



Support Home | Supported Products A to Z

[Symantec.com](#) > [Enterprise](#) > [Support](#) > **Knowledge Base**

How to uninstall Symantec Endpoint Protection (SEP) client silently using the command line

PRINT THIS PAGE

Question/Issue:

How can I uninstall the client silently from the command line?

Solution:

You can use a command line with the correct product code to uninstall Symantec Endpoint Protection Client

Find the product code

The product code is the unique identifier for the product. You can find the product code for your product version in the Windows Registry.

To find the product code for your product

1. In the Windows Registry Editor, expand the following key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall
```

This key contains many <Product Code> keys.

2. In the left pane, click each <Product Code> key.
3. In the right pane, look at the DisplayName value.
4. Find the <Product Code> key whose DisplayName value is Symantec Endpoint Protection
5. Use the product code in the command line as shown in the next section of this document.
The surrounding braces are part of the code.

Write the command line

Type the following command line to uninstall your product version. Use the product code that you found in the previous section of this document. The surrounding braces are part of the code:

```
msiexec.exe /q/x <product code>
```

If the command fails, run the command from one of the following locations, depending on your version of Windows:

Windows 2000

```
<drive>:\winnt\system32\msiexec.exe /q/x <product code>
```

Windows 2003/XP

```
<drive>:\windows\system32\msiexec.exe /q/x <product code>
```

Considerations if an uninstall password is in place

If you set a password for client uninstallation, you cannot uninstall the client silently. Clients with an uninstall password are prompted for the password, which must be entered manually. To uninstall the client silently, disable the password.

Document ID: 2008090908381148

Last Modified: 02/03/2009

Date Created: 09/09/2008

Product(s): Endpoint Protection 11

Release(s): Endpoint Protection 11 [All Releases]