

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.

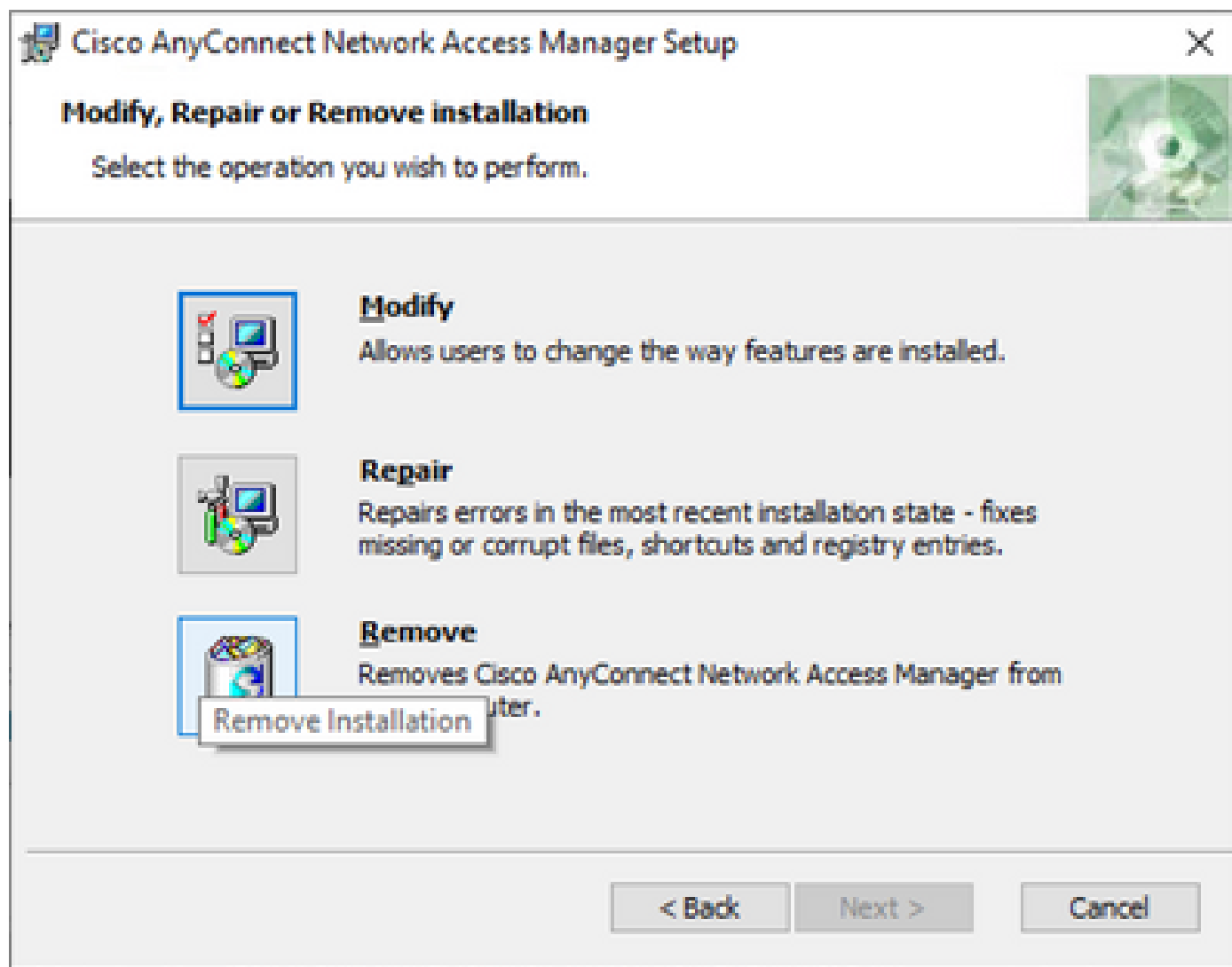
Background Information

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

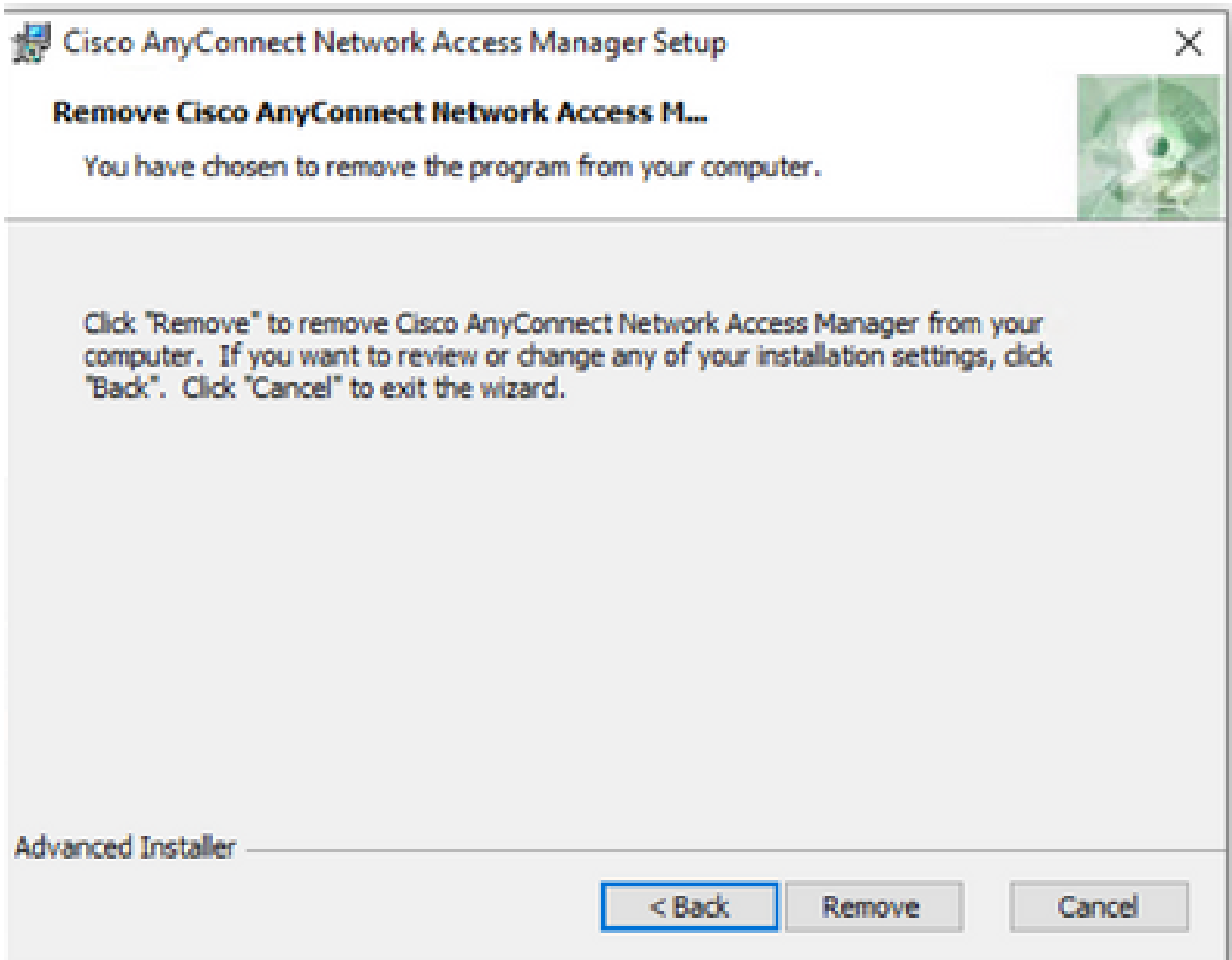
 **Note:** AnyConnect has been rebranded to Cisco Secure Client, nothing else changed just the name, the installation process is the same.

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.



Select Remove



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
```

IdentifyingNumber : {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-WmiObject win32_product -Filter "name = 'Cisco AnyConnect Network Access Manager'" | fl**

<#root>

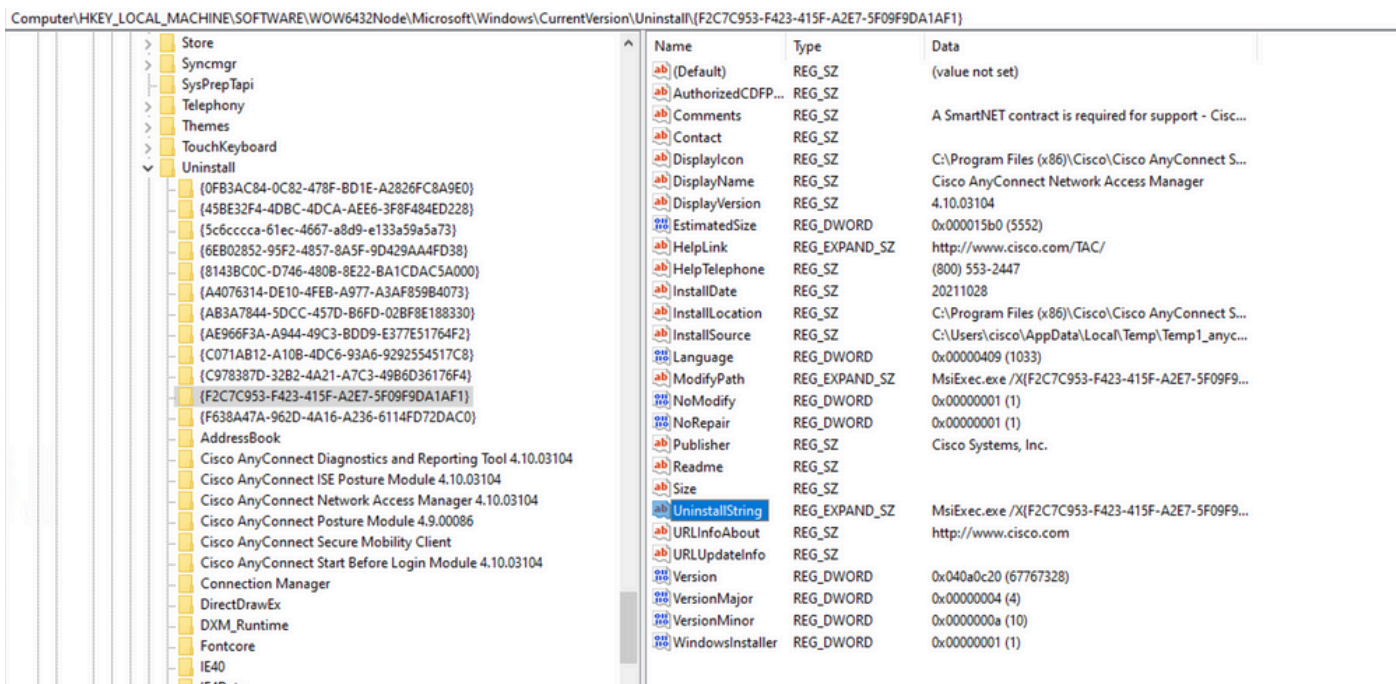
C:\Users\cisco>

```
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.




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.

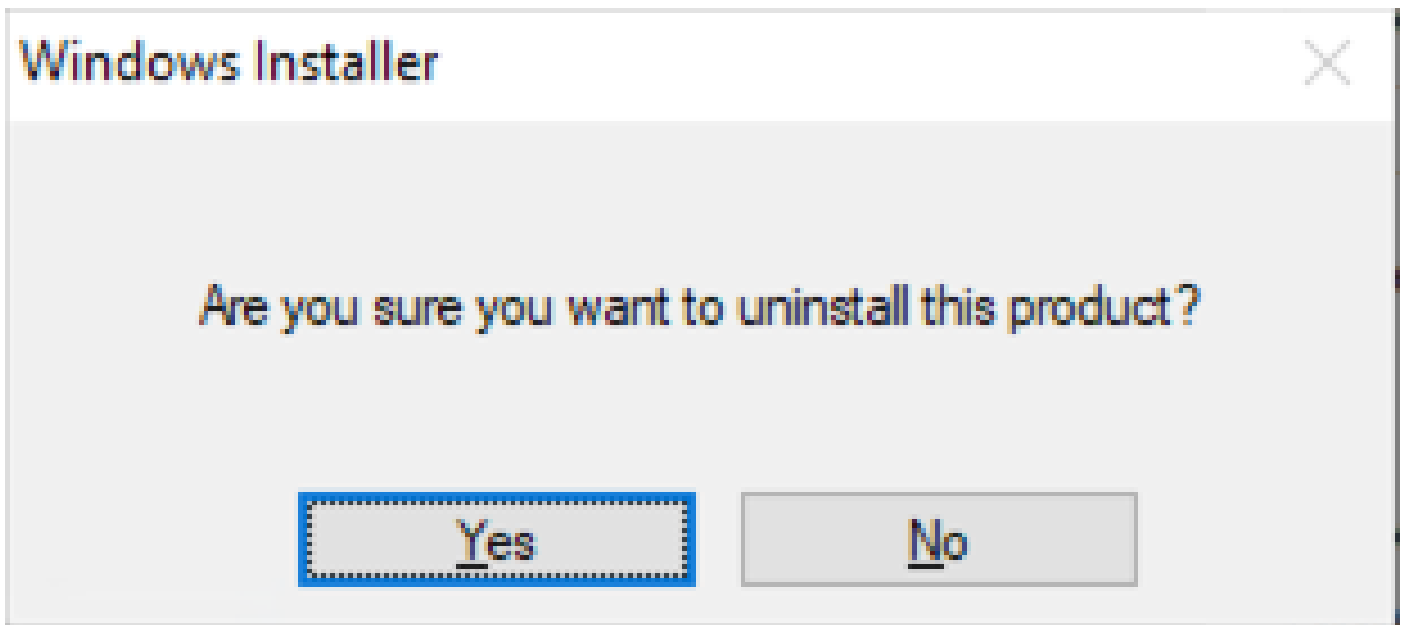
```
<#root>
```

```
C:\Users\cisco>
```

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

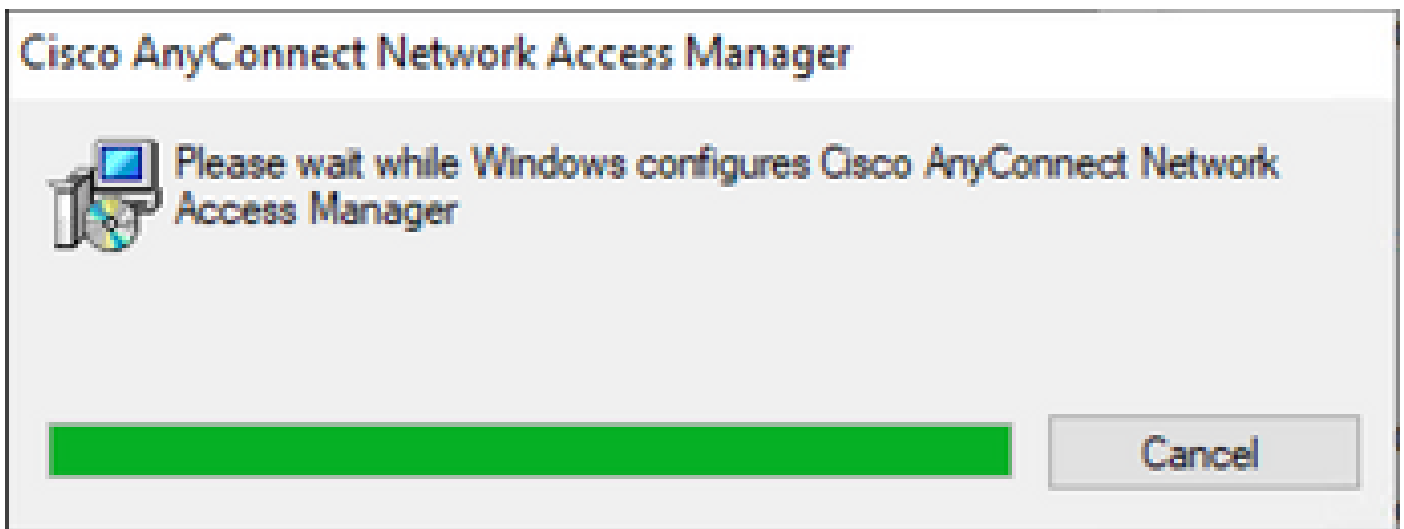
 **Note:** These attributes can be customized based on your needs, to avoid the reload prompt, and so on. With this example command, the next steps are required.

3. In the Windows Installer prompt, click **Yes**.



Prompt to Uninstall

4. The uninstall progress bar opens.



Removal Progress

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

Cisco AnyConnect Network Access Manager




You must restart your system for the configuration changes made to Cisco AnyConnect Network Access Manager to take effect. Click "Yes" to restart now or "No" if you plan to manually restart later.

Yes

No

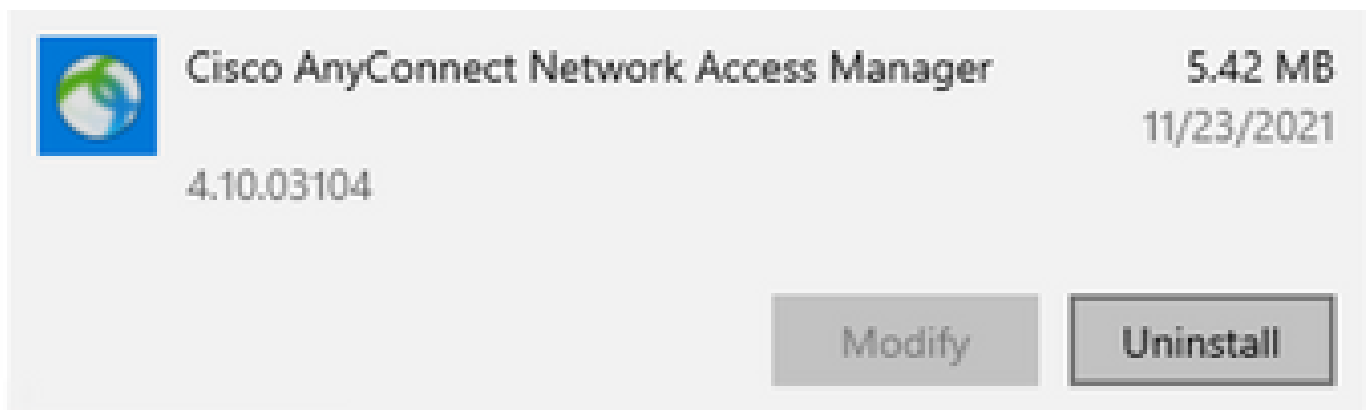
Restart Prompt

 **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](#)