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How to manually uninstall Symantec Endpoint Protection client from Windows 2000, XP and 2003, 32-bit Editions

Question/Issue:

How do I manually remove Symantec Endpoint Protection client from 32-bit versions of Windows 2000, XP and 2003?

Solution:

These removal instructions MUST be enacted by an administrator account with FULL administrative privileges. One reboot will be required to complete product removal.

WARNING: This manual removal document is to be used only if you don't have any other Symantec Products installed on the computer. The process below may cause other Symantec products (such as Symantec Endpoint Protection Manager) to stop working properly.

WARNING: In the next steps you will edit the Windows registry. Back up the registry before you make any changes to it, because incorrect changes to the registry can result in permanent data loss or corrupted files. Modify or delete only the registry keys that are specified. For instructions, see [How to back up the Windows registry](#).

Step 1: Stop Services

1. Click **Start > Run**.
2. Type **smc -stop** and click **OK**.
3. Click **Start > Run**.
4. Type **services.msc** and click **OK**.
5. Right-click on each service and select Stop:

Symantec Endpoint Protection
Symantec Event Manager
Symantec Network Access Control
Symantec Settings Manager
Windows Installer

6. Right-click on the **Windows Installer** service and select Properties.
7. Under "Startup type" select **Disabled** from the drop-down menu and click **OK**. This service will be re-enabled at the end of these instructions.
8. Close the Services window.

Step 2: End Task on Process

1. Open Task Manager.
2. Click **Start > Run**.
3. Type **taskmgr.exe** and click **OK**.
4. Right-click on the **ccApp.exe** process and select **End Process**.

Step 3: Open the Registry Editor (**Please note: If a registry entry is not present, skip to the next one**)

1. Click **Start > Run**
2. Type **regedit.exe** and click **OK**.
3. Delete the following key(s):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes*\shellex\ContextMenuHandlers\LDVPMenu
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\ccEvtCli.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\ccProSub.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\ccSetEvt.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\ccSvcHst.exe
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\CliProxy.DLL]
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\HPPProtectionProviderUI.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\PatchWrap.EXE
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\ProtectionUtil.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\RTVScan.EXE
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\SavMainUI.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\SavUI.EXE
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\SepLuCallback.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\SesLU.EXE
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\SmcGui.EXE
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\SPBBCEVT.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\Srtsp32.DLL
 - HKEY_LOCAL_MACHINE\SOFTWARE\Classes\AppID\SyKnAppS.DLL

- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CcErrDsp.ErrorDisplay
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CcErrDsp.ErrorDisplay.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CcWebWnd.ccWebWindow
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\CcWebWnd.ccWebWindow.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\cliproxy.objects
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\cliproxy.objects.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Cliproxy.ScanManagerCOMCallback
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Cliproxy.ScanManagerCOMCallback.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Drive\shellex\ContextMenuHandlers\LDVPMenu
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\EXCHNGUI.ExchngUICtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Folder\shellex\ContextMenuHandlers\LDVPMenu
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\FwsCtrl.CAutoprotectFw
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\FwsCtrl.CAutoprotectFw.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\FwsCtrl.CCmcManagement
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\FwsCtrl.CCmcManagement.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\FwsCtrl.CNacManagement
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\FwsCtrl.CNacManagement.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\FwsCtrl.FwsProtectionProvider
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\FwsCtrl.FwsProtectionProvider.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\HPPPProtectionProviderUI.HPPPProtection
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\HPPPProtectionProviderUI.HPPPProtection.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\HPPPProtectionProviderUI.HPPPProtectionPr
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\HPPPProtectionProviderUI.HPPPProtectionProvider.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\INETMAILUI.InetMailUICtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Features\03E4A8BF51994184DA9F240ED0F9CDD3
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\03E4A8BF51994184DA9F240ED0F9CDD3
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\UpgradeCodes\20A7FB42A06BB49448A397B3CB77ED4D
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDDATETIME.LDDateCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDDATETIME.LDStaticDateTimeCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDDATETIME.LDTimeCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPCTLS.LDVPActionsCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPCTLS.LDVPEditCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPCTLS.LDVPExtensionsCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPCTLS.LDVPResultsCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPCTLS.LDVPVirusDetailsCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPDLGS.LDVPAboutDlgCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPDLGS.LDVPCompressedCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPDLGS.LDVPEmailNotifySettingsCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPDLGS.LDVPMessageConfigCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPDLGS.LDVPSchedule2Ctrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPDLGS.LDVPScheduleCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPDLGS.LDVPStorageViewCtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPDLGS.LDVPThreatExclusionsDlgCtl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LDVPUUI.LDVPUICtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\LOTNOTESUI.LotNotesUICtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\PatchWrap.PatchWrapper
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\PatchWrap.PatchWrapper.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.ProtectionCollection
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.ProtectionCollection.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.ProtectionProviderColl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.ProtectionProviderCollec
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.Protection_GUID_Contai.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.Protection_GUID_Containe
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusFinder
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusFinder.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_Autoprot.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_Autoprotec
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_Containe.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_Container
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_Definiti.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_Definition
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_HostInte.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_HostIntegr
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_NetworkA.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_NetworkAcc
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_NetworkQ.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_NetworkQua
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_Provider.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_ProviderAu
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_ProviderEr
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\ProtectionUtil.StatusProblem_ProviderOf
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvscan.CSavInfo
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvscan.CSavInfo.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvscan.CSavQuarantine
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvscan.CSavQuarantine.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvscan.OEMSettingsManager
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvscan.OEMSettingsManager.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvscan.ResultsViewCOMCallback

- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvsan.ResultsViewCOMCallback.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvsan.ScanManagerService
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvsan.ScanManagerService.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvsan.VirusFoundCOMCallback
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Rtvsan.VirusFoundCOMCallback.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.ConfigureableScanCollection
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.ConfigureableScanCollection.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavAutoprotectExchange
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavAutoprotectExchange.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavAutoprotectFilesystem
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavAutoprotectFilesystem.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavAutoprotectInternetEmail
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavAutoprotectInternetEmail.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavAutoprotectNotes
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavAutoprotectNotes.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavConfigureableScan
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavConfigureableScan.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavProtectionProvider
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavProtectionProvider.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavQuarantineItem
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavQuarantineItem.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavQuarantineItemCollection
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.SavQuarantineItemCollection.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.TamperProtectionProvider
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.TamperProtectionProvider.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.TamperProtectProcess
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavMainUI.TamperProtectProcess.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavUI.ResultsViewCOMAdapter
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavUI.ResultsViewCOMAdapter.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavUI.VirusFoundCOMAdapter
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SavUI.VirusFoundCOMAdapter.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SEP.AV.ScanDlg
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SepLuCallback.SepLuCallbackHandler
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SepLuCallback.SepLuCallbackHandler.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.AvLuCallback
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.AvLuCallback.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.ContentUpdateManager
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.ContentUpdateManager.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.MonikerInfo
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.MonikerInfo.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.MonikerInfoCollection
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.MonikerInfoCollection.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.SepContentService
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SescLu.SepContentService.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Shsel2.Shsel2
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Shsel2.Shsel2.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.ControlEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.ControlEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.ErrorEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.ErrorEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.MountEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.MountEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.NonViralEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.NonViralEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.StateChangeEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.StateChangeEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.ViralEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\srtsp32.ViralEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SyKnAppS.LUCallback
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SyKnAppS.LUCallback.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccEvtMgr.EventManager
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccEvtMgr.EventManager.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccEvtMgr.LogManager
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccEvtMgr.LogManager.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccEvtMgr.ModuleManager
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccEvtMgr.ModuleManager.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccProSub.ProviderProxy
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccProSub.ProviderProxy.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccProSub.SubscriberProxy
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccProSub.SubscriberProxy.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccSetEvt.SettingsChangeEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccSetEvt.SettingsChangeEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccSetMgr.SettingsService
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.CommonClient.ccSetMgr.SettingsService.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.SSHelper
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.SSHelper.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stCallbackManager
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stCallbackManager.1

- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stCheckForUpdates
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stCheckForUpdates.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stDisScriptEngine
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stDisScriptEngine.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stHost
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stHost.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stHostCatalog
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stHostCatalog.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stInetBatchGet
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stInetBatchGet.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stInetConnParms
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stInetConnParms.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stInetGetFile
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stInetGetFile.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stInetTransferItem
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stInetTransferItem.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stLog
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stLog.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stLUProgressCallback
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stLUProgressCallback.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stPatch
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stPatch.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stPatchCatalog
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stPatchCatalog.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stSettings
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.stSettings.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.SymNeti.SymNetiProviderProxy
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.SymNeti.SymNetiProviderProxy.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.SymNeti.SymNetiSubscriberProxy
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Symantec.SymNeti.SymNetiSubscriberProxy.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.AlertEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.AlertEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.LocationChangeEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.LocationChangeEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.LocationEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.LocationEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.LogEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.LogEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.NetworkChangeEvent
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SymNeti.NetworkChangeEvent.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\SYMPROTECTUI.SymProtectUICtrl.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\TSSAFILE
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\VpshellEx.VpshellEx
- HKEY_LOCAL_MACHINE\SOFTWARE\Classes\VpshellEx.VpshellEx.1
- HKEY_LOCAL_MACHINE\SOFTWARE\Intel\LANDesk\AMS2
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\ESent\Process\ccSvcHst

1. Browse to the following key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\Extensions and delete the following values in the right pane:

- Outlook Setup Extension"="4.0;Outxxx.dll;7;0000000000000000;0000000000;OutXXX
- Symantec AntiVirus Outlook Protection"="4.0;C:\Program Files\Common Files\Symantec Shared\vpmsce.dll;1;00000011111

2. Delete the following key(s):

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\RFC1156Agent
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\App Paths\ccApp.exe
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\App Paths\Smc.exe
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Controls Folder\Display\shellEx\PropertySheetHandlers\LDVP Shell Extensions
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UpgradeCodes\20A7FB42A06BB49448A397B3CB77ED4D
- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\UserData\S-1-5-18\Products\03E4A8BF51994184DA9F240ED0F9CDD3

3. Browse to the following key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run and delete the following value in the right pane:

- ccApp"="C:\Program Files\Common Files\Symantec Shared\ccApp.exe\

4. Browse to the following key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\ShellExtensions\Approved and delete the following value in the right pane:

- {8BEE74D-455E-4616-A97A-F6E86C317F32}"="LDVP Shell Extensions

5. Search all subkeys below **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall**. Delete any associated subkeys that reference: "**Symantec Endpoint Protection**".

6. Delete the following key(s):

- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\COH_PVInfo
- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\Common Client

Optional: (Not deleting these values will not prevent re-installation)

Browse to the following key:

HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\InstalledApps and delete the following values in the right pane:

- AMSUsageCount
- COHDataDIR
- COHDIR
- GEH
- IPSEngine
- MSL
- SAV Install Directory
- SAVCE
- Savrt
- SavSubmissionEngine
- SavSubmissionEngineData
- SPBBC
- SRTSP
- SRTSPQuarantine
- SyKnAppS
- SYKNAPPSDEF
- SymNetDrv
- VP6ClientInstalled
- VP6UsageCount

Delete the following key(s):

- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\PatchInst
- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\SPBBC
- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\SRTSP
- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\SyKnAppS
- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\Symantec AntiVirus
- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\Symantec Endpoint Protection
- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\SymNetDrv
- HKEY_LOCAL_MACHINE\SOFTWARE\Symantec\VxMSLight
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Minimal\ccEvtMgr
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Minimal\ccSetMgr
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Minimal\Symantec Antivirus
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Minimal\Symantec Antivirus
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Network\ccEvtMgr
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Network\ccSetMgr
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Network\SmcService
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Network\Symantec Antivirus
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SafeBoot\Network\Symantec Antivirus
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ccEvtMgr
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ccSetMgr
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\COH_Mon
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Application\ccEvtMgr
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Application\ccSvcHst
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\Application\Symantec AntiVirus
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\System\SRTSP
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog\System\SRTSPL

Optional:

- A. Browse to the following key:
- B. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\FltMgr
- C. Change the **AttachWhenLoaded** value to 0 (zero)

1. Browse to the following key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RasMan\PPP\EAP\13 and delete the following values in the right pane:

- ConfigUiPath
- IdentityPath
- InteractiveUIPath
- Path

2. Now rename and remove the "Backup" portion from the following values so that the values match those deleted above from the preceding step.

- ConfigUiPathBackup
- IdentityPathBackup
- InteractiveUIPathBackup
- PathBackup

Note: If the "Backup" entries do not exist, please re-create the appropriate values as follows (the values are of type Expandable String Value):

```
ConfigUiPath = %SystemRoot%\system32\rastls.dll
IdentityPath = %SystemRoot%\system32\rastls.dll
InteractiveUIPath = %SystemRoot%\system32\rastls.dll
Path = %SystemRoot%\system32\rastls.dll
```

3. Browse to the following key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RasMan\PPP\EAP\25 and delete the following values in the right pane:

- ConfigUiPath
 - IdentityPath
 - InteractiveUIPath
 - Path
4. Now rename and remove the "Backup" portion from the following values so that the values will match those deleted above from the preceding step.
- ConfigUiPathBackup
 - IdentityPathBackup
 - InteractiveUIPathBackup
 - PathBackup

Note: If the "Backup" entries do not exist, please re-create the appropriate values as follows (the values are of type Expandable String Value):

```
ConfigUiPath = %SystemRoot%\system32\rastls.dll
IdentityPath = %SystemRoot%\system32\rastls.dll
InteractiveUIPath = %SystemRoot%\system32\rastls.dll
Path = %SystemRoot%\system32\rastls.dll
```

5. Delete the following key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RasMan\PPP\EAP\88
6. Delete the following key(s):
- HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SmcService
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SNAC
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SnacNp
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SPBBCDrv
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SRTSP
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SRTSPL
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SRTSPX
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Symantec AntiVirus
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SYMREDRV
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SYMTDI
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SysPlant
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\vsdatant
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\WPS
 - HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\WpsHelper

Step 4: Restart the Computer

Restarting the computer is REQUIRED at this point.

Step 5: Restore Network Adapters

1. Right-click on **My Network Places** and click **Properties**.
2. Right-click on the network adapter and click **Properties**.
3. If the **Teefer2 Driver** is listed under "This connection uses the following items:", then select the **Teefer2 Driver** and click the **Uninstall** button to remove the driver.
4. Click **Close** to close dialog box.
5. Right-click on the adapter Connection and select Repair. (Only available on Windows XP and 2003)
6. Repeat this process for each affected network adapter.

Step 6: Folder and File System Cleanup

1. Open Windows Explorer and browse to **\Documents and Settings\All Users\Application Data\Symantec** folder and delete the following subfolders:
 - SavSubEng
 - SPBBC
 - SyKnAppS
 - Symantec AntiVirus Corporate Edition
2. Open the **SRTSP** folder and delete all files and subfolders within this directory except for the **SrtETmp** folder.
3. Browse to **\Documents and Settings\All Users\Start Menu\Programs** and delete the **Symantec Endpoint Protection** folder.
4. Browse to **\Program Files\Symantec** and delete the **Symantec Endpoint Protection** folder.

Note: If Symantec Endpoint Protection was migrated from a previous version, the folder name will be **Symantec Client Security** or **Symantec AntiVirus** and needs to be deleted from the \Program Files location.

5. Browse to **\Program Files\Common Files\Symantec Shared** folder and delete the following subfolders:
 - COH
 - Global Exceptions
 - MSL
 - SAVSubmissionEngine
 - SPBBC
 - SPManifests
 - SRTSP
6. Browse to **\Windows\system32\drivers** folder and delete the following files:
 - coh_mon.cat
 - COH_Mon.inf
 - COH_Mon.sys
 - srtsp.cat
 - srtsp.inf
 - srtsp.sys

- srtspl.cat
- srtspl.inf
- srtspl.sys
- srtspcx.cat
- srtspcx.inf
- srtspcx.sys
- symdns.sys
- symfw.sys
- symids.sys
- symndis.sys
- symndisv.sys
- SymRedir.cat
- SymRedir.inf
- symredrv.sys
- symtdi.sys
- SysPlant.sys
- teefer2.sys
- WPSDRVnt.sys
- WpsHelper.sys

Step 7: Reset Service

1. Click **Start > Run**.
2. Type **services.msc** and click **OK**.
3. Right-click on the **Windows Installer** service and select Properties.
4. Under "Startup type" select **Manual** from the drop-down menu and click **OK**.
5. Close Services.

Available Translations:

--choose a language---

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