

# **Manual for How To Delete VPN Client Software**

ICT Office

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### 1.Introduction

This procedure describes the procedure for removing the client software (Edge Client and browser plug-in) for Windows PC in BIG-IP APM version v13.x or later.

## 2 Removal Procedure of Client Software for Windows PC

### 2-1 Restart PC (Before Working)

All subsequent steps are performed on the client terminal.

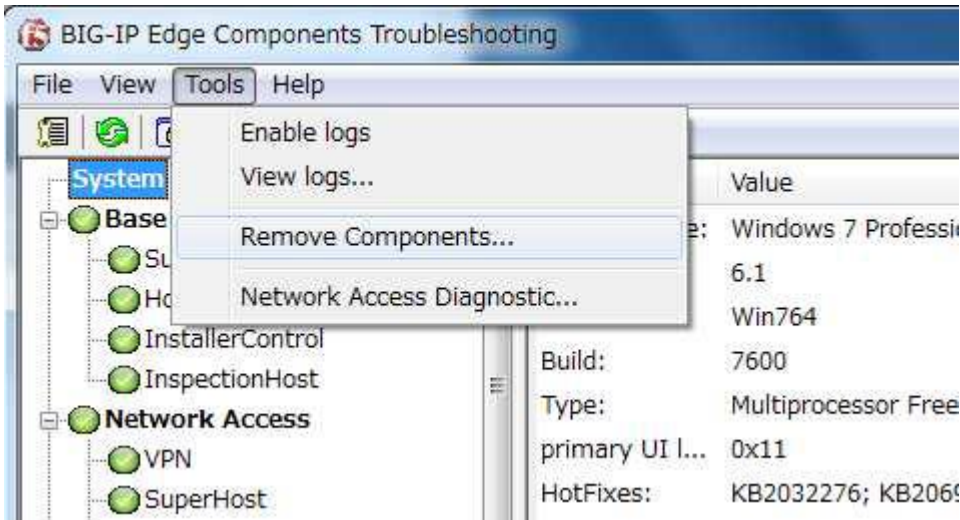
Restart the client terminal first.

(This is needed to release the locked file)

### 2-2 Run f5wininfo.exe

After restarting the client device, close all running applications including the browser and explorer window. Then execute the downloaded troubleshooting tool "**f5wininfo.exe**".

When execute "f5wininfo.exe", "BIG-IP Edge Components Troubleshooting" will start.  
Select "Tools" > "Remove Components..." from the menu bar.



When the following confirmation message is displayed, **uncheck** "Generate report before removing", leave "Delete user settings" checked, and click "Yes".

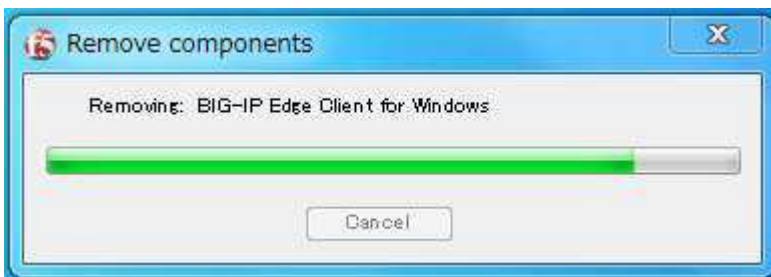


**[ ! ]** When UAC (User Account Control) is enabled, a UAC confirmation message will be displayed.

When the following confirmation message is displayed, click "Yes".

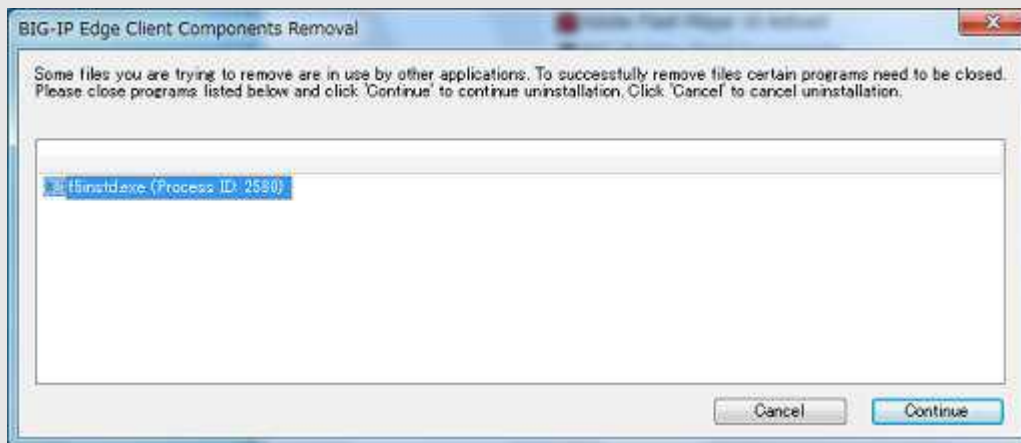


Removal of the components will start. Wait for 2 to 3 minutes to complete.



**【!】** When the warning message “Control is locked. Please, try to remove components after restart the system!” is displayed while the removal, click “OK” to close “BIG-IP Edge Components Troubleshooting”. After restarting a PC, start over from steps 2-3.

**【!】** When the following window is displayed while the removal, click “Cancel” to Close “BIG-IP Edge Components Troubleshooting”. After restarting a PC, start over from steps 2-3.



After completing the removal, close “BIG-IP Edge Components Troubleshooting”.

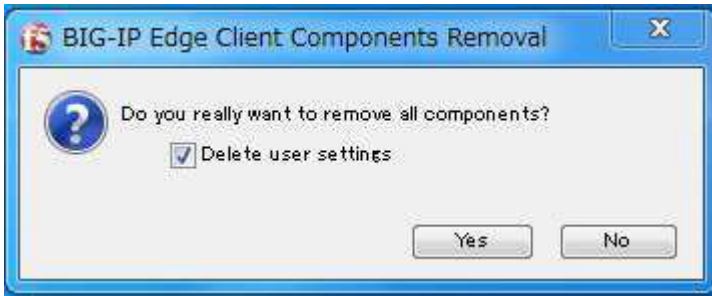
## 2-3 Uninstall from “Programs and Features”

Start “Programs and Features” in the Windows Control Panel and check the list of installed programs. If “BIG-IP Edge Client Components” and “BIG-IP Edge Client Components (All Users) ” are displayed there, select them and click Uninstall.

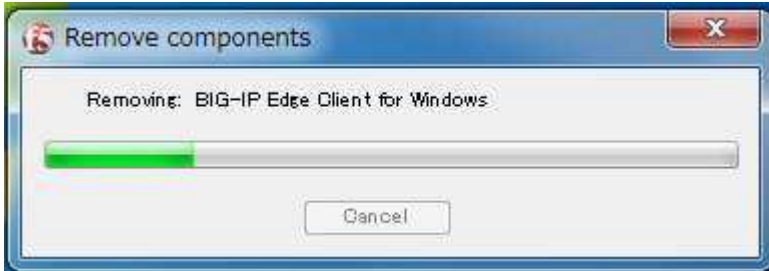


**【!】** If “BIG-IP Edge Client Components” and “BIG-IP Edge Client Components (All Users) ” are not in the list of programs, skip this section and proceed to step 2-5.

The following message is displayed. Leave the “Delete user settings” checked and click “Yes”.



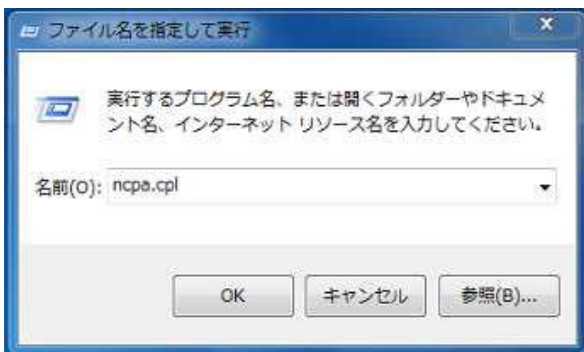
The removal will be executed. Wait 1-2 minutes for it to complete.  
After completing the removal, close "Add/Remove Programs".



## 2-4 Removal Setting of "Network Connections"

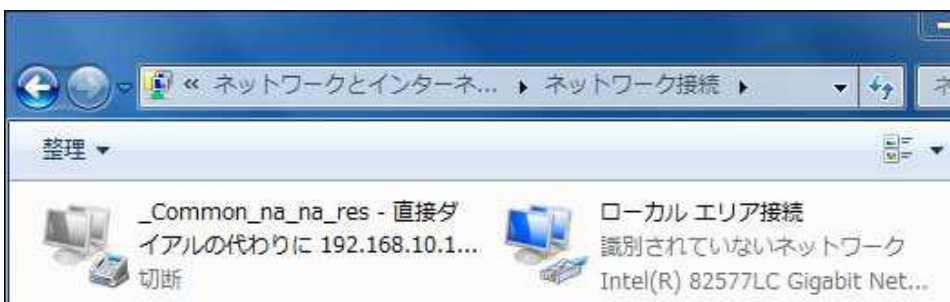
Open the "Network Connections" settings page.

Hold down the "Windows key" on the keyboard and press the "R" key to start "Run" and enter "ncpa.cpl" and click "OK".



※"Network Connections" can be opened from "Control Panel" > "Network and Sharing Center" > "Change adapter settings".

Delete all dial-up connections that say "\_Common\_xx - to xx instead of dialing directly..." on the page that opens.



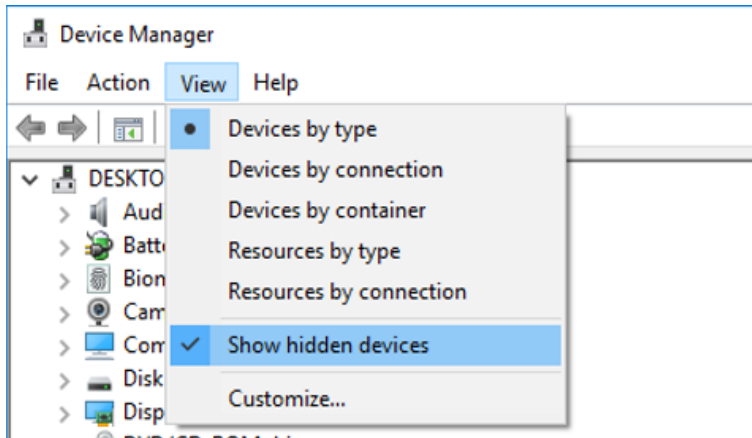
**[!]** Depending on environment, there may be an adapter “APM Network Access”.  
In that case, also delete it.



## 2-5 Confirmation of Driver Deletion

Make sure the driver has been removed correctly.

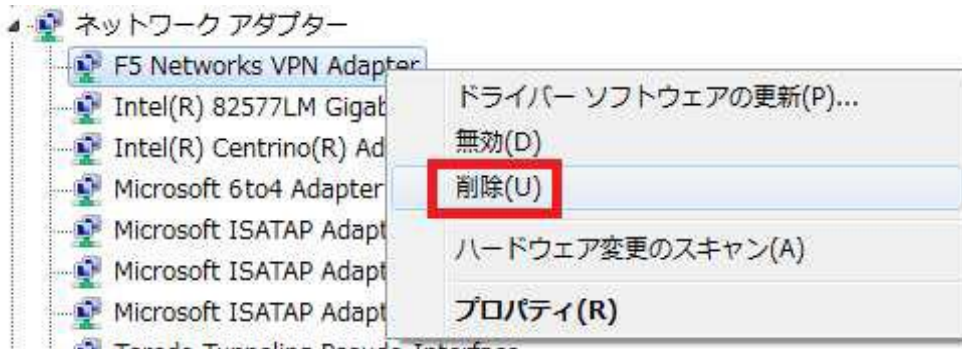
Open “Device Manager” from the control panel and enable “View” > “Show hidden devices” in the menu bar.



If [**F5 Networks VPN Adapter**] is not displayed on the network adapter, the driver has been removed, so proceed to 2-6.

If [**F5 Networks VPN Adapter**] is displayed, the driver has not been removed correctly.

Right-click on the F5 Networks VPN Adapter and execute “Uninstall”.



When the dialog is displayed, check “Remove the driver software for this device” and press OK.



## 2-6 Restart PC (After Working)

Restart your PC.

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