

Search



[NinjaOne Dojo](#) › [Documentation](#) › [Administration](#)

NinjaOne Removal Guide



by Lindsay McChesney
Wednesday at 11:00

[Follow](#)

For a complete overview of of all cookies used, please see your personal settings.

Customize

Accept

Decline



Ninja Removal

01:21

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.

Table of contents:

- [Uninstalling From the NinjaOne Console \(preferred\)](#)
- [Uninstalling Manually](#)

- [Windows](#)
- [Mac](#)
- [Linux](#)
- [NinjaOne Uninstall Prevention](#)
- [Related Documentation](#)

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.

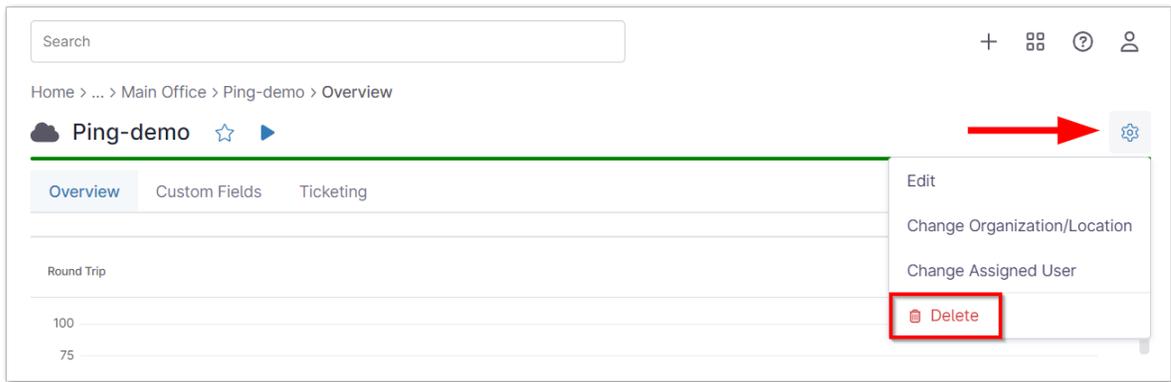
- [Uninstall at the device level](#)—delete a specific device. The NinjaOne Agent remains installed on all other devices within that organization.
- [Uninstall from the Search dashboard](#)—delete one or more devices regardless of their organization. The NinjaOne Agent remains installed on all other 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](#).

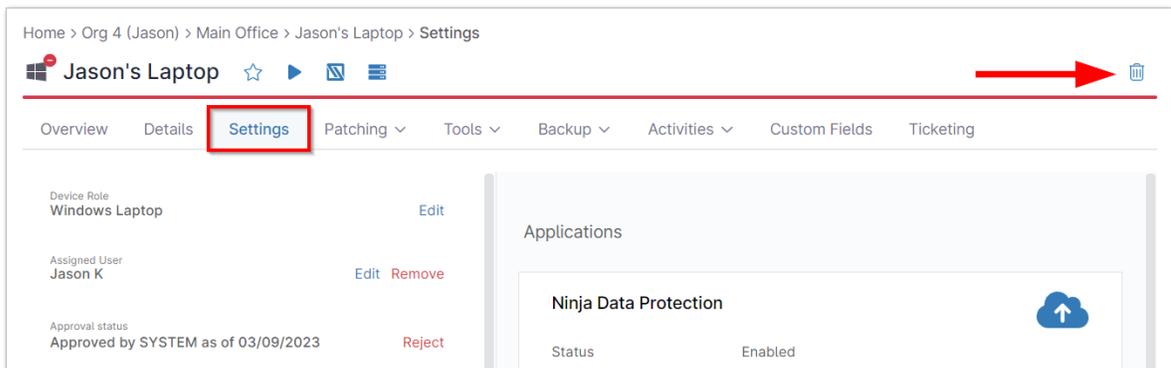
Uninstall from the Device Settings Tab

1. Depending on the device type, your options to delete may look different:

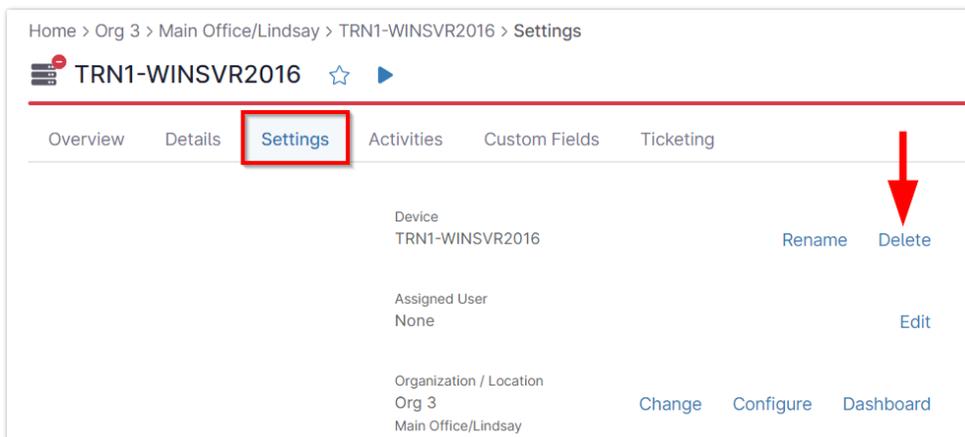
- [Cloud monitor](#) (i.e., ping, port scan, DNS, HTTP/HTTPS): Click the gear icon to the right of the device name and select **Delete**.



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

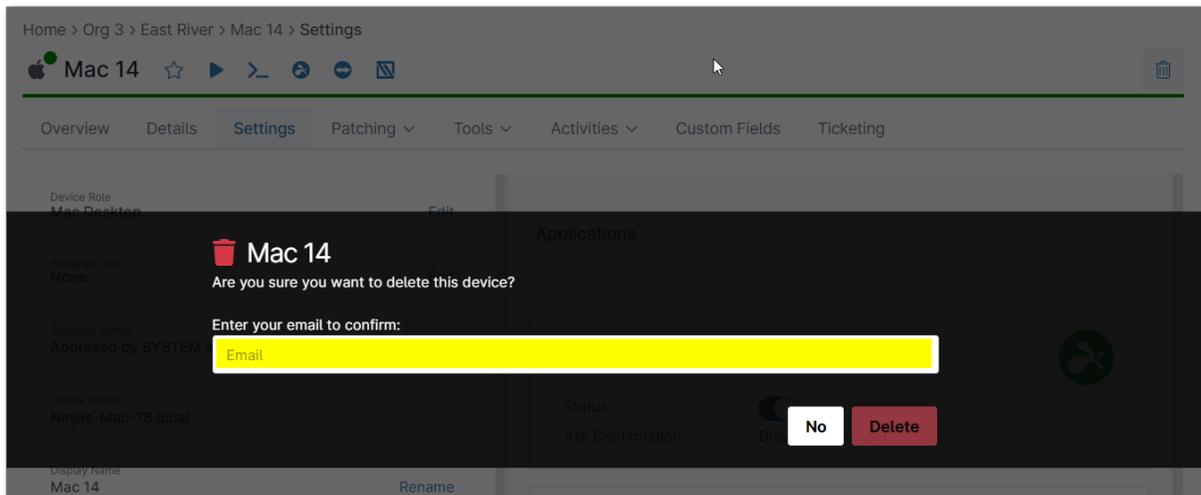


- Virtual Infrastructure (i.e., HyperV, VMware) and Network Management System (NMS): Open the **Settings** tab and click **Delete** to the right of the **Device** field.



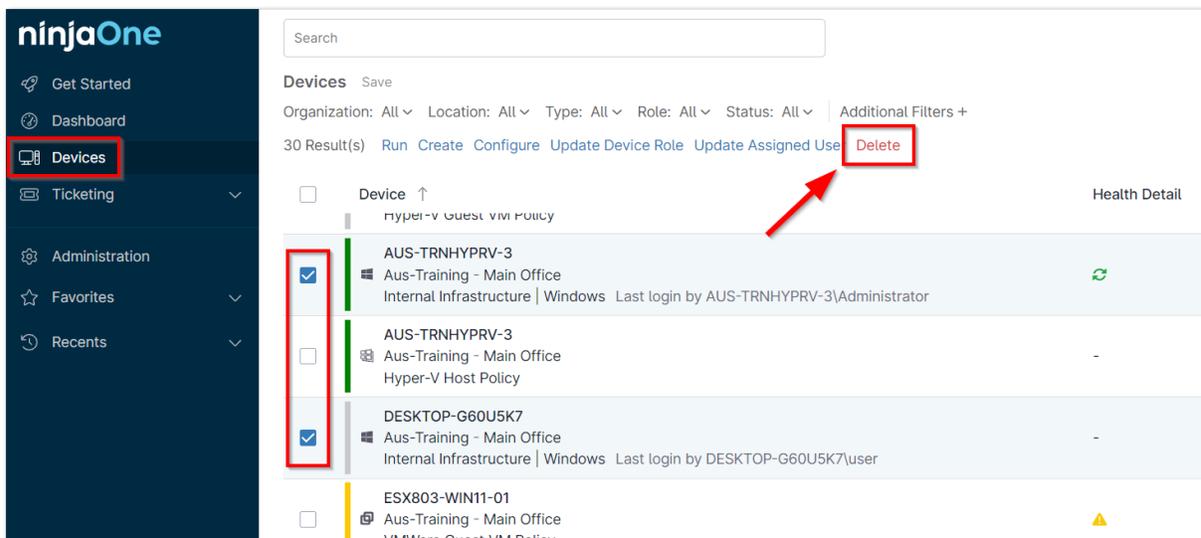
A confirmation popup displays.

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



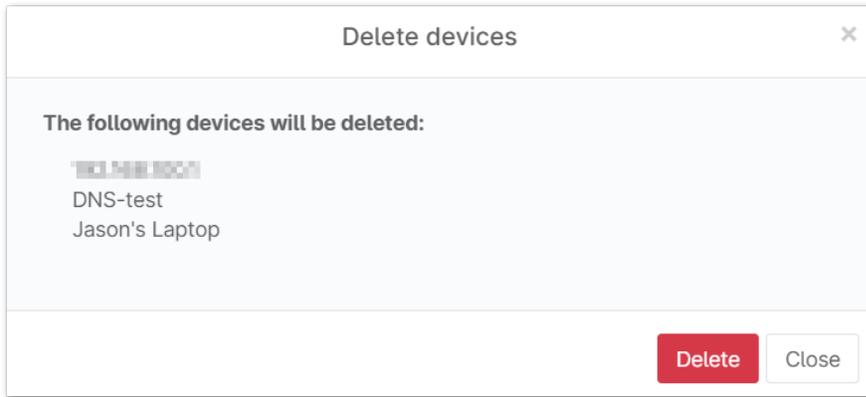
Uninstalling from the Search Dashboard

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.



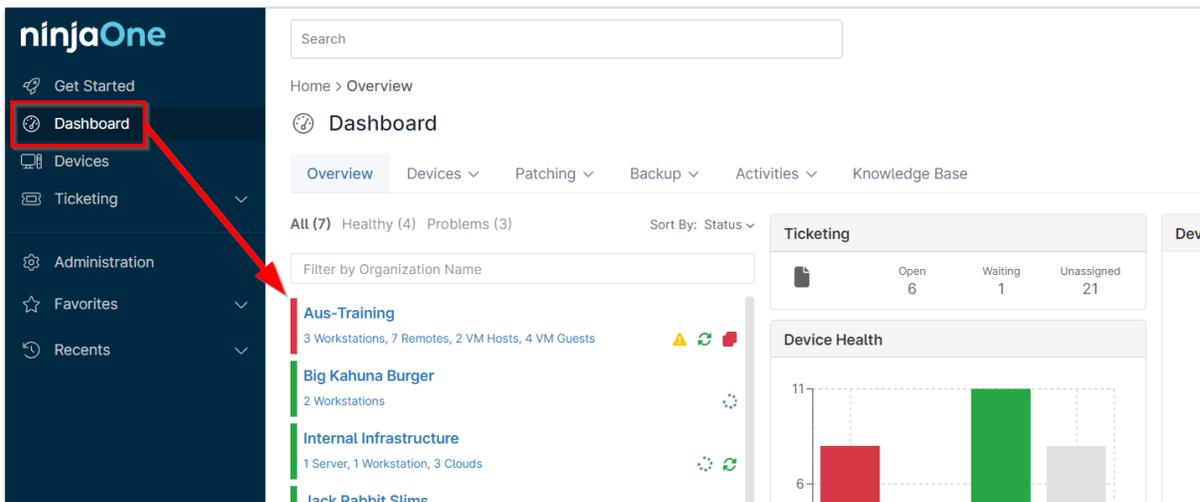
Devices do not need to be the same type to be deleted simultaneously.

A notification appears to confirm uninstallation.



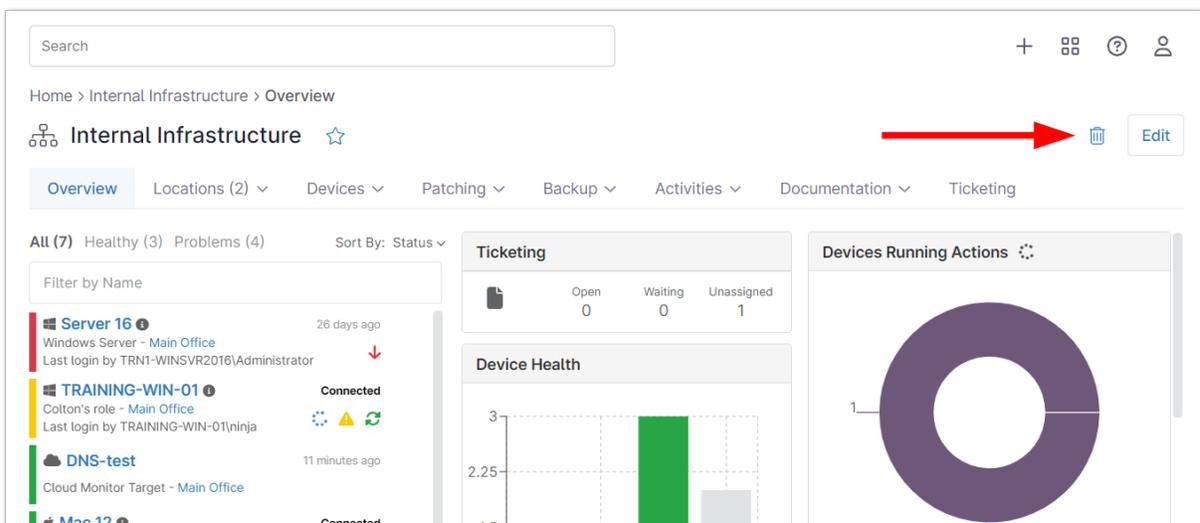
Uninstall NinjaOne for an Entire Organization

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



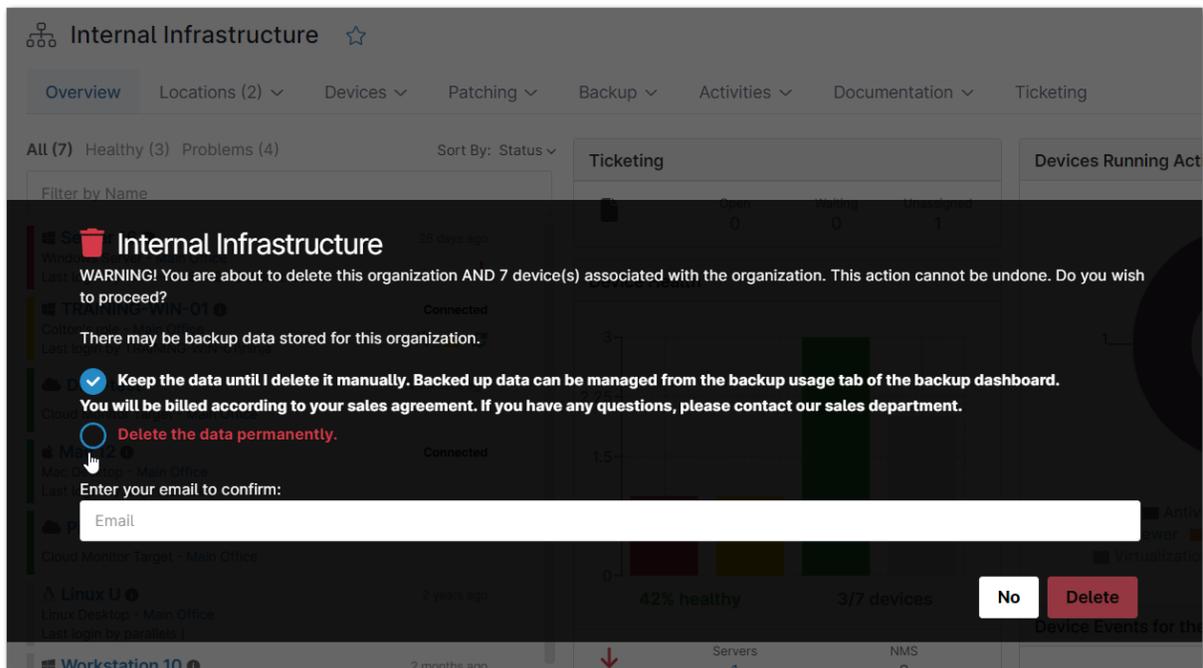
The organization dashboard displays.

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



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.



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:

- `-Uninstall`

- 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 re-installing.

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](#).

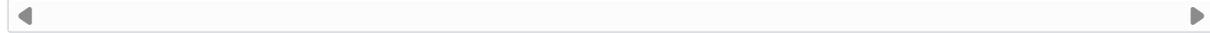
Important Note: The **PowerShell script (titled NewAgentRemoval_2022)** that is **linked as an attachment below** must be run as administrator. Additionally, one or more the following parameters must be used with this script:

- **-Uninstall**



- calls msixexec {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

Active Directory User Management

This documentation has been modif...

Active Directory User Management: FAQ

FAQs About Active Directory User Manage...

API OAuth Token Configuration

The NinjaRMM Public API uses OAuth2 to...

BitLocker/FileVault Encryption Key Management

NinjaRMM's BitLocker and FileVault...

BitLocker/FileVault Encryption Key Management: FAQ

FAQs About BitLocker/FileVault Encrypti...

Branding: Environment Variables via Systray Icon

The following is a list of environ...

Branding: FAQ

FAQs About Branding Q: What size and...

Branding: Systray Icon

This documentation has been modif...

Branding: Website

This documentation has been modi...

Cloud Monitors

This documentation has been modif...

[NewAgentRemoval_2022.ps1](#) (9 KB)

[ninjarmm-agent-cleaner.sh](#) (1 KB)

Was this article helpful?



Comments

0 comments

Article is closed for comments.

