How to delete VPN client software

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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.

🚯 E	BIG-IP E	dge Co	omponents Troubleshoo	ting				
File	View	Tools	Help					
1	1 🔊 🛛	\checkmark	Enable logs					
T	- OS		View logs			Build	Version	Creation
	erminal		Remove Components			3567.0	7245,2023,100	02/21/20
	M		Cleanup browsers cust	om protocol preference		3567.0	7245,2023,100	02/21/20
	VNC		cicanop bronsers case	on protocor preference.		3567.0	7245,2023,100	02/21/20
	- 5250		Network Access Diagn	ostic				
	Citrix	Client	1					
Endpoint Security								
	<u>A</u> W	in32 lr	nspector					
	OPSV	VAT In	teoration Libraries V3					

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

🚯 BIG-IP Edge Client Components Removal	×
Do you really want to remove all components? Delete user settings Generate report before removing	No

* 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.

🚯 Remove components	×					
Removing: Win32 Insp	Removing: Win32 Inspector					
	Cancel					

* 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".

דיר 🖃	ル名を指定して実行	×				
	実行するプログラム名、または開くフォルダーやドキュメント ンターネット リソース名を入力してください。					
名前(<u>O</u>)	ncpa.cpl	~				
	OK キャンセル 参照(<u>B</u>).					

*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.

