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Trend micro client/server security agent removal tool

OVERVIEW Some Dell laptops have been shipped with Trend Micro Client/Server Security Agent, which most people will want to uninstall. I recently had to restore the Dell Latitude E6430 to Factory Default. When removing bundled bloatware, uninstalling Trend Micro Client/Server Security Agent froze and I had to kill the process. After restart, it was still partially installed. However, when I tried to uninstall it again, Trend Micro was prompted for me to uninstall the password. Lots of searches still keep me trend micro removal tools that just flat out failed. I started to notice all the removal tools were for WFBS CSA 5.0+, WFBS SA 6.0+, Titanium 2011+, Diagnostic Toolkit, etc... I looked up windows programs and features and noticed the Trend Micro Client/Server Security Agent Product Version: 3.5.1163 matched anything I could find on the Trend Micro website. After hours of digging, I found a sure fire way to remove this program. I'll list some common solutions below and end up with my guaranteed procedure. Trend Micro Client/Server Security Agent 3.5.1163 REMOVAL METHOD 1 Uninstall worry-free business security (WFBS) Agent using uninstall tool Download uninstall tool directly from Trend Micro OR directly from sigkillit.com (If you pull their copy down). Run SA_Uninstall_1384.exe extract files Locate Uninstall.bat and run If you have UAC enabled, right click and select Run as Administrator REMOVAL METHOD 2 Open the command line If you have UAC enabled, make sure that you run it as an elevated command line At the command prompt it changes to one of the following directories depending on whether you have a 32-bit or 64-bit 32-bit operating system: C:\Program Files\Trend Micro\Client Server Security Agent 64-bit: C:\Program Files (x86)\Trend Micro\Client Server Security Agent\ Run the following REMOVAL METHOD 3 command If you are prompted to enter a password to remove Trend Micro, the following registry modifications will disable this prompt. After disabling the prompt, you should be able to remove it through programs and functions without having to enter a password: Open the registry editor Click start and in the search box type: regedit Click regedit Open one of the following registry keys depending on Whether you have a 32-bit or 64-bit 32-bit operating system: HKEY_LOCAL_MACHINE\SOFTWARE\Trend Micro PC-cillinNTCorp\CurrentVersion\Misc 64-bit: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\TrendMicro\PC-cillinNTCorp\CurrentVersion\Misc Locate DWORD Enable Uninstall and change the value from 0 to 1. if it does not exist, you will need to create: Click Edit->New->DWORD (32-bit) Value Name: Enable Uninstall Data: 1 Uninstall Trend Micro programs and features and you should no longer be prompted to uninstall password REMOVAL METHOD 4 4 TO WORK WHEN EVERYTHING ELSE FAILS!!!) This method uses a special uninstall tool that is not publicly listed on the Trend Micro website. The tool is not graceful, it will throw the prompts you need to reject, and you will probably have to manually close it. With that being said, here's what you need to do. Download the uninstall tool directly from Trend Micro OR directly from sigkillit.com Unzim exe and when prompted for a password use Run WFBSS_UninstallTool_V1106.exe If you have UAC enabled, right click and select Run as Administrator Accept Conditions and click Next Click Install Keep by clicking Retry if you are prompted to continue the installation. This occurs multiple times (5 in my case), but continue Uninstaller opens several remners, including (Click to ignore all the resoums, you will get and continue) Multiple command command command command commands More Trend Miro Uninstallation Tool progress Windows Wait for the progress bars to stop movement, which may take a few minutes After about 10 minutes, you should see no further progress on any of the windows Close all command line windows TrendMicro Uninstallation Tool – Setup window should now show installation successful Restart your computer Check in Programs and Features and Trend Micro Client / Server Security Agent will be gone! Public Details To remove the uninstall password: Open the Worry-Free Business Security web console from the server and log on. Go to Administration > Global Settings > Desktop/Server.Under Security Agent Uninstallation Password select Allow client to uninstall security agent without password. Click Save. For technical assistance, contact Trend Micro Technical Support. Premium Internal Partner be a place to start for you, it's an old thread, but it can provide information. you can not do this from the console? these links may be useless to you, sorry its not a script right away, but hopefully you can use it as a reference point to start. Hi Chris Thanks for the source information As ever I have already seen these forums and they help, but no one to comment on the situation with the password to uninstall clients, the script also must have administrator rights to uninstall it on the profile of the power user. I need a script that can: 1. silently uninstall product 2. put in your password when you are prompted to uninstall 3. have administrators rights to run on the Power User account I heard about 3rd party programs you can run on your administrator computer and remotly control user clients Control Panel as well as system partitions, but I'm failing to find :(Thanks for your input. Create a file named uninstalltrend.reg and place it in the NETLOGON folder. In the event that the this file removes the need for a password: Windows Registry Editor version 5.00 [HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\PC-cillinNTCorp\CurrentVersion\Misc.] Enable Uninstall=dword:00000001 In the script, place the following lines to import the reg file and run the uninstall. Unfortunately, it is not completely silent, but will not require the user to communicate at all with the process: regedit.exe /s \\PATH\TO\uninstalltrend.reg if there are %PROGRAMFILES%\Trend Micro\Client Server Security Agenttrmv.exe (%PROGRAMFILES%\Trend Micro\Client Server Security Agenttrmv.exe otherwise (echo Trend Micro is not here.) That's all.   Are you using the business version of the trend with the dashboard? If so, you can uninstall remotely and without warning, and you can use a global administrator password. Change the notification settings under Preferences, and then select the clients you want to uninstall in security settings, and then click Remove. You'll be prompted to uninstall. Trend can also supply you with the right uninstall tools if you don't have a password, but require you to contact them directly for obvious reasons. As for the script, Trend may also be able to deliver one, but in any case it will likely require client systems to restart in order to complete the uninstall. I hope this will help Hi Joel I've seen this scenario or something simular before, I'll give it a go and see how it turns out, thanks. Pchiodo: I checked the server control panel / management console and it can only install not uninstall nor Trend websites give me any help with this spesific problem, but just tell me to do manuely but it does not help me as I can not be running around all the computers asking the user to move as I uninstall something to them I'm wasting there time :(Thanks for the info although I tried the script and with a few modifications to fit our network is successfully trying to uninstall Trend, but we still have to issue permissions, we need to have a command in the script to give power users the power to uninstall the program, as well as the script also give uninstall passwords, or it will just fizzle out saying ether is not enough permission or need password aborting uninstall. Do you or anyone else know of any commands that can give authorization with a password to the script? Thanks to Colin H*Edit* can this single script be enabled by the Active directory or group policy protocol some like? I'm sorry, I forgot about it. I use robotronic.de/runasspc/ to increase script privileges. I tried the program Runasspc, but it does not allow me to create a cryptic file with NTRmv.exe as it still says NTRmv.exe can not be found even if I went step by step too real file of its own and physically clicked on it. Instructions are very vague, as-well, I have to place the program on client machines, or it can be over the network? Does the crypto file need to be placed next to the exe files, or can it be separated? Do I need a point program to script, or too exe, which uninstalls the program!? It's very confusing haha! Thanks to Colin H You must use a script to call runasspc, which then runs a crypt file that calls another script. :P examples of scripts in the extracted runasspc directory. Wow that just over my head! lol Right ok let me see if I can put this striate, I need to create a script to run (runasspc) so I can create a cryptic file which can then be run on another script with administrator rights!? For some reason makes it manly starting to look more attractive lol My boss is currently looking at the program; understands the scripts much better than I do ... I'll post you, but be prepared for more questions :) Yes, at first it looks confusing. I spent many hours for the first time, but only a few minutes after that. I'm taking your steps. Expand the last Runasspc folder in the package to the \\serveretlogon directory Prepare to modify the trend registry by creating an uninstalltrend.reg editor in the NETLOGON directory with the following entry: [HKEY_LOCAL_MACHINE\SOFTWARE\TrendMicro\PC-cillinNTCorp\CurrentVersion\Misc.] Enable Uninstall=dword:0000000 Prepare a script (let's say uninstall.bat) that starts the uninstall process and places it in the NETLOGON directory: regedit.exe /s \\PATH\TO\uninstalltrend.reg. if there are %PROGRAMFILES%\Trend Micro\Client Server Security Agenttrmv.exe (%PROGRAMFILES%\Trend Micro\Client Server Security Agenttrmv.exe) otherwise (echo Trend Micro is not here.) Run runasspcadmin.exe, located in the folder runasspc you extracted to NETLOGON Pro path\Application.exe input, locate or paste the path to uninstalltrend.bat file that you placed in NETLOGON Fill in the domain administrator data where it asks you to check the box that says Optional Settings and clear the Checksum check box at the bottom click on ... next to Save Cryptfile and save the .spc file to the NETLOGON directory. Name it something indicative, such as trend.spc This is where we run the script; in the current script assigned to users or in the new script you assign to them, place the following line: \\server\NETLOGON\runasspc\runasspc.exe /cryptfile:\\server\NETLOGON\trend.spc /quiet Let me know if you still have problems. Thanks Joel I will try and let you know we tried and it works.... for a normal program :) But the trend still requires an un-installation password on the user's desktop. However, we have found another way to do this, which makes me feel really stupid after all, PCHIODO got me thinking about admin consoles to monitor and manage user clients, we managed to find uninstall client options under about 1 million tree branches that uninstalls client remotely... The script works successfully if the program does not have a password that protects it from shutdown. Thanks for your time and effort to help me Joel greatly appreciated. If the reg file is doing its job correctly, it should be restoring the need for a password to uninstall Trend. Which version of the trend are you using? Go to this key to see if changing it to 1 workstation works. I did more than one uninstall using this file without any problems. We use office scan Version 8 when I try to create a fist .reg key and test it fails... He says it's not a registry script, and it won't import directly as its typed in the broadcast... I cut n paste it just as you have it in the post and saved it as a .reg file but it won't take... Are you trying to do the same as me? uninstall the trend micro without the need for passwords? I simpley just used the administrator console on trend server you're not easy to find where it is based depending on which version of the trend you have. Yes, but when I installed trendy replacement software I had to first uninstall everything TrendMicro! ACH NO! Then I can't use my simple method, which really makes it difficult for sure... Failed to get .reg file to be taken... Which is the key here... try these: create a batch file that creates a folder , places expand.exe, SA_UNINSTALL1358.zip (trend removal tool available on their web zip file) unzip the folder run agentremoval.bat in the zip folder. carried out :) Reviving this thread. I found this script from Marc Nuijens as a magic bullet. He worked flawlessly. It may be wise to contact Trend Micro for a CUT utility, and then script that. %PROGRAMFILES%\Trend Micro\Client Server Security Agent\NTRmv.exe -980223 The fastest and most definitely fire working solution. Make sure that you are at the command line of the message. %PROGRAM FILES (x86)\Trend Micro\Client Server Security Agent\NTRmv.exe -980223 %PROGRAMFILES%\Trend Micro\Client Server Security Agent\NTRmv.exe -980223 - 980223