

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. How to remove the client software for Windows PC

2-1 Restart computer

First, restart the PC (this is necessary to release files locked by the process).

2-2 Run f5wininfo.exe

After the reboot, close all running applications.

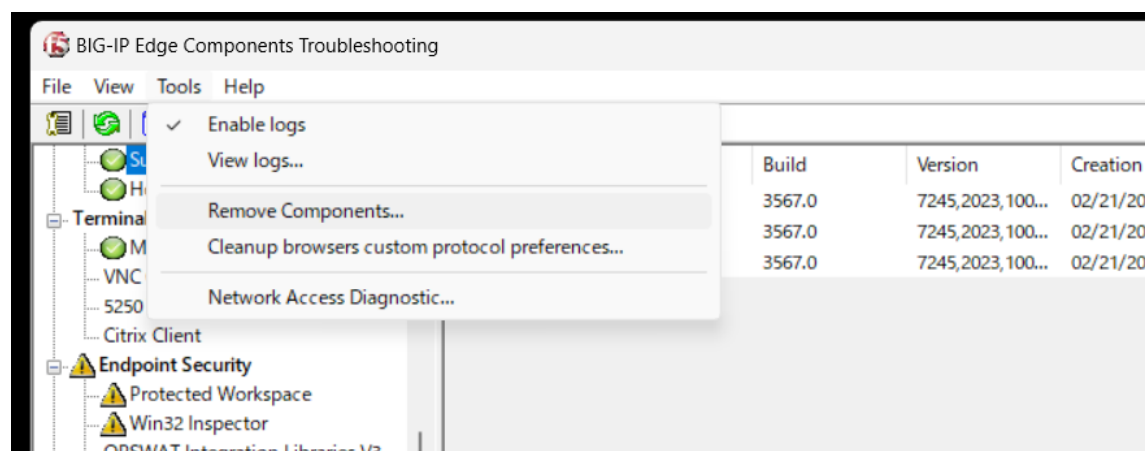
While in this state, run the downloaded f5wininfo.exe troubleshooting tool.

Running f5wininfo.exe launches

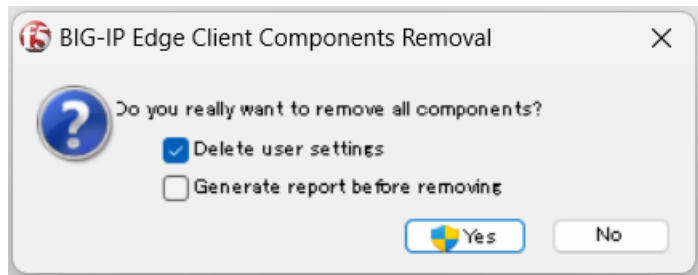
BIG-IP Edge Components Troubleshooting.

BIG-IP Edge Components Troubleshooting starts,

Select Tools > Remove Components from the menu bar.



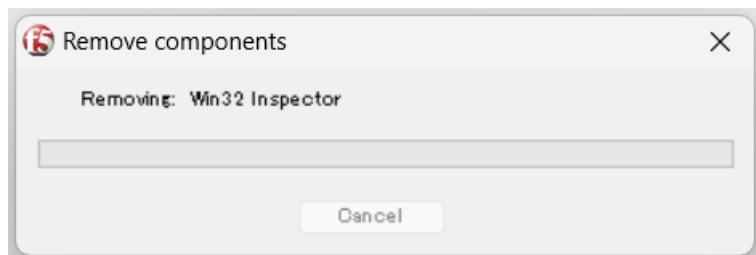
The following confirmation message appears,
Uncheck "Generate report before removing", leave
"Delete user settings" checked, and click "Yes".



* If UAC (User Account Control) is enabled,
a UAC confirmation message is displayed.

Component deletion will begin.

Please wait 2 to 3 minutes for completion.



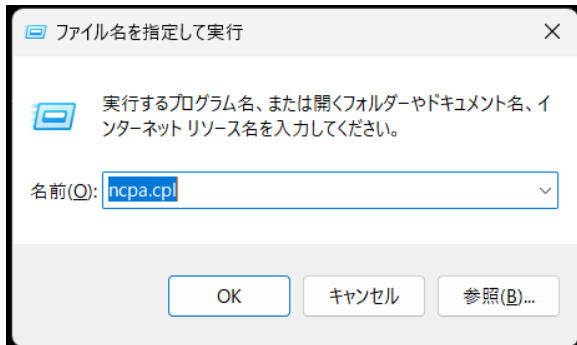
* If the warning message

"Control is locked. Please try to remove components after restarting the
system! Troubleshooting" appears, restart the computer and start from
step 2-1.

2-3 Delete "Network Connections" settings

Open the Network Connections configuration page.

Press the "R" key while holding down the "Windows" key on the keyboard to start "Run", type "ncpa.cpl", and click "OK".



*The "Network Connections" configuration page can also be opened via "Windows Tools" > "Control Panel" > "View Network Status and Tasks" > "Change Adapter Settings".

Delete all connection icons labeled "_Common_sophia_vpn..." in the opened page.



*Depending on your environment, an adapter called "APM Network Access" may exist. In this case, please delete "APM Network Access" as well.

