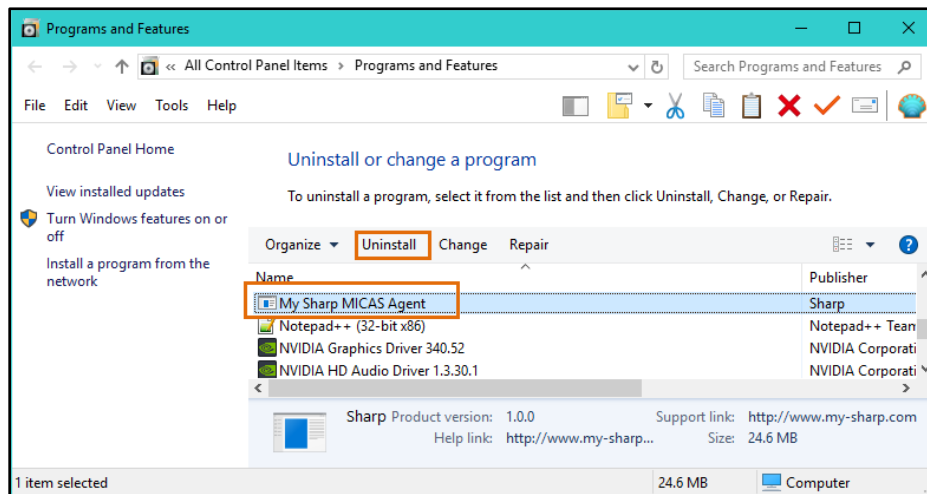


MICAS Agent Uninstallation

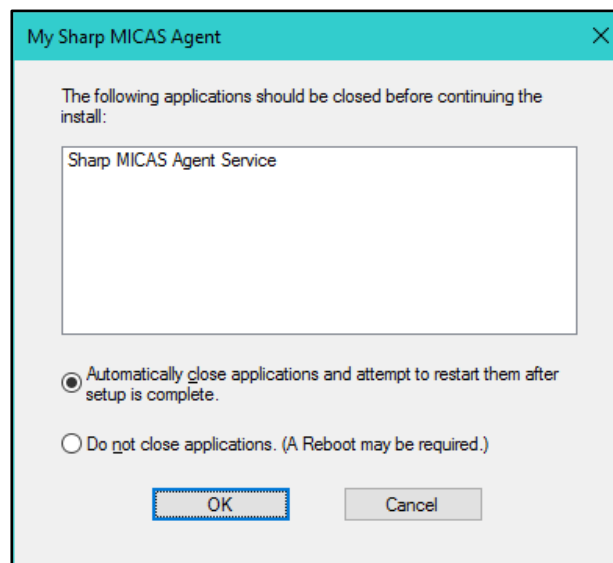
(07.21)

Open the Windows Control Panel and launch the *Programs and Features* applet.

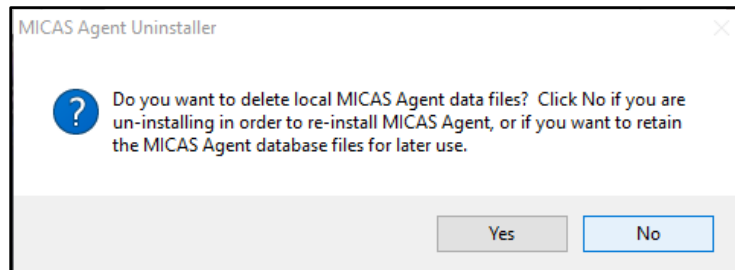
1. Locate the *My Sharp MICAS Agent* entry, highlight it and then click the Uninstall option.



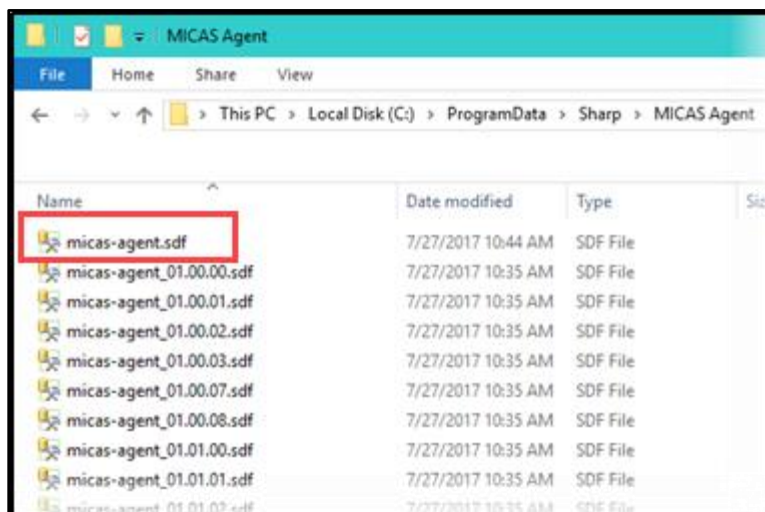
2. The next dialog box allows the user to select whether to stop the MICAS Agent service (so the service executable can be replaced), or to not stop the service, after which a reboot would be necessary to allow the service executable to be replaced. In most cases, choosing to stop the service is the preferred option.



- The next dialog gives the option to delete this agent's database, or to retain it so it could be used on a replacement PC as part of a new Agent installation. If this Agent is being uninstalled for some sort of maintenance reason, it is best to **keep** the agent database, especially at sites where the agent manages large numbers of devices.



- The remainder of the uninstallation will take place and the process will silently exit, unless the *Do not close Applications* option was selected in Step #2, in which case the user will be prompted to reboot.
- If **No** at the dialog box in Step #3, this is a good time to locate it and copy it to another PC, or USB stick/network share. To do so, open Windows Explorer and locate the c:\ProgramData\Sharp\MICAS Agent folder. Copy the micas-agent.sdf file **only** to the new location. An example is shown below:



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