How to manually remove a VIPRE Business Agent

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From time to time, circumstances may require the removal of VIPRE without the assistance of the Windows Installer. Should an instance requiring this removal be encountered, the instructions below outline the process.

Ensure you have attempted to uninstall the Agent through Add/Remove Programs or Programs & Features.

If this fails, run the following in an Elevated Command Prompt (Depending on the installed Version):

```
MsiExec.exe /x {GUID} /qf /l*v "%temp\VIPRE_MsiUninstall.log" REMOVE=ALL
```

VIPRE Agent Install GUIDs by Version:

- **Version 7 Agents:**
  - 7.0.5725:
    - Standard: 82FB46C5-494D-41A8-81C4-E2CC094169BE
    - Premium: BAA1CAE8-8E78-4000-AC56-38AC8BB7506A
  - 7.0.5711:
    - Standard: CC1CEA69-B7AF-47EE-AB64-68B7A1E2F3CF
    - Premium: D685DD76-77A3-4661-B9F0-7DAE2D651260
  - 7.0.5685:
    - Standard: B0733C0D-27C6-49B4-9905-AC3A6437F5A8
    - Premium: 9CE81891-64BE-4C9D-AC2F-6B129071903F
  - 7.0.5666:
    - Standard: 62B7818E-65C3-47C8-B4C8-A86CA1B42F69
    - Premium: 6A68DC82-9FFD-41EB-91BA-86A4CECF29C0

- **Version 6 Agents:**
  - 6.2.5537:
    - Standard: 092D4B8A-D0BA-4D2D-A690-7837FEBBC38
    - Premium: 3DF87105-29CA-4F06-9ACC-1745AEF49555
  - 6.2.5530:
    - Standard: 39A086B2-07D6-430B-AE5E-B8AC1CC843A7
    - Premium: E1089C00-E05F-4493-A31B-3F98DB6E9E2A
  - 6.0.5461 & 6.0.5462:
    - Standard/Premium 9D544611-F437-4153-913E-91CE036583CC

- **Earlier Versions**
  - All Earlier Versions:
    - Standard/Premium 39A086B2-07D6-430B-AE5E-B8AC1CC843A7

If the program is still not removed, continue with the instructions below.

**Note:** Manual Agent removal should only be used when all other removal options have been exhausted

I. Stopping the VIPRE Services

Open Services.msc and Stop any of the following which are present:

- VIPRE Business
- VIPRE Business Premium
- VIPRE Enterprise
- VIPRE Enterprise Premium
- SB Recovery Service
- GFI LanGuard Attendant Service (Premium Only)

II. Removing the NDIS IM Filter (Premium Only)

VIPRE’s Firewall component integrated with the NIC needs to be removed to ensure connectivity:

1. Open ncpa.cpl
2. Right click the Active Network Connection and select Properties
3. Highlight the Sunbelt / GFI / ThreatTrack NDIS IM Filter and select Uninstall

**Important:** Failure to uninstall the filter can result in no network connectivity after reboot

**Important:** Do **NOT** continue with removal if this step fails. Instead, Contact Support (https://support.threattracksecurity.com/support/solutions/articles/...
III. Deleting the VIPRE Business Agents Related Services

Run the following in an Elevated Command Prompt (some services may not be present):

- SC Delete gfiark
- SC Delete gfiutil
- SC Delete SBAMsvc
- SC Delete SBAPHD
- SC Delete SBAPIFS
- SC Delete SBEMI
- SC Delete SBFW
- SC Delete SBFWIMCL
- SC Delete SBFWIMCLMP
- SC Delete SBHIPS
- SC Delete SBPIMSVC
- SC Delete SBRE
- SC Delete SBTIS
- SC Delete SBWTIS

IV. Removal of the VIPRE Agent’s Registry Entries

Open RegEdit.exe and delete the following keys: (Not all keys will be present)

Keys specific to x86 or x64 versions of Windows:

Note: 64-bit Systems store these keys under "HKLM \ Software \ Wow6432Node \ "

- HKLM \ Software \ Microsoft \ Windows \ CurrentVersion \ Uninstall \ {C1D1FC57-3EB9-4B21-BCA3-F1C927508200}
- HKLM \ Software \ Microsoft \ Windows \ CurrentVersion \ Uninstall \ {GUID}
- HKLM \ Software \ Sunbelt Software \ Sunbelt Enterprise Agent
- HKLM \ Software \ GFI Software \ GFI Business Agent
- HKLM \ Software \ GFI Software \ Deployment
- HKLM \ Software \ SBAMsvc
- HKLM \ Software \ VIPRE Business Agent

Common Registry Keys:

- Check under each of the following keys for all "Product/Feature Keys"
- HKLM \ Software \ Microsoft \ Windows \ CurrentVersion \ Installer \ UserData \ S-1-5-18 \ Products \ Product/Feature Key
- HKLM \ Software \ Classes \ Installer \ Features \ Product/Feature Key
- HKLM \ Software \ Classes \ Installer \ Products \ Product/Feature Key
- HKCR \ Installer \ Products \ Product/Feature Key
- HKCR \ Installer \ Features \ Product/Feature Key

Individual Product/Feature Keys:

- 0C90801EF65E344A31B1E3E9A2
- 11645D9734F35149E319EC305638CC
- 1891BEC6A96D9C4CAF2B62191729F3
- 2B680A967D7B03EA58BCAC18B6474A
- 501798CD3AC9260F4A9CC7154FA4E8955
- 5C64BF28D4948A14184C2EC901496EB
- 67DD58D8D3A771649B0F7EAD2562106
- 8EAC1AAB7E8004CA6583CAB87B05A6
- 96AEC1CCFA7BE71H4AB6887B1A2E3FFC
- C21346408A123D429D0D1D73899DC1
- C232B3B4A3D69D99624F210BAD891

V. Unregistering SBAMScanShell.dll

SBAMScanShellExt.dll may remain registered with Windows and may need to be unregistered manually:

1. Open an Elevated Command Prompt window
2. Change directory to the Agent’s Installation Folder: (Other OS/Version Locations (https://threattrack.freshdesk.com/support/solutions/articles/1000070615))
   - CD "C:\Program Files (x86)\VIPRE Business Agent"
3. Unregister the "SBAMScanShellExt.dll" file:
   - RegSvr32 /u SBAMScanShellExt.dll
4. Restart the Machine

Note: If the command returns an error, it may already be unregistered
VI. Clearing the remaining folders and files

Delete any of the following folders or files that are present:

- `C:\ Program Files \ VIPRE Business Agent \`
- `C:\ Program Files \ GFI Software \ Deployment \`
- `C:\ Program Files \ GFI Software \ GFAgent \`
- `C:\ Program Files \ GFI Software \ LanGuard 10 \`
- `C:\ Program Files \ Sunbelt Software \ Deployment \`
- `C:\ Program Files \ Sunbelt Software \ SBEAgent \`
- `C:\ Program Files (x86) \ VIPRE Business Agent \`
- `C:\ Program Files (x86) \ GFI Software \ Deployment \`
- `C:\ Program Files (x86) \ GFI Software \ GFAgent \`
- `C:\ Program Files (x86) \ GFI Software \ LanGuard 10 \`
- `C:\ Program Files (x86) \ Sunbelt Software \ Deployment \`
- `C:\ Program Files (x86) \ Sunbelt Software \ SBEAgent \`
- `C:\ ProgramData \ VIPRE Business Agent \`
- `C:\ ProgramData \ GFI Software \ Antimalware \`
- `C:\ ProgramData \ GFI Software \ LanGuard 10 \`
- `C:\ ProgramData \ Sunbelt Software \ Antimalware \`
- `C:\ Documents and Settings \ All Users \ Application Data \ VIPRE Business Agent \`
- `C:\ Documents and Settings \ All Users \ Application Data \ GFI Software \ Antimalware \`
- `C:\ Documents and Settings \ All Users \ Application Data \ GFI Software \ LanGuard 10 \`
- `C:\ Documents and Settings \ All Users \ Application Data \ Sunbelt Software \ Antimalware \`
- `C:\ Windows \ system32 \ drivers \ sbaphd.sys`
- `C:\ Windows \ system32 \ drivers \ sbapifs.sys`
- `C:\ Windows \ system32 \ drivers \ SBFw.sys`
- `C:\ Windows \ system32 \ drivers \ SbFwlm.sys`
- `C:\ Windows \ system32 \ drivers \ sbhips.sys`
- `C:\ Windows \ system32 \ drivers \ SBREDrv.sys`
- `C:\ Windows \ system32 \ drivers \ sbtis.sys`
- `C:\ Windows \ system32 \ drivers \ sbwtis.sys`
- `C:\ Windows \ system32 \ drivers \ gfiark.sys`
- `C:\ Windows \ system32 \ drivers \ gfiutil.sys`

After all these steps are complete, the VIPRE Business Agent should be fully uninstalled.

**Note:** Afterwards, if the Agent is still present or the instructions cannot be performed, [Contact Support](https://support.threattracksecurity.com/support/solutions/articles/1000139927)