MICRO FOCUS

ZENworks® 2020
Uninstall Guide

October 2019

Legal Notice

Contents

About This Guide

This *ZENworks Uninstall Guide* includes information to help you successfully remove ZENworks software from ZENworks Primary Servers, Satellites, and managed devices.

The information in this guide is organized as follows:

Audience

This guide is intended for ZENworks administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

ZENworks is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the ZENworks documentation Web site.

1 Correct Order for Uninstalling ZENworks

If you want to completely remove ZENworks from your environment, follow the order recommended below:

1. Uninstall the ZENworks Agent from all managed devices.
2. Demote all Satellite Servers to managed devices and uninstall the ZENworks Agent from the devices.
3. Uninstall ZENworks Primary Server and Agent software from all Primary Servers other than the first Primary Server.

   The first ZENworks Primary Server installed in your system should only be removed after all other Primary Servers. If you are using an embedded ZENworks database, it is on the first Primary Server and is removed when the server is uninstalled. If you are using an external database, the first Primary Server holds the server certificate for the Management Zone; removing it breaks all other Primary Server's connection to the ZENworks database.

   If you do not uninstall all Primary Servers before your first Primary Server, those Primary Servers become orphaned when you delete the first Primary Server and cannot be uninstalled. At that point, you would need to reimage the server to remove the Primary Server software.

4. Uninstall the first Primary Server.

2 Uninstalling ZENworks Software from Windows Devices

The following sections provide instructions for uninstalling ZENworks software from Windows devices. If you are completely removing ZENworks from your environment, make sure you review Chapter 1, "Correct Order for Uninstalling ZENworks," on page 7 before beginning to uninstall ZENworks software from any devices.

2.1 Uninstalling ZENworks from a Windows Primary Server

When uninstalling a ZENworks Primary Server, please be aware of the following:

* A ZENworks Primary Server has both the ZENworks Primary Server software and the ZENworks Agent software installed. If an Agent uninstall password is required (the **Require an uninstall password for the ZENworks Agent** option is enabled), you must know the password and supply it during the uninstall process.

  The agent uninstall password is set in ZENworks Control Center at the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).

* The first ZENworks Primary Server installed in your system should only be removed after all other Primary Servers. If you are using an embedded ZENworks database, it is on the first Primary Server and is removed when the server is uninstalled. If you are using an external database, the first Primary Server holds the server certificate for the Management Zone; removing it breaks all other Primary Server's connection to the ZENworks database.

To uninstall ZENworks from a Windows Primary Server:

1 At a command prompt, run the following command to launch the ZENworks uninstall program:

   zenworks_installation_directory\novell\zenworks\bin\ZENworksUninstall.exe

   To see the list of uninstall options, run ZENworksUninstall.exe --help

2 Click **Next**, then follow the prompts to uninstall the ZENworks software. Refer to the information in the following table if you have questions about any of the uninstall options.

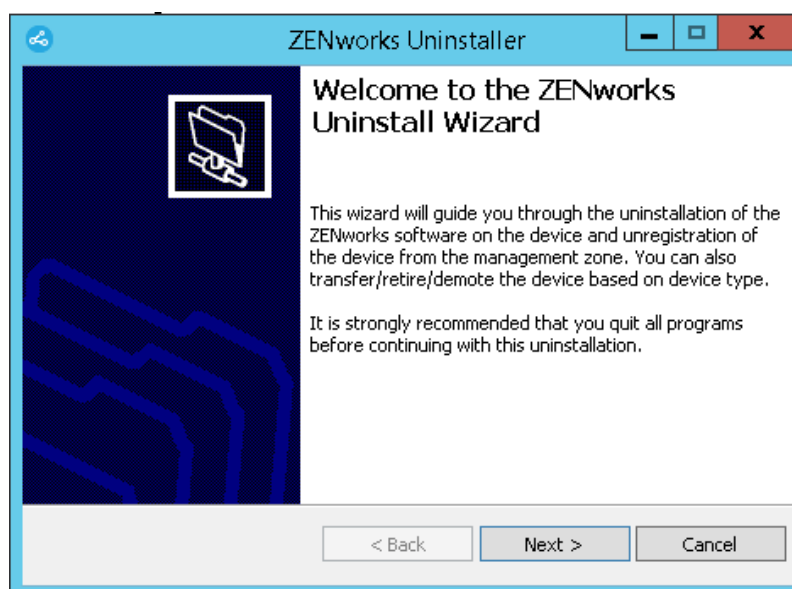| Screen	Explanation
Administrator Information	In order to unregister a device from the ZENworks Management Zone during the uninstall process, you must provide the following information:
	◆ **Primary Server:** When uninstalling a ZENworks Primary Server, this address defaults to the server's localhost address and port. If the Primary Server is not using the standard port, edit the address to include the correct port number.
	◆ **Username:** Specify the username for a ZENworks administrator account that has rights to unregister devices. By default, the `Administrator` account is specified.
	◆ **Password:** Specify the password for the ZENworks administrator specified in the **Username** field.
	Local Uninstallation Only (Retain the Device in the Zone): Select this option if you only want to uninstall ZENworks software from the device. The device continues to be registered in the Management Zone.
	You can perform a local uninstallation only if user uninstall is allowed for the device (the **Allow users to uninstall the ZENworks Agent** option is enabled).
	The agent user uninstall option is set in ZENworks Control Center at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).
Actions	This screen is displayed only if you have logged in to the Management Zone in order to unregister the device during uninstallation of the ZENworks software.
	The **Uninstall the ZENworks server and unregister the device from the zone** option is the only available option. Click **Next** to confirm the operation.

Screen	Explanation
Components To Be Retained	Select any of the following components that you do not want uninstalled:

Select any of the following components that you do not want uninstalled:

- **ZENworks Pre-Agent:** Leaves the ZENworks Pre-Agent installed on the device, but removes all other ZENworks component. By default, this is not selected.

  Leaving the ZENworks Pre-Agent on the device allows it to respond to Advertised discovery requests and ZENworks Ping requests if an IP-based discovery is performed on the device.

  To remove the ZENworks Pre-Agent from a device after ZENworks has been uninstalled from the device, see "Removing the ZENworks Pre-Agent from a Device" in the *ZENworks Agent Reference*.

- **CASA:** Leaves the Novell CASA (Common Authentication Services Adaptor) software installed. By default, this is selected because CASA can be used by other software programs.

- **ZENworks Imaging Files:** Leaves the image files, located in the `novell\zenworks\work\content-repo\images` directory, on the server. By default, this is selected.

- **ZENworks Content Files:** Leaves the application files, patch files, policy files, system update files, and other content files (located in the `novell\zenworks\work\content-repo\content`directory) on the server. By default, this is selected.

3 If the ZENworks Agent requires an uninstall password, enter the password when prompted.

You must enter the password within 5 minutes of the prompt being displayed. Otherwise, the uninstall process times out and you must restart the process.

4 When the uninstall is finished, the Uninstallation Status dialog box is displayed. Review the status comments, make sure the **Restart Now** option is selected, then click **Finish**.

If desired, you can deselect the **Restart Now** option and reboot the server at a later time to complete uninstallation of the files and folders that were not able to be removed.

5 After the server reboots, perform the following tasks to ensure that ZENworks is completely removed:

- **ZENworks Log Files:** Log files are purposely left here for your review. You can manually delete the *ZENworks_installation_path*`\Novell\ZENworks` directory at any time.

- **ZENworks Control Center Icon:** If the ZENworks Control Center icon remains on the desktop, you can manually delete it.

- **ZENworks Imaging Files:** If you retained the image files during the uninstallation and want to remove or move them later, they are located in the `novell\zenworks\work\content-repo\images` directory.

- **ZENworks Content Files:** If you retained the content files during the uninstallation and want to remove or move them later, they are located in the `novell\zenworks\work\content-repo\content`directory.

- **CASA:** If you retained CASA during the uninstallation, and want to remove it later, you can do it from Windows Add/Remove Programs. If the `c:\program files\novell\casa` directory exists even after you select to uninstall CASA, you can manually delete it.

2.1.1 Unattended ZENworks Primary Server from Windows

To uninstall ZENworks from a Windows Primary Server by using Unattended (silent) method:

1 At a command prompt, run the following command:

zenworks_installation_directory\novell\zenworks\bin\ZENworksUninstall.exe
<remove_options> [zone_options] [display_options] [other_options]

IMPORTANT: Use `display_option -q` to perform unattended ZENworks Primary Server uninstall.

Table 2-1 Remove Options

Option	Description

`-x`
 	
`--remove`
	Uninstalls the ZENworks software from the server and unregisters the device from the zone. Use of this option or the -c option is required.

`-c`
 	
`--local-only`
	Uninstalls ZENworks software from the device but does not unregister the device from the zone. Either this option or the -x option is required.
	
	A ZENworks Primary Server has both the ZENworks server software and the ZENworks Agent software installed. In order to perform a local uninstall of the agent software, the **Allow Users to Uninstall the ZENworks Agent** option must be enabled for the server in ZENworks Control Center. Otherwise, the local uninstallation fails.
	
	The option is set at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).

`-s`	Specifies the IP address or DNS of the Primary Server and the port number on which the server is running. If the Primary Server is running on the default port (80), you do not need to use this option.

`-o`
 	
`--oem`
	Retains the ZENworks Pre-agent but uninstalls the ZENworks Agent packages.

`-i`
 	
`--delete-images`
	Deletes the ZENworks image files from the server. The image files are stored in the `/var/opt/novell/zenworks/content-repo/images` directory.

`-j`
 	
`--delete-content`
	Deletes the ZENworks content files (application files, patch files, system update files, policy files, and so forth) from the server. The content files are stored in the `/var/opt/novell/zenworks/content-repo/content` directory.

Table 2-2 *Zone Options*

Option	Description

`-u <username>`
 	
`--user <username>`
	Specifies the username of a ZENworks administrator that has rights to unregister devices in the Management Zone. This is only required when using the -x Remove option.

`-p <password>`
 	
`--password <password>`
	Specifies the password of the ZENworks administrator provided by the -u option.

`-z <zonename>`
 	
`--zone <zonename>`
	Name of the device's current zone.

`-g <guid>`
 	
`--guid <guid>`
	Device's GUID.

`-l <packages>`
 	
`--list <packages>`
	An ordered list of packages to uninstall. This list is delimited by semicolons.

Table 2-3 *Display Options*

Option	Description

`-q`
 	
`--quiet`
	Performs a silent uninstallation.

`-h`
 	
`--help`
	Displays the message and exit.

Table 2-4 *Other Options*

Option	Description

`-L`
 	
`--leave-packages`
	Retains the third-party packages. You must specify at least the first three characters of the package name to be retained. You can also specify more than one package name by separating each package with a comma (,).

`-d`
 	
`--remove-log-dir`
	Removes the logs directory.

2.2 Uninstalling ZENworks from a Windows Managed Device

When uninstalling the ZENworks Agent from a managed device, please be aware of the following:

- If an uninstall password is required (the **Require an uninstall password for the ZENworks Agent** option is enabled), you must know the password and supply it during the uninstall process.

The agent uninstall password is set in ZENworks Control Center at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).
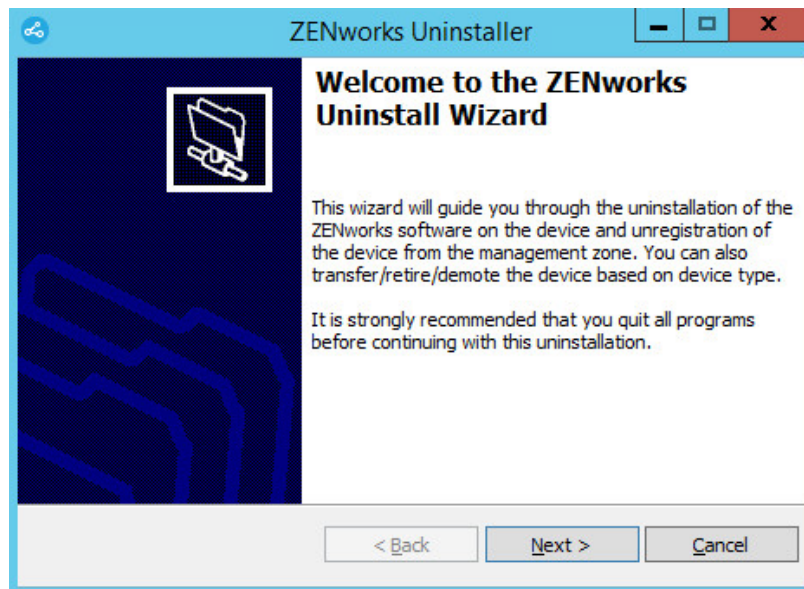
 ◆ If the device has a ZENworks Full Disk Encryption policy applied, remove the Disk Encryption policy assignment before uninstalling the ZENworks Agent. This decrypts the device's disks prior to the software removal and is a recommended best practice to ensure successful disk decryption.

 ◆ If the device has a ZENworks Endpoint Security Management Data Encryption policy applied, have the user decrypt files by moving them from Safe Harbor folders and encrypted removable storage devices to non-Safe Harbor (unecrypted) folders on the computer. After the user is finished decrypting files, remove the Data Encryption policy assignment from the device and then uninstall the ZENworks Agent.

To uninstall ZENworks from a Windows managed device:

1 At a command prompt, run the following command to launch the ZENworks uninstall program:

`zenworks_installation_directory\novell\zenworks\bin\ZENworksUninstall.exe`

To see the list of uninstall options, run `ZENworksUninstall.exe --help`

2 Click **Next**, then follow the prompts to uninstall the ZENworks software. Refer to the information in the following table if you have questions about any of the uninstall options.

Screen	Explanation
Administrator Information	In order to unregister a device from the ZENworks Management Zone during the uninstall process, you must provide the following information: ◆ **Primary Server:** Typically, this field defaults to the ZENworks Primary Server listed on the ZENworks Agent's **Agent** properties page. If this field does not default to a Primary Server address or shows the wrong address, specify a Primary Server address using the following format: `https://` *server_IP_address_or_DNS*`:`*port_number* You only need to specify the port number if the Primary Server is not using the default (443). ◆ **Username:** Specify the username for a ZENworks administrator account that has rights to unregister devices. By default, the `Administrator` account is specified. ◆ **Password:** Specify the password for the ZENworks administrator specified in the **Username** field. **Local Uninstallation Only (Retain the Device in the Zone):** Select this option if you only want to uninstall ZENworks software from the device. The device continues to be registered in the Management Zone. You can perform a local uninstallation only if user uninstall is allowed for the device (the **Allow users to uninstall the ZENworks Agent** option is enabled). The agent user uninstall option is set in ZENworks Control Center at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).
Actions	This screen is displayed only if you have logged in to the Managemetn Zone in order to unregister the device during uninstallation of the ZENworks software. Select the **Uninstall the ZENworks Agent and unregister the device from the zone** option. Click **Next** to confirm the operation.

Screen	Explanation
Components To Be Retained	Select any of the following components that you do not want uninstalled: ◆ **ZENworks Pre-Agent:** Leaves the ZENworks Pre-Agent installed on the device, but removes all other ZENworks component. By default, this is not selected. Leaving the ZENworks Pre-Agent on the device allows it to respond to Advertised discovery requests and ZENworks Ping requests if an IP-based discovery is performed on the device. To remove the ZENworks Pre-Agent from a device after ZENworks has been uninstalled from the device, see "Removing the ZENworks Pre-Agent from a Device" in the *ZENworks Agent Reference*. ◆ **CASA:** Leaves the Novell CASA (Common Authentication Services Adaptor) software installed. By default, this is selected because CASA can be used by other software programs. **IMPORTANT:** If you have ZENworks Pre-agent installed on a device, and you want to install an earlier version of it, you need to first uninstall the existing version of ZENworks Pre-agent, along with the installed version of CASA.

3 If the ZENworks Agent requires an uninstall password, enter the password when prompted.

You must enter the password within 5 minutes of the prompt being displayed. Otherwise, the uninstall process times out and you must restart the process.

4 When the uninstall is finished, the Uninstallation Status dialog box is displayed. Review the status comments, make sure the **Restart Now** option is selected, then click **Finish**.

If desired, you can deselect the **Restart Now** option and reboot the device at a later time to complete uninstallation of the files and folders that were not able to be removed.

5 After the device reboots, perform the following tasks to ensure that ZENworks is completely removed:

   ◆ **ZENworks Log Files:** Log files are purposely left here for your review. You can manually delete the `ZENworks_installation_path\Novell\ZENworks` directory at any time.

   ◆ **CASA:** If you retained CASA during the uninstallation, and want to remove it later, you can do it from Windows Add/Remove Programs. If the `c:\program files\novell\casa` directory exists even after you select to uninstall CASA, you can manually delete it.

2.3 Uninstalling ZENworks from a Windows Satellite Server

To uninstall ZENworks from a managed device functioning as a Satellite Server, you need to demote the Satellite Server and then uninstall the ZENworks Agent. The following two sections provide instructions:

2.3.1 Demoting the Satellite Server

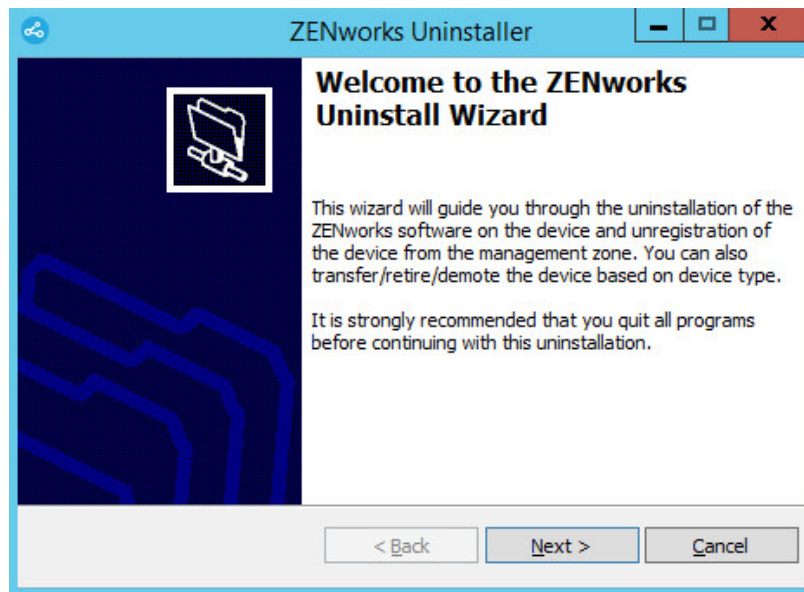There are two methods you can use to demote a Satellite Server.

The first method is to use ZENworks Control Center. Instructions for using this method are provided in "Removing Satellites from the Server Hierarchy" in the *ZENworks Primary Server and Satellite Reference*.

The second method is to run the ZENworks uninstall program on the Satellite Server. To do so:

1 At a command prompt, run the following command to launch the ZENworks uninstall program:

   `zenworks_installation_directory\novell\zenworks\bin\ZENworksUninstall.exe`

   To see the list of uninstall options, run `ZENworksUninstall.exe --help`

2 Click **Next**, then follow the prompts to uninstall the ZENworks software. Refer to the information in the following table if you have questions about any of the uninstall options.

Screen	Explanation
Administrator Information	In order to demote the Satellite Server, you must provide the following information to connect to the ZENworks Management Zone:
	◆ **Primary Server:** Typically, this field defaults to the ZENworks Primary Server listed on the ZENworks Agent's **Agent** properties page. If this field does not default to a Primary Server address or shows the wrong address, specify a Primary Server address using the following format:
	`https:// server_IP_address_or_DNS:port_number`
	You only need to specify the port number if the Primary Server is not using the default (443).
	◆ **Username:** Specify the username for a ZENworks administrator account that has rights to unregister devices. By default, the `Administrator` account is specified.
	◆ **Password:** Specify the password for the ZENworks administrator specified in the **Username** field.
	Local Uninstallation Only (Retain the Device in the Zone): Select this option if you only want to uninstall ZENworks software from the device. The device continues to be registered in the Management Zone and listed as a Satellite Server.
	You can perform a local uninstallation only if user uninstall is allowed for the device (the **Allow users to uninstall the ZENworks Agent** option is enabled).
	The agent user uninstall option is set in ZENworks Control Center at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).
Actions	This screen is displayed only if you have logged in to the Management Zone in order to demote the Satellite Server.
	The **Demote the Satellite server** option is the only available option. Click **Next** to confirm the operation.

Screen	Explanation
Components To Be Retained	Select any of the following components that you do not want uninstalled:

- **ZENworks Pre-Agent:** Leaves the ZENworks Pre-Agent installed on the device, but removes all other ZENworks component. By default, this is not selected.

  Leaving the ZENworks Pre-Agent on the device allows it to respond to Advertised discovery requests and ZENworks Ping requests if an IP-based discovery is performed on the device.

  To remove the ZENworks Pre-Agent from a device after ZENworks has been uninstalled from the device, see "Removing the ZENworks Pre-Agent from a Device" in the *ZENworks Agent Reference*.

- **CASA:** Leaves the Novell CASA (Common Authentication Services Adaptor) software installed. By default, this is selected because CASA can be used by other software programs.

- **ZENworks Imaging Files:** This option is displayed only for Imaging Satellite Servers. Causes the image files, located in the `novell\zenworks\work\content-repo\images` directory, to be left on the server. By default, this is selected.

- **ZENworks Content Files:** This option is displayed only for Content Satellite Servers. Causes the application files, patch files, policy files, system update files, and other content files (located in the `novell\zenworks\work\content-repo\content` directory) to be left on the server. By default, this is selected.

3 When the uninstall is finished, the Uninstallation Status dialog box is displayed. Review the status comments, then click **Finish**.

4 To verify that the managed device is no longer a Satellite Server, double-click the [icon] icon in the notification area. The **Satellite** links should no longer be available in the left-navigation pane.

2.3.2 Uninstalling the ZENworks Agent

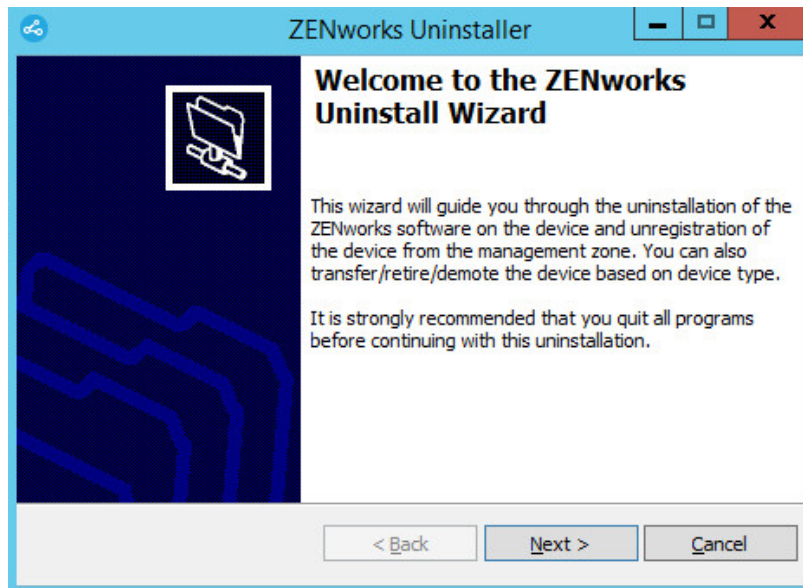When uninstalling the ZENworks Agent from a managed device, please be aware of the following:

- If an uninstall password is required (the **Require an uninstall password for the ZENworks Agent** option is enabled), you must know the password and supply it during the uninstall process.

  The agent uninstall password is set in ZENworks Control Center at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).

- If the device has a ZENworks Full Disk Encryption policy applied, remove the Disk Encryption policy assignment before uninstalling the ZENworks Agent. This decrypts the device's disks prior to the software removal and is a recommended best practice to ensure successful disk decryption.

- If the device has a ZENworks Endpoint Security Management Data Encryption policy applied, have the user decrypt files by moving them from Safe Harbor folders and encrypted removable storage devices to non-Safe Harbor (unecrypted) folders on the computer. After the user is finished decrypting files, remove the Data Encryption policy assignment from the device and then uninstall the ZENworks Agent.

To uninstall ZENworks from a Windows managed device:

1 At a command prompt, run the following command to launch the ZENworks uninstall program:

zenworks_installation_directory\novell\zenworks\bin\ZENworksUninstall.exe

To see the list of uninstall options, run ZENworksUninstall.exe --help

2 Click **Next**, then follow the prompts to uninstall the ZENworks software. Refer to the information in the following table if you have questions about any of the uninstall options.

Screen	Explanation
Administrator Information	In order to unregister a device from the ZENworks Management Zone during the uninstall process, you must provide the following information:
	◆ **Primary Server:** Typically, this field defaults to the ZENworks Primary Server listed on the ZENworks Agent's **Agent** properties page. If this field does not default to a Primary Server address or shows the wrong address, specify a Primary Server address using the following format:
	`https:// server_IP_address_or_DNS:port_number`
	You only need to specify the port number if the Primary Server is not using the default (443).
	◆ **Username:** Specify the username for a ZENworks administrator account that has rights to unregister devices. By default, the `Administrator` account is specified.
	◆ **Password:** Specify the password for the ZENworks administrator specified in the **Username** field.
	Local Uninstallation Only (Retain the Device in the Zone): Select this option if you only want to uninstall ZENworks software from the device. The device continues to be registered in the Management Zone.
	You can perform a local uninstallation only if user uninstall is allowed for the device (the **Allow users to uninstall the ZENworks Agent** option is enabled).
	The agent user uninstall option is set in ZENworks Control Center at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).
Actions	This screen is displayed only if you have logged in to the Managemetn Zone in order to unregister the device during uninstallation of the ZENworks software.
	Select the **Uninstall the ZENworks Agent and unregister the device from the zone** option. Click **Next** to confirm the operation.

Screen	Explanation
Components To Be Retained	Select any of the following components that you do not want uninstalled:

	◆ **ZENworks Pre-Agent:** Leaves the ZENworks Pre-Agent installed on the device, but removes all other ZENworks component. By default, this is not selected.
	Leaving the ZENworks Pre-Agent on the device allows it to respond to Advertised discovery requests and ZENworks Ping requests if an IP-based discovery is performed on the device.
	To remove the ZENworks Pre-Agent from a device after ZENworks has been uninstalled from the device, see "Removing the ZENworks Pre-Agent from a Device" in the *ZENworks Agent Reference*.
	◆ **CASA:** Leaves the Novell CASA (Common Authentication Services Adaptor) software installed. By default, this is selected because CASA can be used by other software programs.
	IMPORTANT: If you have ZENworks Pre-agent installed on a device, and you want to install an earlier version of it, you need to first uninstall the existing version of ZENworks Pre-agent, along with the installed version of CASA.

3 If the ZENworks Agent requires an uninstall password, enter the password when prompted.

You must enter the password within 5 minutes of the prompt being displayed. Otherwise, the uninstall process times out and you must restart the process.

4 When the uninstall is finished, the Uninstallation Status dialog box is displayed. Review the status comments, make sure the **Restart Now** option is selected, then click **Finish**.

If desired, you can deselect the **Restart Now** option and reboot the device at a later time to complete uninstallation of the files and folders that were not able to be removed.

5 After the device reboots, perform the following tasks to ensure that ZENworks is completely removed:

- **ZENworks Log Files:** Log files are purposely left here for your review. You can manually delete the `ZENworks_installation_path\Novell\ZENworks` directory at any time.

- **CASA:** If you retained CASA during the uninstallation, and want to remove it later, you can do it from Windows Add/Remove Programs. If the `c:\program files\novell\casa` directory exists even after you select to uninstall CASA, you can manually delete it.

3 Uninstalling ZENworks Software from Linux Devices

The following sections provide instructions for uninstalling ZENworks software from Linux devices. If you are completely removing ZENworks from your environment, make sure you review Chapter 1, "Correct Order for Uninstalling ZENworks," on page 7 before beginning to uninstall ZENworks software from any devices.

3.1 Uninstalling ZENworks from a Linux Primary Server

When uninstalling a ZENworks Primary Server, please be aware of the following:

* The first ZENworks Primary Server installed in your system should only be removed after all other Primary Servers. If you are using an embedded ZENworks database, it is on the first Primary Server and is removed when the server is uninstalled. If you are using an external database, the first Primary Server holds the server certificate for the Management Zone; removing it breaks all other Primary Server's connection to the ZENworks database.

To uninstall ZENworks from a Linux Primary Server:

1 Enter the following command at the server console prompt to launch the ZENworks uninstall program:

```
/opt/novell/zenworks/bin/zenuninstall -x -s http://server_address:port_number
-u username -p password -q
```

For example:

```
/opt/novell/zenworks/bin/zenuninstall -x -s http://zenserver.novell.com:8080 -
u Administrator -p novell -q
```

-x	Uninstalls the ZENworks software from the server and unregisters the device from the zone. If you do not want to unregister the software, use the -c option instead.
-s	Specifies the IP address or DNS of the Primary Server and the port number on which the server is running. If the Primary Server is running on the default port (80), you do not need to use this option.
-u	Specifies the username of a ZENworks administrator that has rights to unregister devices in the Management Zone. If you do not use this option, you are prompted for the username.
-p	Specifies the password of the ZENworks administrator.

There are additional options you can use with the uninstall. The following syntax applies when using options:

```
/opt/novell/zenworks/bin/zenuninstall <remove_options> [zone_options]
[display_options] [other_options]
```

Table 3-1 *Remove Options*

Option	Description
-x --remove	Uninstalls the ZENworks software from the server and unregisters the device from the zone. Use of this option or the -c option is required.
-c --local-only	Uninstalls ZENworks software from the device but does not unregister the device from the zone. Either this option or the -x option is required. A ZENworks Primary Server has both the ZENworks server software and the ZENworks Agent software installed. In order to perform a local uninstall of the agent software, the **Allow Users to Uninstall the ZENworks Agent** option must be enabled for the server in ZENworks Control Center. Otherwise, the local uninstallation fails. The option is set at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).
-o --oem	Retains the ZENworks Pre-agent but uninstalls the ZENworks Agent packages.
-i --delete-images	Deletes the ZENworks image files from the server. The image files are stored in the /var/opt/novell/zenworks/content-repo/images directory.
-j --delete-content	Deletes the ZENworks content files (application files, patch files, system update files, policy files, and so forth) from the server. The content files are stored in the /var/opt/novell/zenworks/content-repo/content directory.

Table 3-2 *Zone Options*

Option	Description
-u <username> --user <username>	Specifies the username of a ZENworks administrator that has rights to unregister devices in the Management Zone. This is only required when using the -x Remove option.
-p <password> --password <password>	Specifies the password of the ZENworks administrator provided by the -u option.
-z <zonename> --zone <zonename>	Name of the device's current zone.
-g <guid> --guid <guid>	Device's GUID.

Option	Description
-l <packages> --list <packages>	An ordered list of packages to uninstall. This list is delimited by semicolons.

Table 3-3 *Display Options*

Option	Description
-q --quiet	Performs a silent uninstallation.
-h --help	Displays the message and exit.

Table 3-4 *Other Options*

Option	Description
-L --leave-packages	Retains the third-party packages. You must specify at least the first three characters of the package name to be retained. You can also specify more than one package name by separating each package with a comma (,).
-d --remove-log-dir	Removes the logs directory.

3.2 Uninstalling ZENworks from a Linux Managed Device

1 At the console prompt, launch the uninstallation program by entering the following command:

`/opt/novell/zenworks/bin/novell-zenworks-xplat-uninstall`

2 Choose the locale (language) in which you prefer to run the uninstallation program by entering the locale number or pressing Enter to accept the default locale (English).

TIP: Press Enter at any prompt to accept the default value.

3 Read the introductory text, then press Enter.

4 On the Uninstallation Type screen, select the type of uninstall you want to perform, then press Enter:

- **Unregister and Uninstall from zone:** Select this option to uninstall the ZENworks software and unregister the device in the ZENworks Management Zone. Unregistering the device removes the device object and all references to the object in the zone.

- **Local Uninstallation only:** Select this option to uninstall the ZENworks software but leave the device registered in the zone.

  In order to perform a local uninstall of the agent software, the **Allow Users to Uninstall the ZENworks Agent** option must be enabled for the device in ZENworks Control Center. Otherwise, the local uninstallation fails.

  The option is set at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).

5 If you selected **Local Uninstallation only**, skip to Step 6. Otherwise, you must provide the information required to connect to the ZENworks Management Zone to unregister the device after the ZENworks software is uninstalled:

5a Specify the IP address or DNS of a ZENworks Primary Server, then press Enter.

You only need to specify the port number if the Primary Server is not using the default (443).

5b Specify the port number of the Primary Server, then press Enter. To use the default port (443), simply press Enter.

5c Specify the username for a ZENworks administrator account that has rights to unregister devices, then press Enter. To use the `Administrator` account, simply press Enter.

5d Specify the password for the ZENworks administrator account, then press Enter.

6 On the Summary screen, review the details, then press Enter to begin the uninstall process or enter Back to change uninstall options on previous screens.

7 When the uninstall is complete, press Enter to exit the uninstallation program.

If the uninstallation was successful, the following occurred:

- The ZENworks Agent software was uninstalled.
- All ZENworks-related RPMs were removed from the device.
- If the **Unregister and Uninstall from zone** option was used, the device object was removed from the ZENworks Management Zone. You can verify this in ZENworks Control Center (**Devices** tab > **Managed** tab > **Servers** folder).

If the uninstallation failed, see the following log files:

- `/var/opt/novell/log/zenworks/ZENworks_XPlat_Agent_Uninstall_<date>.log.xml`
- `/tmp/err.log`

3.3 Uninstalling ZENworks from a Linux Satellite Server

To uninstall ZENworks from a managed device functioning as a Satellite Server, you need to demote the Satellite Server and then uninstall the ZENworks Agent. The following two sections provide instructions:

- Section 3.3.1, "Demoting the Satellite Server," on page 27
- Section 3.3.2, "Uninstalling the ZENworks Agent," on page 29

3.3.1 Demoting the Satellite Server

There are two methods you can use to demote a Satellite Server.

The first method is to use ZENworks Control Center. Instructions for using this method are provided in "Removing Satellites from the Server Hierarchy" in the *ZENworks Primary Server and Satellite Reference*.

The second method is to run the ZENworks uninstall program on the Satellite Server. To do so:

1 At the console prompt, launch the uninstallation program by entering the following command:

`/opt/novell/zenworks/bin/novell-zenworks-xplat-uninstall`

2 Choose the locale (language) in which you prefer to run the uninstallation program by entering the locale number or pressing Enter to accept the default locale (English).

TIP: Press Enter at any prompt to accept the default value.

3 Read the introductory text, then press Enter.

4 On the Uninstallation Type screen, press Enter to accept the default option (**Demote Satellite Server**):

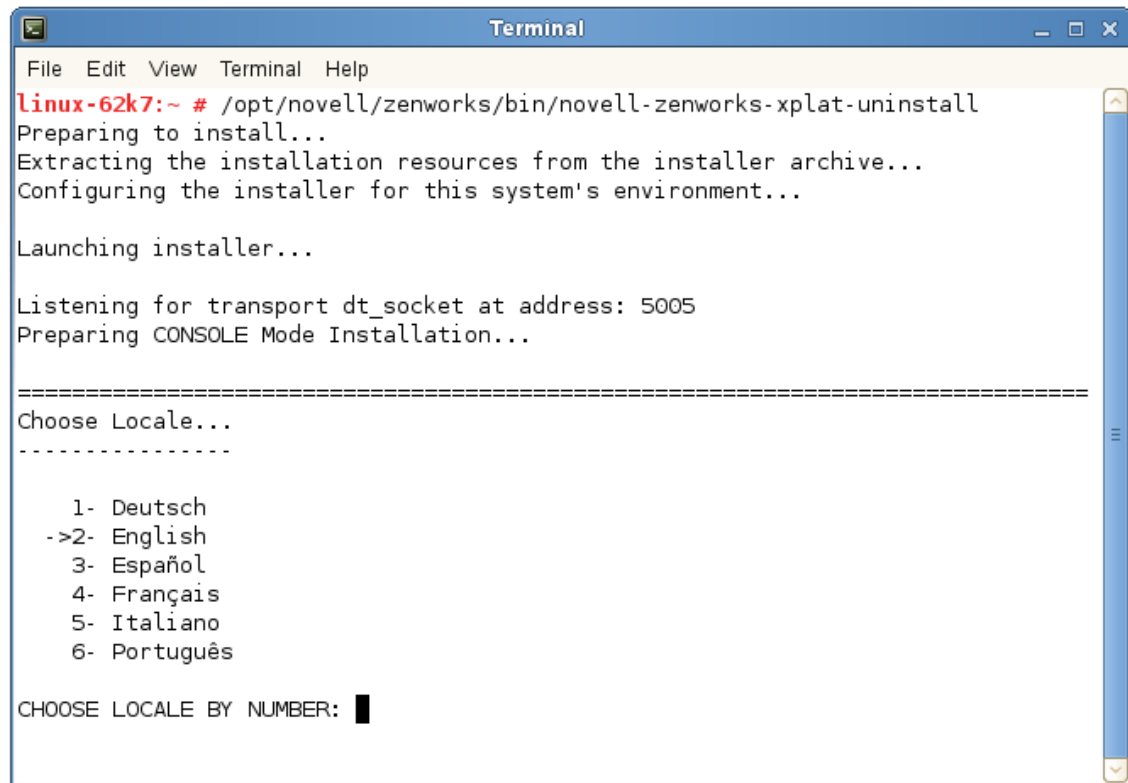5 On the ZENworks Management Zone Information scree, provide the information required to connect to the ZENworks Management Zone to demote the Satellite Server to a standard managed device:

  5a Specify the IP address or DNS of a ZENworks Primary Server, then press Enter.

  You only need to specify the port number if the Primary Server is not using the default (443).

  5b Specify the port number of the Primary Server, then press Enter. To use the default port (443), simply press Enter.

  5c Specify the username for a ZENworks administrator account that has rights to unregister devices, then press Enter. To use the `Administrator` account, simply press Enter.

  5d Specify the password for the ZENworks administrator account, then press Enter.

6 On the Summary screen, review the details, then press Enter to begin the uninstall process.

7 When demotion of the Satellite Server is complete, press Enter to exist the uninstallation program.

8 To verify that the managed device is no longer a Satellite Server, double-click the icon in the notification area. The **Satellite** links should no longer be available in the left-navigation pane.

3.3.2 Uninstalling the ZENworks Agent

1. At the console prompt, launch the uninstallation program by entering the following command:

   `/opt/novell/zenworks/bin/novell-zenworks-xplat-uninstall`

```
                              Terminal                                 _ □ ×
 File  Edit  View  Terminal  Help
linux-62k7:~ # /opt/novell/zenworks/bin/novell-zenworks-xplat-uninstall
Preparing to install...
Extracting the installation resources from the installer archive...
Configuring the installer for this system's environment...

Launching installer...

Listening for transport dt_socket at address: 5005
Preparing CONSOLE Mode Installation...


========================================================================
Choose Locale...
---------------

    1- Deutsch
  ->2- English
    3- Español
    4- Français
    5- Italiano
    6- Português

CHOOSE LOCALE BY NUMBER: █
```

2. Choose the locale (language) in which you prefer to run the uninstallation program by entering the locale number or pressing Enter to accept the default locale (English).

   TIP: Press Enter at any prompt to accept the default value.

3. Read the introductory text, then press Enter.

4. On the Uninstallation Type screen, select the type of uninstall you want to perform, then press Enter:

   ◆ **Unregister and Uninstall from zone:** Select this option to uninstall the ZENworks software and unregister the device in the ZENworks Management Zone. Unregistering the device removes the device object and all references to the object in the zone.

   ◆ **Local Uninstallation only:** Select this option to uninstall the ZENworks software but leave the device registered in the zone.

   In order to perform a local uninstall of the agent software, the **Allow Users to Uninstall the ZENworks Agent** option must be enabled for the device in ZENworks Control Center. Otherwise, the local uninstallation fails.

   The option is set at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).

5 If you selected **Local Uninstallation only**, skip to Step 6. Otherwise, you must provide the information required to connect to the ZENworks Management Zone to unregister the device after the ZENworks software is uninstalled:

   5a Specify the IP address or DNS of a ZENworks Primary Server, then press Enter.

      You only need to specify the port number if the Primary Server is not using the default (443).

   5b Specify the port number of the Primary Server, then press Enter. To use the default port (443), simply press Enter.

   5c Specify the username for a ZENworks administrator account that has rights to unregister devices, then press Enter. To use the `Administrator` account, simply press Enter.

   5d Specify the password for the ZENworks administrator account, then press Enter.

6 On the Summary screen, review the details, then press Enter to begin the uninstall process or enter Back to change uninstall options on previous screens.

7 When the uninstall is complete, press Enter to exit the uninstallation program.

If the uninstallation was successful, the following occurred:

- The ZENworks Agent software was uninstalled.
- All ZENworks-related RPMs were removed from the device.
- If the **Unregister and Uninstall from zone** option was used, the device object was removed from the ZENworks Management Zone. You can verify this in ZENworks Control Center (**Devices** tab > **Managed** tab > **Servers** folder).

If the uninstallation failed, see the following log files:

- `/var/opt/novell/log/zenworks/ZENworks_XPlat_Agent_Uninstall_<date>.log.xml`
- `/tmp/err.log`

4 Uninstalling ZENworks Software from Macintosh Devices

The following sections provide instructions for uninstalling ZENworks software from Macintosh devices. If you are completely removing ZENworks from your environment, make sure you review Chapter 1, "Correct Order for Uninstalling ZENworks," on page 7 before beginning to uninstall ZENworks software from any devices.

4.1 Uninstalling ZENworks from a Macintosh Managed Device

1 At the console prompt, launch the uninstallation program by entering the following command:

   `/opt/novell/zenworks/bin/novell-zenworks-xplat-uninstall`

2 Select the type of uninstall you want to perform, then press Enter:

   - **Unregister and Uninstall from zone:** Select this option to uninstall the ZENworks software and unregister the device in the ZENworks Management Zone. Unregistering the device removes the device object and all references to the object in the zone.

   - **Local Uninstallation only:** Select this option to uninstall the ZENworks software but leave the device registered in the zone.

     In order to perform a local uninstall of the agent software, the **Allow Users to Uninstall the ZENworks Agent** option must be enabled for the device in ZENworks Control Center. Otherwise, the local uninstallation fails.

     The option is set at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).

3 If you selected **Local Uninstallation only**, skip to Step 4. Otherwise, you must provide the information required to connect to the ZENworks Management Zone to unregister the device after the ZENworks software is uninstalled:

   3a Specify the username for a ZENworks administrator account that has rights to unregister devices, then press Enter.

   3b Specify the password for the ZENworks administrator account, then press Enter.

4 When the uninstall is complete, close the terminal window.

   If the uninstallation was successful, the following occurred:

   - The ZENworks Agent software was uninstalled.

- All ZENworks-related software was removed from the device.
- If the **Unregister and Uninstall from zone** option was used, the device object was removed from the ZENworks Management Zone. You can verify this in ZENworks Control Center (**Devices** tab > **Managed** tab > **Servers** folder).

If the uninstallation failed, see the following log file:

`/var/opt/novell/zenworks/logs/ZENworks_XPlat_Agent_Uninstall_<date>.log.xml`

4.2 Uninstalling ZENworks from a Macintosh Satellite Server

To uninstall ZENworks from a managed device functioning as a Satellite Server, you need to demote the Satellite Server and then uninstall the ZENworks Agent. The following two sections provide instructions:

- Section 4.2.1, "Demoting the Satellite Server," on page 32
- Section 4.2.2, "Uninstalling the ZENworks Agent," on page 32

4.2.1 Demoting the Satellite Server

The ZENworks uninstallation program does not include an option to demote a Macintosh Satallite; you must use ZENworks Control Center to the demote the Satellite Server. Instructions for using ZENworks Control Center are provided in "Removing Satellites from the Server Hierarchy" in the *ZENworks Primary Server and Satellite Reference*.

4.2.2 Uninstalling the ZENworks Agent

1 At the console prompt, launch the uninstallation program by entering the following command:

   `/opt/novell/zenworks/bin/novell-zenworks-xplat-uninstall`

2 Select the type of uninstall you want to perform, then press Enter:

- **Unregister and Uninstall from zone:** Select this option to uninstall the ZENworks software and unregister the device in the ZENworks Management Zone. Unregistering the device removes the device object and all references to the object in the zone.
- **Local Uninstallation only:** Select this option to uninstall the ZENworks software but leave the device registered in the zone.

  In order to perform a local uninstall of the agent software, the **Allow Users to Uninstall the ZENworks Agent** option must be enabled for the device in ZENworks Control Center. Otherwise, the local uninstallation fails.

  The option is set at either the zone level (**Configuration** > **Management Zone Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), folder level (**Devices** > **Managed** > folder **Details** > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**), or device level (**Devices** > device > **Settings** > **Device Management** > **ZENworks Agent** > **Agent Security**).

3 If you selected **Local Uninstallation only**, skip to Step 4. Otherwise, you must provide the information required to connect to the ZENworks Management Zone to unregister the device after the ZENworks software is uninstalled:

    3a Specify the username for a ZENworks administrator account that has rights to unregister devices, then press Enter.

    3b Specify the password for the ZENworks administrator account, then press Enter.

4 When the uninstall is complete, close the terminal window.

If the uninstallation was successful, the following occurred:

- The ZENworks Agent software was uninstalled.

- All ZENworks-related software was removed from the device.

- If the **Unregister and Uninstall from zone** option was used, the device object was removed from the ZENworks Management Zone. You can verify this in ZENworks Control Center (**Devices** tab > **Managed** tab > **Servers** folder).

If the uninstallation failed, see the following log file:

`/var/opt/novell/zenworks/logs/ZENworks_XPlat_Agent_Uninstall_<date>.log.xml`