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## NinjaOne Removal Guide



by Lindsay McChesney Wednesday at 11:00

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Ninja Removal

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This documentation has been modified to reflect enhancements in our 5.4.0 release. The deployment schedule for this release is as follows: CA Instance - Wednesday, August 9 at 6pm PDT / 9pm EDT OC Instance - Thursday, August 17 at 1am AET EU Instance - Wednesday, August 23 at 6pm GMT NA Instance - TBD

This guide provides instruction for deleting a disabled, rejected, or archived device from the NinjaOne console and/or uninstalling the NinjaOne Agent.

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# Uninstalling from the NinjaOne Console (Preferred):

If a device is online and checking in to the NinjaOne console, deleting a node from within NinjaOne triggers a silent uninstall of NinjaOne agent. When uninstalling devices from the NinjaOne console, you have a few options.

- Uninstall at the device level—delete a specific device. The NinjaOne Agent remains installed on all other devices within that organization.
- Uninstall from the Search dashboard—delete one or more devices regardless of their organization. The NinjaOne Agent remains installed on all other devices on the console, regardless of their organization or type.
- Uninstall from the organization level—Uninstall NinjaOne for an entire organization. Deleting the organization from within NinjaOne triggers a silent uninstallation of the NinjaOne agent on all devices under the organization.

**Important Note:** Whenever a device or organization with backup data stored is deleted or rejected in NinjaOne, or if NinjaOne Backup is disabled for a device/organization/account, the user will be prompted to choose whether to keep or permanently delete all associated backup data. For more information, please see NinjaOne Backup: Deleting Data.

### **Uninstall from the Device Settings Tab**

- 1. Depending on the device type, your options to delete may look different:
  - <u>Cloud monitor</u> (i.e., ping, port scan, DNS, HTTP/HTTPS): Click the gear icon to the right of the device name and select **Delete.**

Search	+ 88 ? 2
Home > > Main Office > Ping-demo > Overview	
🌰 Ping-demo 🙀 🕨	\$
Overview Custom Fields Ticketing	Edit
	Change Organization/Location
Round Trip	Change Assigned User
100	Delete
75	

• <u>Computer</u> (i.e., Windows, Linux, Mac): Open the **Settings** tab and click the delete/trash can icon in the upper right-hand corner.

Home > Org 4 (Jason) > Main Office > Ja	son's Laptop > Settings	
Overview Details Settings	Patching ~ Tools ~	✓ Backup ✓ Activities ✓ Custom Fields Ticketing
Device Role Windows Laptop Assigned User	Edit	Applications
Jason K	Edit Remove	Ninja Data Protection
Approval status Approved by SYSTEM as of 03/09/202	3 Reject	Status Enabled

• <u>Virtual Infrastructure</u> (i.e., HyperV, VMware) and <u>Network Management System</u> (NMS): Open the **Settings** tab and click **Delete** to the right of the **Device** field.

Home > Org 3 > Main Office/Lindsay > TRN1-WINSVR2016 > Settings TRN1-WINSVR2016							
Overview	Details	Settings	Activities	Custom Fields	Ticketing		_
			Device TRN1-WI	NSVR2016		Renar	me Delete
			Assigned None	User			Edit
			Organizati Org 3 Main Offic	on / Location e/Lindsay	Change	Configure	Dashboard

A confirmation popup displays.

2. Enter your email address to confirm. Click **Delete** to remove the node.

Home > Org 3 > East River > Mac 14 > Settings		
💣 Mac 14 🟫 🕨 🥿 😒 🗢 🛛	<b>k</b>	Ŵ
Overview Details Settings Patching ~ Tool	s ~ Activities ~ Custom Fields Ticketing	
Device Role Mag Degisters Edit		
And Delation The Are you want to delete this dev	Applications	
Enter your email to confirm:		
Approved by SYSTEM F		
Device Name Ninjas-Mac-78.local	Status No Delete	
Mac 14 Rename		

#### Uninstalling from the Search Dashboard

1. Click **Search** in the left navigation pane, activate the checkbox(es) next to the device name(s), and then click **Delete** at the top of the device list.





Devices do not need to be the same type to be deleted simultaneously.

A notification appears to confirm uninstallation.

Delete devices	×
The following devices will be deleted:	
DNS-test Jason's Laptop	
	Delete Close

## Uninstall NinjaOne for an Entire Organization

ninjaOne	Search						
Get Started	Home > Overview						
② Dashboard	② Dashboard						
☐ Devices	Overview Devices V Patching V Backu	ıp ∨ Acti	ivities $\checkmark$ K	nowledge Bas	е		
☑ Ticketing ~	All (7) Healthy (4) Problems (3) Sor	t By: Status ∽	Ticketing				Dev
හි Administration	Filter by Organization Name		L	Open	Waiting	Unassigned	
☆ Favorites →	Aus-Training		-	6	1	21	
🕤 Recents 🗸 🗸	3 Workstations, 7 Remotes, 2 VM Hosts, 4 VM Guests	▲ ଫ 🟉	Device Hea	lth			
	Big Kahuna Burger 2 Workstations	0	11				
	Internal Infrastructure 1 Server, 1 Workstation, 3 Clouds	0 B					
	Jack Rabbit Slims		6-				

1. Click **Dashboard** in the left navigation pane and select an organization.

The organization dashboard displays.

2. Click the delete/trash can icon in the upper right-hand corner.

Search		+ 88 ③	Do
Home > Internal Infrastructure > Over 品 Internal Infrastructure	rview e 公		Edit
Overview Locations (2) ~	Devices ~ P	Patching V Backup V Activities V Documentation V Ticketing	
All (7) Healthy (3) Problems (4)	Sort By: Status	S Ticketing Devices Running Actions 🔅	
Filter by Name		Copen Waiting Unassigned	
Server 16 Windows Server - Main Office Last login by TRN1-WINSVR2016\Administra	26 days ago tor	0 0 1 Device Health	
<b># TRAINING-WIN-01 @</b> Colton's role - Main Office Last login by TRAINING-WIN-01\ninja	Connected	3	
DNS-test Cloud Monitor Target - Main Office	11 minutes ago	2.25-	
🗯 Mac 12 🚯	Connected	15	

A confirmation popup displays.

3. Choose an option to keep any stored backup data or delete the data permanently and enter your email address to confirm. Select the **Delete** button to delete the node.

品 Internal Infrastructure 合					
Overview Locations (2) V Devices V	Patching $\checkmark$	Backup 🗸	Activities $\checkmark$	Documentation $\sim$	Ticketing
All (7) Healthy (3) Problems (4)	Sort By: Status ~	Ticketing			Devices Running Act
Filter by Name			Ôpen	Walting	
Internal Infrastructure					
WARNING! You are about to delete this organ to proceed?	ization AND 7 device	e(s) associated w	ith the organizatio	n. This action cannot b	e undone. Do you wish
There may be backup data stored for this org	anization.				1
Veep the data until I delete it manually. You will be billed according to your sales ag	. Backed up data can reement. If you have	be managed fro any questions,	m the backup usa please contact ou	nge tab of the backup ( Ir sales department.	dashboard.
Delete the data permanently.					
Email					Antiv
Cloud Monitor Target - Main Office					Virtualizatio
A Linux U ● Linux Desktop - Main Office Last login by parallels (					No Delete Device Events for the
Workstation 10 🙃	2 months ago	$\downarrow$	Servers	NMS	

## **Uninstalling Manually:**

Use the steps below only for cases in which the agent has not reported in and/or the install is corrupt.

#### Windows Agent Manual Removal:

The following command can be used to uninstall NinjaOne silently **if you do not have uninstall prevention enabled**:

```
"C:\Program Files (x86)\<NinjaInstallFolder>\uninstall.exe" --mode unattended
```

If you do have uninstall prevention enabled, please follow these steps:

- 1. Make sure that the NinjaRMMAgent service is running on the device.
- 2. Run "C:\Program Files (x86)\<NinjaInstallFolder>\NinjaRMMAgent.exe" disableUninstallPrevention
  - This will restore the agent uninstaller for that device.
- 3. Run "C:\Program Files (x86)\<NinjaInstallFolder>\uninstall.exe" --mode unattended

To ensure complete removal, check for and delete the following folders:

- C:\Program Files (x86)\<OrganizationName-Version>\
- C:\ProgramData\NinjaRMMAgent\

Note that there may be multiple folders for the NinjaOne install directory found in Program Files (x86) and it is important to remove all of them.

Alternatively, you can use the **PowerShell script (titled NewAgentRemoval\_2022) that is linked as an attachment at the end of this article.** Please note, the script must be run as administrator. Additionally, one or more of the following parameters must be used with this script:



- calls msiexec {ninjaRmmAgent product ID}
- -Cleanup
  - removes keys, files, services

```
-DelTeamViewer
```

• deletes TeamViewer

#### Mac Agent Manual Removal:

**Important Note:** Please make sure everything NinjaOne-related is removed before reinstalling.

- 1. Navigate to Finder.
- 2. Select Applications.
- 3. Find the NinjaRMMAgent folder.



This is a hidden folder. To display the folder, use the Shift + Command + Period keys.

- 4. Select Uninstall. Please ensure the following are included in the uninstall:
  - networkd\_settings\_read\_from\_file initialized networkd settings by reading plist directly.
  - default 09:15:44.324203+1000 ninjarmm-macagent-patcher Received configuration update from daemon (initial).
  - default 09:15:44.328373+1000 ninjarmm-macagent-patcher UNIX error exception: 17.

Alternatively, you can use the script (titled ninjarmm-agent-cleaner.sh) that is linked as an attachment at the end of this article. Please note, the script must be run as root.

#### Location of system services:

Please use the system services below to have the certificate downloaded by the NinjaOne Agent.

/Library/LaunchAgents/com.ninjarmm.trayicon.plist
 /Library/LaunchDaemons/com.ninjarmm.agentd.plist
 /Library/LaunchDaemons/com.ninjarmm.patcher.plist

#### Linux Agent Manual Removal:

- 1. Change Directories to /opt/NinjaRMMAgent/programfiles/
- 2. Run one of the following commands:

```
    sudo ./ninja-deb-uninstall.sh
    sudo ./ninja-deb-harakiri.sh
    sudo ./ninja-rpm-uninstall.sh
```

**Important Note:** If the Linux agent needs to be re-installed following removal and fails with the error "sub-process /usr/bin/dpkg returned an error code (1)", run the following to clear out all agent files to the /tmp directory to allow for fresh installation:

sudo mv /var/lib/dpkg/info/<packagename.\*> /tmp

◀

## NinjaOne Uninstall Prevention:

When NinjaOne uninstall prevention is ON, deleting a device from the NinjaOne console (per the steps above) still successfully uninstalls the NinjaOne Agent when a device is online and connected to NinjaOne. This is the recommended method of uninstallation.

If manual uninstallation is required (e.g., a device is offline and not connecting to NinjaOne), but uninstall prevention is ON, please utilize one of the manual uninstallation procedures outlined

#### above.

For information about uninstalling the components from optional NinjaOne integrations (such as TeamViewer, Splashtop, Webroot, or Cloudberry), please see: Uninstalling Integrated Components.

**Important Note:** The **PowerShell script (titled NewAgentRemoval\_2022) that is linked as an attachment below** must be run as administrator. Additionally, one or more the following parameters must be used with this script:

```
-Uninstall
```

◀

• calls msiexec {ninjaRmmAgent product ID}

-Cleanup

• removes keys, files, services

```
-DelTeamViewer
```

• deletes TeamViewer

## **Related Documentation**

- NinjaOne Agent: Uninstall Prevention
- Uninstalling Integrated Components
- Windows Patch Management: Approve, Reject, Uninstall, Update
- NMS: How to keep historical device data when Uninstall/Reinstall
- NinjaOne Backup: Deleting Backup Data

## Related to

Uninstall

Removal

Offboard

Delete

## **Related articles**

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NinjaRMM's BitLocker and FileVault...

BitLocker/FileVault Encryption Key Management: FAQ

FAQs About BitLocker/FileVault Encrypti...

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NewAgentRemoval\_2022.ps1 (9 KB) ninjarmm-agent-cleaner.sh (1 KB)









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