

# Uninstalling the Medulla Agent (Versions prior to 5.5.2)

**Applies to:** Medulla - Agent

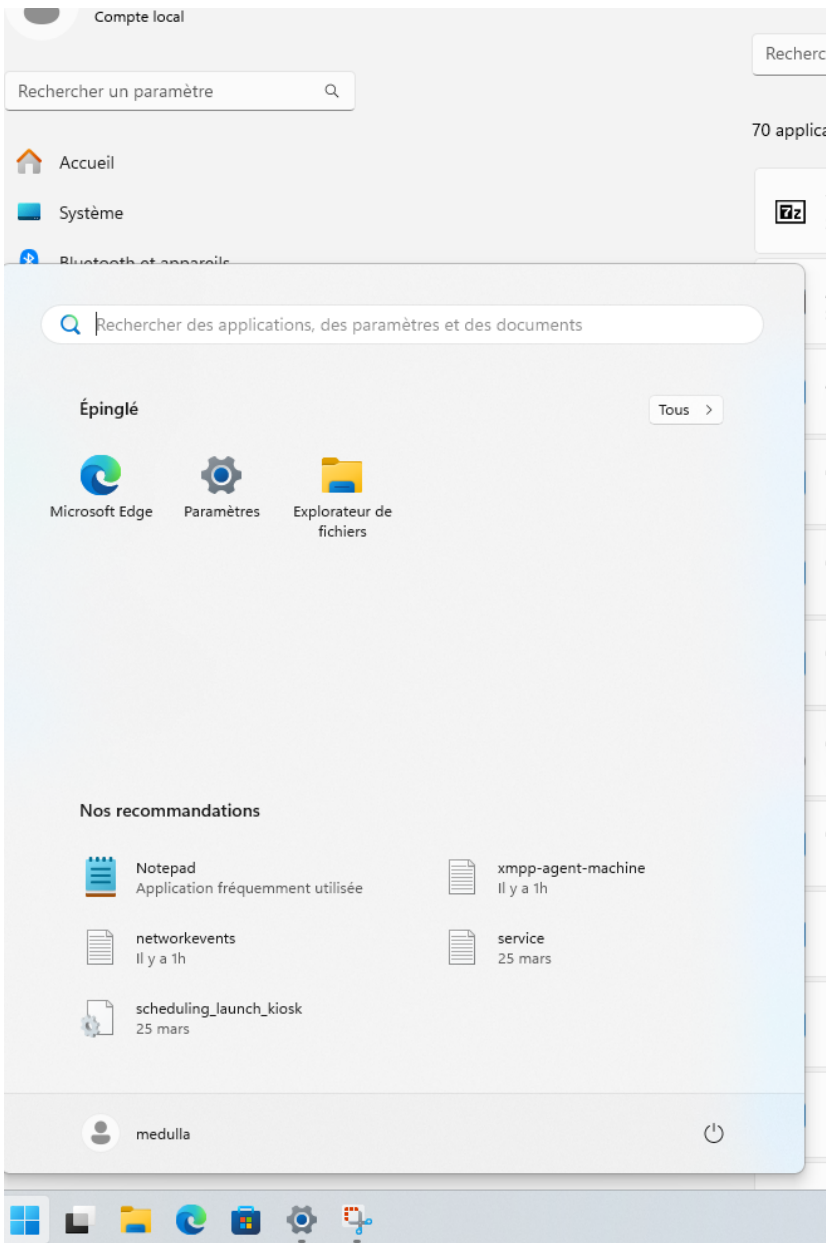
**Version:** lower than 5.5.2

**Environment:** On-Premise / Private SaaS / Shared SaaS

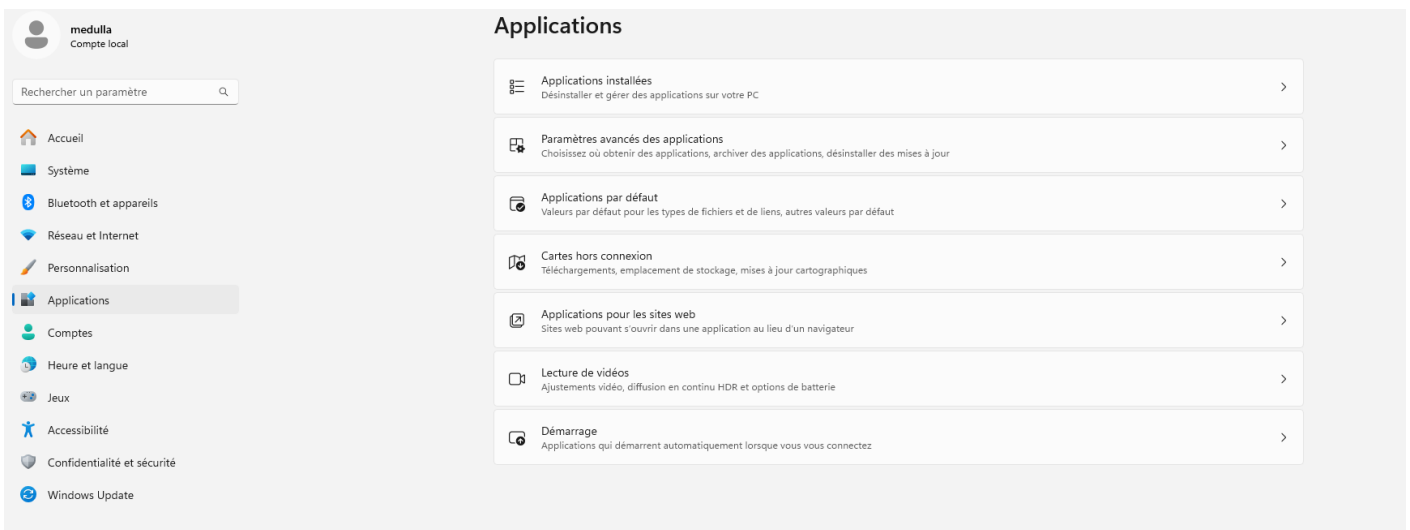
**Category:** Medulla Agent

To uninstall the Medulla agent:

Click the Windows Start menu, then Settings















Then go to the left-hand menu in Settings and click on Apps:



Click on the right-hand menu under Installed Apps

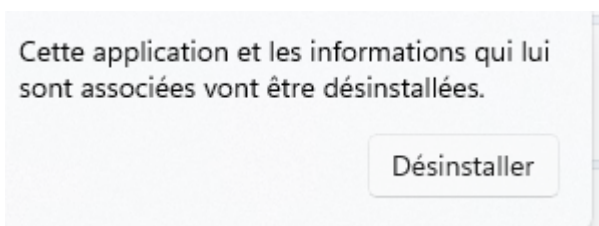
Scroll down through your apps to find the Medulla Agent entry.

 Medulla   Medulla Extract Drivers 1.0.0   Medulla   13/03/2026	...
 Medulla Agent 5.5.1   Medulla   21/04/2026	...
 Medulla Agent dependencies 5.5.0   Medulla   30/03/2026	...
 Medulla CA Cert 1.2   Medulla   30/03/2026	...
 Medulla CherryPy 18.8.0   Medulla   13/03/2026	...
 Medulla kiosk interface 1.0.0   Medulla   13/03/2026	...
 Medulla network notify 5.5.0   Medulla   30/03/2026	...
 Medulla OpenSSH 9.8.1   Medulla   13/03/2026	...
 Medulla PAExec 1.3   Medulla   13/03/2026	...
 Medulla RDP 0.3   Medulla   13/03/2026	...
 Medulla Vim 9.0   Medulla   13/03/2026	...
 Medulla_11@23H2@fr-FR@040C@Win11_26H2_French_x64@False@fr-FR-11 1.0.0   Medulla   23/04/2026	...

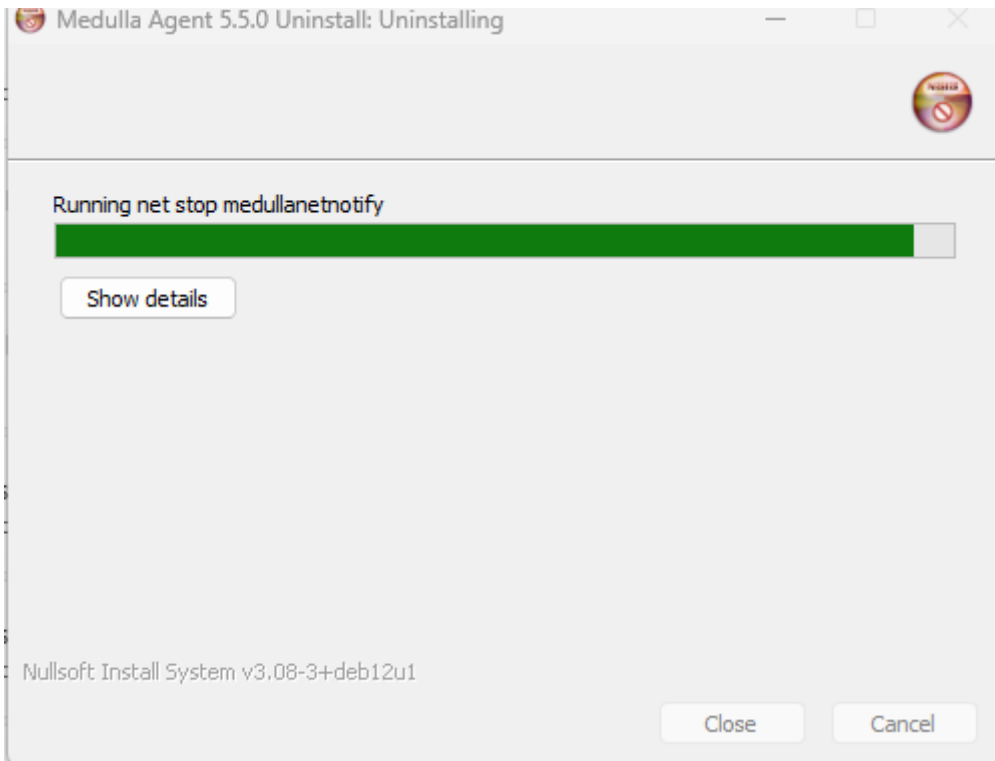
Click on  A drop-down menu opens with Edit / Uninstall.

Click on Uninstall

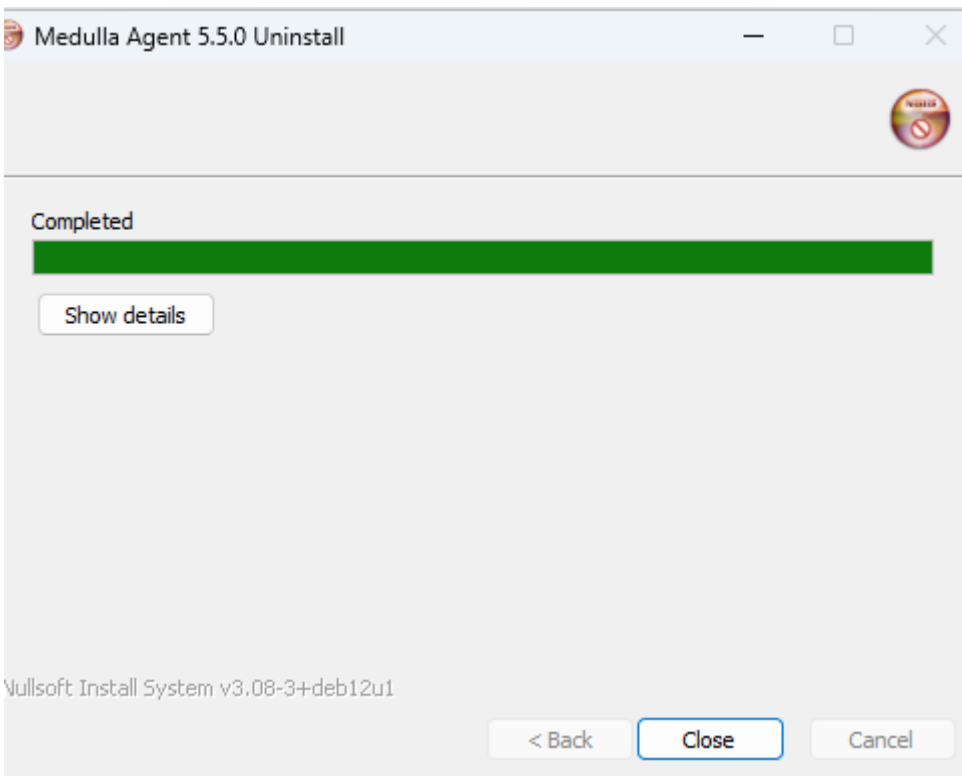
You will be asked to confirm; click the Uninstall button again



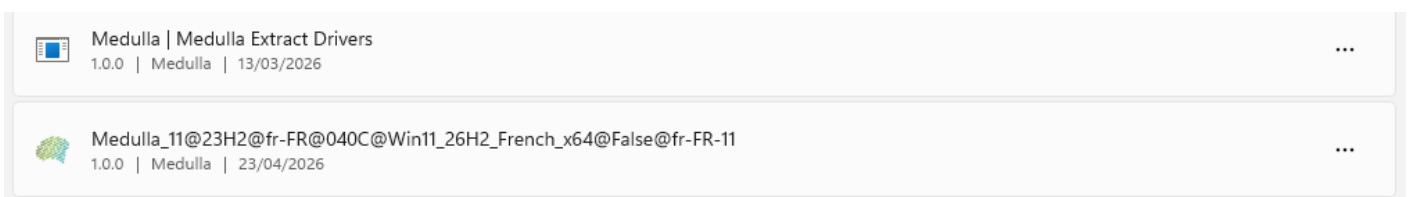
The Medulla Agent will uninstall its components via an executable that will appear on your screen:



Once uninstallation is complete, click the Close button



In the Applications menu, you will only see these two entries:



These are two registry entries. To remove them:

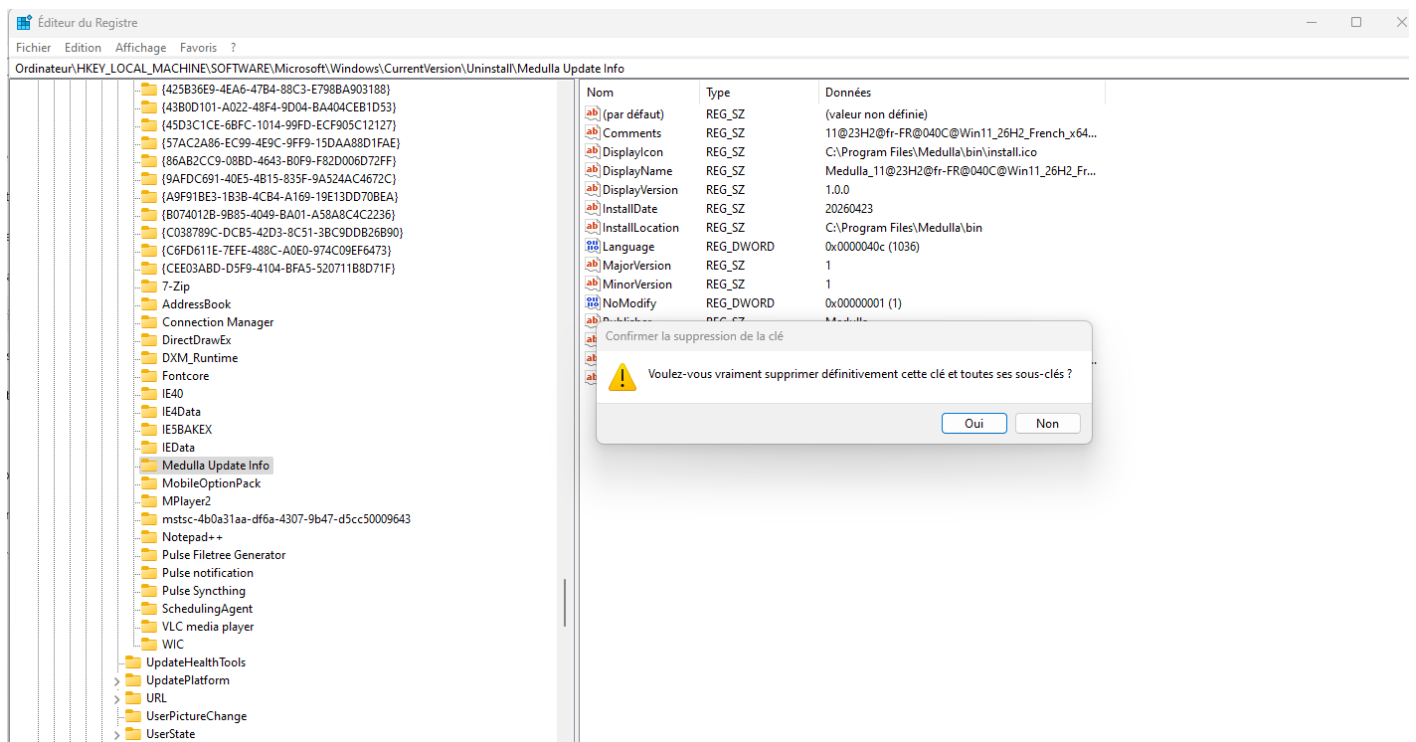
Return to the Windows Start menu.

Type " **regedit** " in the search bar and **press Enter**

Navigate down the tree:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall

Look for the first registry key, "Medulla Extract Drivers." Right-click on the folder icon for this key, click "Delete," and then confirm.



Do the same for "Medulla Update Info."

Revision #1

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