

Uninstall the Umbrella Roaming Client from Windows and macOS

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Introduction

This document describes how to uninstall the Umbrella Roaming Client from Windows and macOS.

Uninstall the Umbrella Roaming Client on Windows



Note: Administrative privileges are required for all uninstall methods.

Stop the Umbrella Roaming Client Service

Launch an [Administrative command prompt](#) and run the command:

```
net stop Umbrella_RC
```

Uninstall Using Add/Remove Programs

Some deployments include the option to hide the Umbrella roaming client from the Add/Remove programs list. If this is the case, use the command line uninstall methods instead.

1. Open a Run prompt: **Start > Run**.
2. Type **appwiz.cpl** and press **Enter**.

3. In the list of programs, select **Umbrella Roaming Client**. Click **Uninstall**.

Uninstall Using Command Line

If the Umbrella Roaming Client does not appear in Add/Remove Programs, use a command line method.

1. Open an [Administrative command prompt](#).
2. Run the command:

```
wmic Product where name='Umbrella Roaming Client (x86)' call uninstall
```

For PowerShell, you need to change the quotation. Use this command:

```
wmic Product where "name='Umbrella Roaming Client (x86)'" call uninstall
```

Uninstall Using Command Line and Setup.msi File

1. Obtain the same version of the Setup.msi file used for installation.
2. Open an [Administrative command prompt](#).
3. Run the command, replacing C:\Path\to\Setup.msi with the actual file path:

```
msiexec /x C:\Path\to\Setup.msi /qn
```

Manual Removal



Warning: This method must only be used if the previous methods have failed. This method involves manually deleting the Umbrella Roaming Client Service and deleting all of the folders/files. If done incorrectly, or only partially, this could result in not being able to reinstall the Roaming Client successfully.

1. Open an [Administrative command prompt](#).

2. Run the command:

```
sc delete "Umbrella_RC"
```

3. Delete the folders:

```
C:\ProgramData\OpenDNS\ERC  
C:\Program Files (x86)\OpenDNS
```

4. Reset DNS settings:

1. Navigate to **Control Panel > Network and Internet > Network Connections**.
2. For each active network adapter:
 1. Double-click the adapter.

2. Navigate to **Properties > Internet Protocol Version 4 > Properties**.
3. Set DNS to **Obtain Automatically (DHCP)** or enter a **static IP address** as required.

Uninstall the Umbrella Roaming Client on macOS

Use the GUI Uninstaller

- Search for **uninstall roaming** in Spotlight.
- Alternatively, navigate to **Applications > OpenDNS Roaming Client > Umbrella Roaming Client Uninstaller** and run the uninstaller.

Use the Command Line Uninstaller

1. Open the **Terminal application**.
2. Run the command:

```
sudo /Applications/OpenDNS\ Roaming\ Client/rcuninstall
```

3. Review the output and confirm uninstallation by finding the line similar to:

```
2015-09-24 16:52:59.789 rcuninstall[60471:507] Completed Uninstall
```