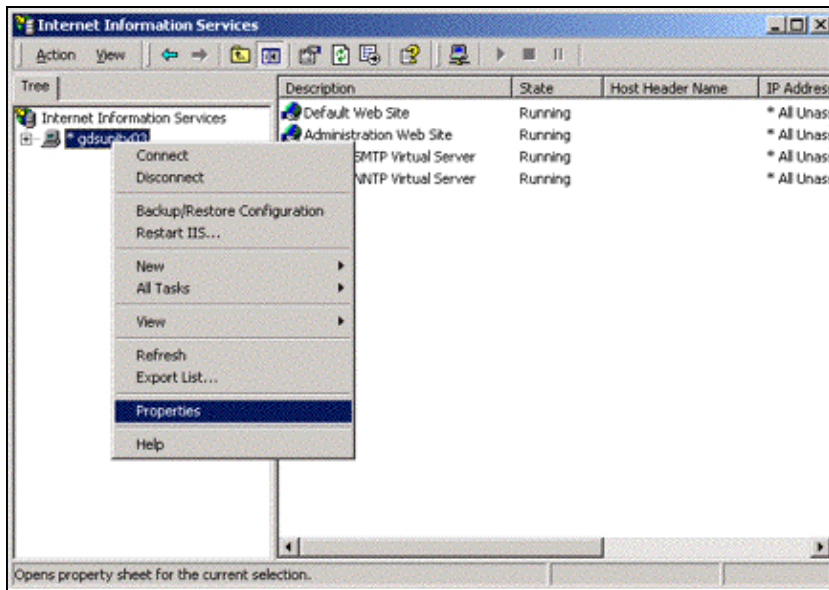
For Cisco Unity, Cisco CallManager and IIS Server Users Only

If you manually remove the agent from an IIS server, you may need to remove the ISAPI filter. Failure to do so can create an event log error every time IIS starts. Choose either Option 1 or Option 2. Option 1 requires that you reboot into normal mode. If you are still in safe mode, you need to reboot into normal mode (versus safe mode) to access the requested MMC snap in tool.

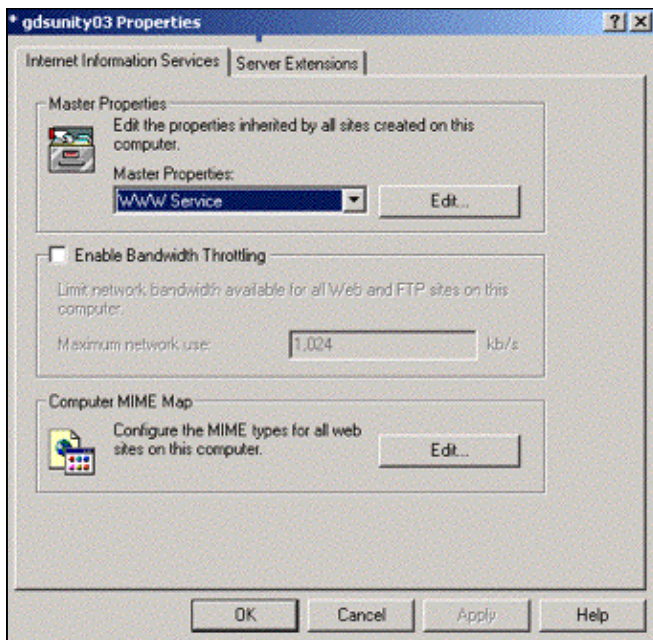
Option 1

Complete these steps.

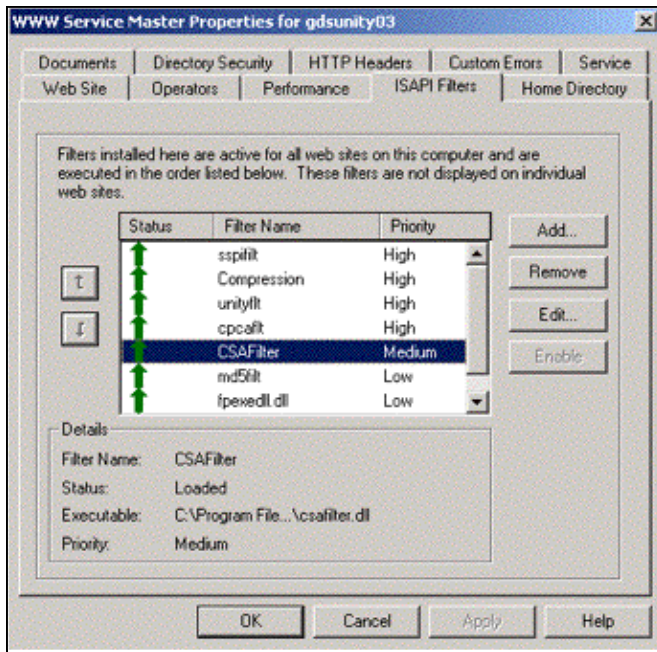
1. Select **Start > Programs > Administrative Tools > Internet Services Manager** to launch the Internet Information Services (IIS) Management Console.
2. Highlight the server name, right-click, and select **Properties**.



3. Edit the Master Properties for the WWW Service.



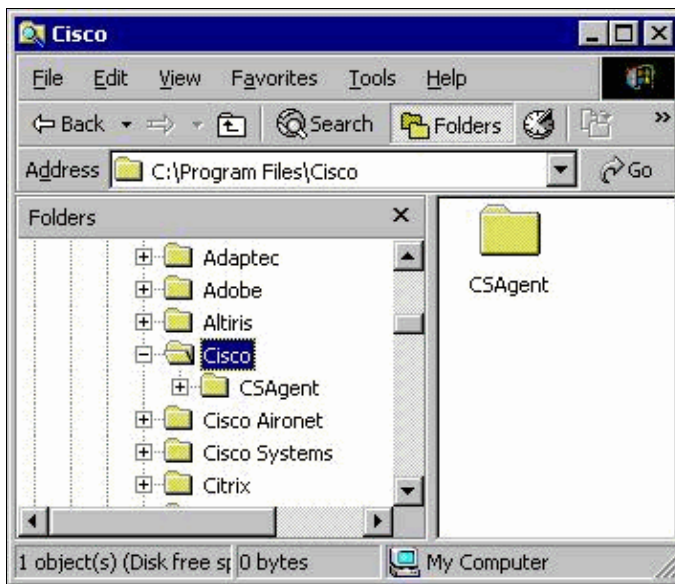
4. Select the ISAPI Filters tab from the WWW Service Master Properties window. Highlight the **CSAFilter** entry and click **Remove** to delete the filter.



5. Click **OK** twice to apply your changes and exit.
6. Close the Internet Information Services Management Console.
7. Delete the **\Program Files\Cisco\CSAgent** directory and all directories and files within it.

Note: Be careful *not* to delete any other files or directories within \Program Files\Cisco.

The Program Files directory is located on the C:\ drive in this example.



8. Reboot the server.

Option 2

Complete these steps.

1. Run the **csa_datafilter -u iis** command from a command prompt in the **..\csagent\bin** directory.
2. Delete the **\Program Files\Cisco\CSAgent** directory and all directories and files within it.

Note: Be careful *not* to delete any other files or directories within \Program Files\Cisco.

3. Reboot the server.

For Apache Server Users Only

If you manually remove the agent from an Apache server, you may need to remove the ISAPI filter. Choose either Option 1 or Option 2.

Option 1

Complete these steps for Apache 1.3:

1. Go to where Apache is installed (normally \Program Files\Apache\).
2. Use Notepad to open \Apache\Conf\httpd.conf.
3. Search for **csafilter**. There should be two locations.
4. Delete the two lines that you find that begin with:

```
"loadmodule csafilter. . ."
"addmodule mod_csafilter. . ."
```

5. Save and close **httpd.conf**.
6. Open \Apache\modules\ and delete **mod_csafilter*.so**.
7. Delete the \Program Files\Cisco\CSAgent directory and all directories and files within it

Note: Be careful *not* to delete any other files or directories within \Program Files\Cisco.

8. Reboot the server.

Complete these steps for Apache 2.0:

1. Go to where Apache is installed (normally \Program Files\Apache\).
2. Use Notepad to open \Apache\Conf\httpd.conf.
3. Search for **csafilter**. There should be one match.
4. Delete the line that you find that begins with `loadmodule csafilter. . .`
5. Save and close **httpd.conf**.
6. Open \Apache\modules\ and delete **mod_csafilter*.so**.
7. Delete the \Program Files\Cisco\CSAgent directory and all directories and files within it.

Note: Be careful *not* to delete any other files or directories within \Program Files\Cisco.

8. Reboot the server.

Option 2

Complete these steps:

1. Run the appropriate command from a command prompt in the `..\csagent\bin` directory:

◆ **For Apache 1.3:**

```
◇ csa_datafilter -u apache13 <.conf file with full path name><modules directory path>
```

◆ **For Apache 2.0:**

```
◇ csa_datafilter -u apache20 <.conf file with full path name><modules directory path>
```

2. Delete the \Program Files\Cisco\CSAgent directory and all directories and files within it.

Note: Be careful *not* to delete any other files or directories within \Program Files\Cisco.

3. Reboot the server.

Related Information

- [Management Center for Cisco Security Agents Version 4.0 Documentation](#)
 - [How to upgrade CSA MC to version 4.0](#)
 - [Cisco Security Agent Support Page](#)
 - [Technical Support & Documentation – Cisco Systems](#)
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