# **Article Number**

000005353

# Title

How to Manually Uninstall Forcepoint VPN Client for Windows

### Summary

This article provides instructions for manually removing Forcepoint VPN Client for Windows.

# Solution

If there are issues uninstalling VPN client using Windows Programs and Features tool, the instructions below can be used to uninstall VPN client manually from Windows 10 and Windows 11. The instructions are written based on Windows VPN Client version 6.11.1 running on Windows 11:

- 1. For safety purposes, take a backup of Windows registry and store it in a secure location (external to the VPN client host)
- 2. Stop the Forcepoint VPN Client service:
  - a. Quit/exit the Forcepoint VPN Client from quick tray
  - b. Stop the **Forcepoint VPN Client** service using Windows Services tool (services.msc):

Services (Local)	Services (Local)					
	Forcepoint VPN Client	Name	Description	Status	Startup Type	Log ^
	Stop the service	Forcepoint Endpoint Diagn Forcepoint Network Proxy	Forcepoint	Running	Automatic Disabled	Loc.
	Restart the service	Forcepoint VPN Client	Controlette	Dunning	Automatic	Loc
		Ch Fppsvc	Start	unning	Automatic	Loc.
	Description:	Charles Function Discovery F	top		Manual	Loci
	Forcepoint VPN Client product.	G Function Discovery F F	ause		Manual (Trig	Loc
		GameDVR and Broad	lesume		Manual	Loci
		Geolocation Service	lestart		Manual (Trig	Loc
		Google Chrome Elev	All Tasks		Manual	Loci
		Google Update Servis	ul lasks	<u></u>	Automatic (	Loc
		Google Update Service	Refresh		Manual	Loc
		GraphicsPerfSvc			Manual (Ing	Loci
		Group Policy Client	roperties	unning	Automatic (T	Loci
		Human Interface Dev	lelp		Manual (Irig	Locy

- Stop service Forcepoint VPN Client on Local Computer
  - 3. Remove the adapter driver:

- a. Open Windows Control Panel and go to Network and Internet > Network Sharing Center > View network status and task > Change adapter settings
- b. Right-click one of the active network adapters > Properties
- c. Select the Forcepoint VPN Client Driver from the This connection uses the following items list
- d. Click **Uninstall** > **Yes**

$\rightarrow - \uparrow$	Ethernet Properties	>
	Networking Sharing	
Organize 👻 Disat	Connect using:	
Ethemet	👮 Red Hat VitIO Ethemet Adapter	
Red Hat Virt		Configure
	This connection uses the following items:	
	OoS Packet Scheduler     Scheduler     Scheduler     Scheduler     Scheduler     Scheduler     Internet Protocol Version 4 (TCP/IPv4)     Microsoft Network Adapter Multiplexor Protocol Driver     Microsoft LLDP Protocol Driver	tocol
	Install Uninstall Description	Properties

- 4. Remove the Forcepoint virtual adapter:
  - a. Open Control Panel and click Hardware and Sound > Device Manager
  - b. Expand the Network adapters section
  - c. Right-click Forcepoint VPN Client Virtual Adapter > Uninstall device
  - d. Enable the **Delete the driver software for this device** (or **Attempt to remove the driver for this device**) option, and click **Uninstall**
- 5. Remove the Installer registry key:
  - a. Open Windows registry editor
  - b. Navigate
     to Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Classes\Installer\
     Products\

c. Locate the entry where the ProductName is Forcepoint VPN Client
6.11.1 (or the VPN client version used) and right-click the key entry
> Delete > Yes

	Name	-	
Dependencies     Features     Products     Products     Mathematical Statement     Source Statement     Source Statement     Source Statement     Source Statement     Source Statement     Source Statement	(Default) AdvertiseFlags Assignment Assignment Clients Clients Clients InstanceType Language PackageCode	Hype REG_SZ REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_DWORD REG_SZ REG_SZ	Data (value not set) 0x00000184 (388) 0x00000001 (1) 0x00000000 (0) 1 0x000000003 (3) 0x00000000 (0) 0x00000000 (0) 0x000000000 (0) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0) 0x00000000 (0) 0x000000000 (0) 0x00000000 (0) 0x000000000 (0) 0x0000000000 (0) 0x000000000 (0) 0x000000000 (0) 0x000000000 (0) 0x000000000 (0) 0x000000000 (0) 0x00000000 (0) 0x0000000000 (0) 0x000000000 (0) 0x000000000 (0) 0x000000000 (0) 0x00000000 (0) 0x000000000 (0) 0x000000000 (0) 0x0000000000 (0) 0x0000000000 (0) 0x000000000000000 (0) 0x0000000000000000000000000000000000
	ab ProductName	REG SZ	Forcepoint VPN Client 6.11.1
InternetShoi Export     ImR.EngSter Permissions	2월 Version	REG_DWORD	0x060b00h7 (101394359)

- 6. Remove the Uninstall registry key
  - a. Open Windows registry editor
  - b. Navigate

to Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Mi crosoft\Windows\CurrentVersion\Uninstall\

c. Locate the entry where the DisplayName is Forcepoint VPN Client
6.11.1 (or the VPN client version used) and right-click the key entry
> Delete > Yes

uter\HKEY_LOCAL_MACHI	NE\SOFTWARE\WOW6432Node\f	/licrosoft\Windows\Cur	rentVersion\Uninsta	ll\{3b847124-f8f5-41a7-8518-af045834ba70}
> Themes		Name	Type	Data
> TouchKey	board	(Default) BundleAddonC	REG_SZ REG_MULTI_SZ	(value not set)
- <u> </u>	Expand	BundleCachePath	REG_SZ REG_MULTI_SZ REG_MULTI_SZ	C:\ProgramData\Package Cache\[3b847124-f8f5-4
{D! Ad	New > Find	BundleProvider	REG_SZ REG_SZ	{3b847124-f8f5-41a7-8518-af045834ba70}
Dir 🛛	Delete	BundleUpgrade	REG_MULTI_SZ	[97C72A5E-60D3-404C-8C5B-7CF755C4DDFB]
DX	Rename	BundleVersion	REG_SZ	6.11.167.0
Fo		DisplayIcon	REG_SZ	C:\ProgramData\Package Cache\[3b847124-f8f5-4
1E4	Export	DisplayName	REG_SZ	Forcepoint VPN Client 6.11.1
1E4	Permissions	ab DisplayVersion	REG_SZ	6.11.0167
	Copy Key Name	EngineVersion	REG_SZ REG_DWORD	3.11.2.4516 0x00006097 (32919)
- Micros	oft Edge	ab Helplink	REG \$7	http://www.websense.com/content/support.aspx

7. Open **Control Panel** and navigate to **Program > Programs and Features**, and verify Forcepoint VPN Client is no longer shown on the list

- 8. Install the same VPN client version (6.11.1) using the MSI installer package, which should result in a working VPN client installation
- Verify Forcepoint VPN Client service is up in the quick tray and that it was added to the installed programs list in the Control Panel Programs and Features tool (Control Panel > Programs > Programs and Features)
- 10. Using the **Programs and Features** tool, uninstall Forcepoint VPN Client:

C Programs and Features									
÷		ntrol Panel > Programs > Programs and Features			~	C Search Program			
	Control Panel Home	Uninstall or change a program							
	View installed updates	To uninstall a program, select it from the list and the	n click Uninstall, Change, or Repair.						
•	Turn Windows features on or								
	off	Organize 🔻 Uninstall							
		Name	Publisher	Installed On	Size	Version			
		Forcepoint VPN Client (	Forcepoint LLC	15/09/2023	21.1 MB	6.11.0167			
		C Microsoft Edge	Microsoft Corporation	27/11/2021		96.0.1054.34			
		Microsoft Edge WebView2 Runtime	Microsoft Corporation	27/11/2021		96.0.1054.34			
		<ul> <li>Microsoft OneDrive</li> </ul>	Microsoft Corporation	27/11/2021	195 MB	21.220.1024.0005			

**Note** The last 3 steps are required to remove all the VPN client related keys from Windows registry.

Keywords: VPN Client; uninstall; manual uninstallation; driver missing

#### URL Name

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