# **Uninstall the Umbrella Roaming Client from Windows and macOS**

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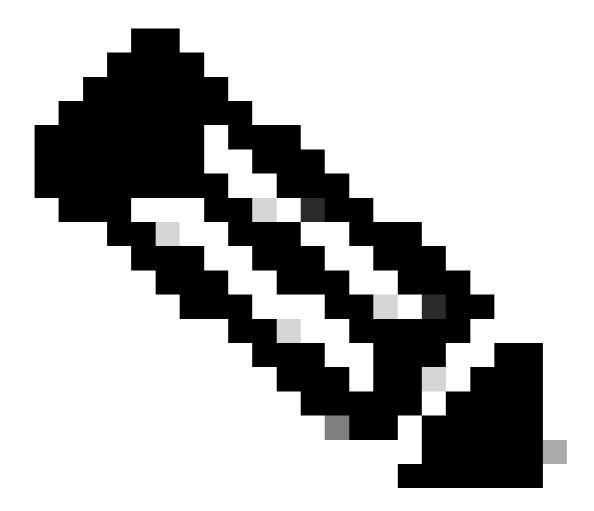
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## Introduction

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:

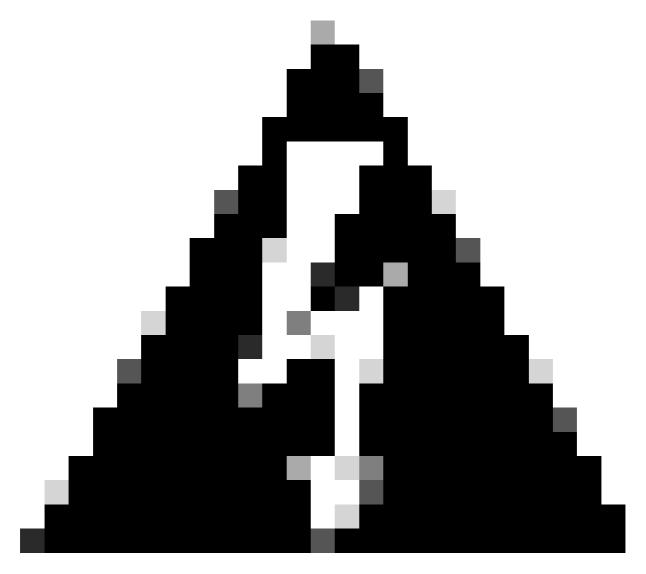
wmic Product where "name='Umbrella Roaming Client (x86)'" call uninstall
```

### 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