

## Manually uninstalling the Symantec AntiVirus 10.x server

**Situation:**

This document describes how to manually uninstall the Symantec AntiVirus 10.x server from Windows 2003/XP/2000.

**Solution:**

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**Before you begin:** If you have not backed up the pki structure of the server, you should back it up before you remove Symantec AntiVirus. To back up the pki structure, read the document [Steps to minimize recovery time in the event of a server failure](#).

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Removing Symantec AntiVirus client manually involves the following three basic steps:

- Stop Symantec AntiVirus services
- Remove Symantec AntiVirus from the registry
- Remove Symantec AntiVirus from the Start menu and from the hard drive

Ensure that the Symantec AntiVirus is not currently running.

### Stop Symantec AntiVirus services

You must stop the following services before you remove items from the registry, the Start menu, or the hard drive.

- Intel PDS
- Symantec AntiVirus
- Symantec AntiVirus Definition Watcher
- Symantec Event Manager
- Symantec Settings Manager

### To stop the services

1. On the Windows Taskbar, click **Start** > **Run**.

2. In the Open box, type the following text:

**services.msc**

3. Click **OK**.
4. For each of the following services, right-click the name of the service and click **Stop**:
  - Intel PDS
  - Symantec AntiVirus
  - Symantec AntiVirus Definition Watcher
  - Symantec Event Manager
  - Symantec Settings Manager

## Remove Symantec Client Security from the registry

Most of the items that you must remove are entries in the Windows registry.

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**Note:** You must have administrator permissions (read and write) to edit the registry.

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## To remove Symantec Client Security from the registry

1. On the Windows taskbar, click **Start > Run**.
2. In the Open box, type the following text:

**regedit**

3. Click **OK**.
4. In the Windows registry editor, in the left pane, go to the following key:

HKEY\_CLASSES\_ROOT\\*\ShellEx\ContextMenuHandlers

5. In the right pane, right-click **LDVPMenu**, and then click **Delete**.
6. Delete the following keys:
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\INTEL\DIIUsage\VP6
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run\vp trays
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{5A633ED0-E5D7-4D65-AB8D-53ED43510284}
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec\SPBBC
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec\Symantec AntiVirus

- HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\EventLog\System\SAVRT
- HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\Lanmanserver\Shares\Security\VPHOME
- HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\Lanmanserver\Shares\Security\VPLOGON

7. Go to the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Symantec\InstalledApps

8. In the right pane, delete the following values:

- AMSUsageCount
- AVENGEDEFS
- Common Client
- Common Client Data
- Common Client Decomposers
- NAVNT
- SAV Install Directory
- SAVCE
- SPBBC
- Symantec Shared Directory
- VP6ClientInstalled
- VP6UsageCount

9. Go to the following key:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services

10. Delete the following keys:

- ccEvtMgr
- ccPwdSvc
- ccSetMgr
- DefWatch
- NAVENG
- NAVEX15
- SAVRT
- SAVRTPEL
- SPBBCDrv
- SPBBCSvc
- Symantec AntiVirus

11. Go to the following key:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\EventLog\Application

12. Delete the following keys:

- DefWatch

- Symantec AntiVirus
- SPBBCSvc
- ccEvtMgr
- ccSetMgr

13. In the left pane, click **My Computer**.

14. On the Edit menu, click **Find**.

15. Search for VirusProtect6.

Delete all keys and values that contain this string.

16. In the left pane, click **My Computer**.

17. On the Edit menu, click **Find**.

18. Search for the following string:

ODE336A57D5E56D4BAD835DE34152048

Delete all keys and values that contain this string.

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**WARNING:** Follow the next four steps only if the conditions that are described in the steps are met. These instructions affect registry entries that are used by other Symantec products. If you delete a key or value that is used by another Symantec product, that product must be removed and installed again.

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19. If no other Symantec application that uses virus definitions is installed, go to the following key:

HKEY\_LOCAL\_MACHINE\Software\Symantec

Delete the **SharedDefs** key.

20. If Symantec AntiVirus is the only Symantec program that is installed, delete the following keys:

- Common Client
- SymEvent

21. If Symantec AntiVirus is the only Symantec program that is installed, go to the following key:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services

Delete the **SymEvent** key.

22. If Symantec AntiVirus is the only Symantec program that is installed, go to the following key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run

Delete the **ccApp** key.

23. Restart the computer.

Symantec AntiVirus server is now disabled, even though traces of it remain in the registry. These traces have little impact on how your computer operates. It is not necessary to remove them.

## **Remove Symantec AntiVirus from the Start menu and from the hard drive**

After Symantec AntiVirus is disabled, you need to remove leftover files and shortcuts to the program.

### **To remove Symantec AntiVirus Server from the Start menu**

1. On the Windows taskbar, right-click **Start**, and then click **Open All Users**.
2. Double-click **Programs**.
3. Double-click **Symantec Client Security**.
4. Do one of the following:
  - If more than one program is listed in this folder, right-click **Symantec AntiVirus**, and then click **Delete**.
  - If Symantec AntiVirus is the only program that is listed in this folder, right-click **Symantec Client Security**, and then click **Delete**.
5. Exit Windows Explorer.

### **To remove Symantec AntiVirus Server from the hard drive**

1. On the Windows taskbar, click **Start > Programs > Accessories > Windows Explorer**.
  2. Go to the Program Files folder.
  3. Right-click **Symantec AntiVirus**, and then click **Delete**.
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**WARNING:** Follow the next five steps only if the conditions that are described in the steps are met. These instructions affect files and folders that are used by other Symantec products. If you delete a file or folder that is used by another Symantec product, that product must be removed and installed again.

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4. If Symantec AntiVirus is the only Symantec product on your computer, delete the Symantec folder.
5. Go to the following folder:

Program Files\Common Files\Symantec Shared

6. If Symantec AntiVirus is the only Symantec product on your computer, delete the **VirusDefs** folder.
7. If Symantec AntiVirus is the only Symantec product on your computer, delete the **SSC** folder.
8. Go to the following folder:

C:\Documents and Settings\All Users\Application Data\Symantec\

9. Delete the following folders:
  - Symantec AntiVirus Corporate Edition
  - Common Client

10. Exit Windows Explorer.
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