Evolve Anywhere with Webex - Software Install

How Do I Uninstall Webex Software on Microsoft Windows?

If you no longer wish to have Webex installed on your computer, you can remove it at any time.

Webex Meetings

Solution:
 Update - Extending Support for Windows 7

With the September 2020 (**40.9**) update, we announced the end of support for the Windows **7** operating system. We will now continue Windows **7** support on Mozilla Firefox, Google Chrome, and Microsoft Edge through **June 2021**. Cisco will continue to provide bug fixes and updates for Windows **7** wherever possible.

For Windows **7** customers who use Internet Explorer, Cisco will support Internet Explorer **11** until Microsoft declares its end of life. To have the best meeting experience possible, plan to upgrade your operating system and browser to the latest versions.

To remove the Webex meeting software from your Windows-based PC:

1. Do one of the following:

   - On Windows 7: Go to **Start** > **Control Panel**.
   - On Windows 10: Type **Control Panel** in the *Type here to search* field on the taskbar, then press the enter key.

1. Click the **Uninstall a Program** link or click on the **Programs and Features** icon.

   Webex may be installed under the following names:
     - Cisco Webex Meetings Desktop App
     - Cisco Webex Meetings
2. Right-click on the Webex software you wish to remove, then select **Uninstall**.

A new window appears asking if you are sure that you want to remove the software.

1. Click the **Yes**.

   The 'Uninstall Webex Software' dialog appears.
2. Check the **Cisco Webex Meetings** box, then click the **Uninstall** button.
3. If you are prompted to restart your computer, close all open applications and save any unsaved work. Click the **Restart Now** button.

See below for Mac users:

How Do I Uninstall Webex Meetings Software on a Mac?

Instructions to remove Webex Meetings software on a Mac

How do I uninstall Webex Meetings software on a Mac?

How do I manually remove Webex Meetings files and folders on a Mac?

In order to completely remove the Webex software from your Mac, you need to:

1. **Delete the Cisco Webex Meetings application using *Finder*:**
   a. Go to **Finder**, then navigate to the *Applications* folder.
   b. Either drag the Cisco Webex Meetings app icon to **Trash** or right-click and select **Move to Trash**
2. **Remove all the Webex files and folders:**

   - **Using the uninstaller tool:**

1. Download the Mac Cisco-Webex Uninstaller.
2. Select **Cisco_Webex_Meeting_Application_Uninstaller.dmg** in your Downloads folder.

3. In the *Cisco Webex Meeting Application Uninstaller* window, double-click **Cisco Webex Meeting Application Uninstaller**.
4. Select **Open** to run the Cisco Webex Meeting Application Uninstaller.
5. If you are prompted to close one or more applications, close them, and then select **Try Again**.

When the uninstaller has completed removing Webex files from your Mac, you will see a confirmation message.

<u>Note</u>: If users are getting an error message 'Cisco Webex Removal tool can't be opened because it is from an unidentified developer'. See the workaround below:

1. Right-click on the **Cisco_Webex_Meeting_Application_Uninstaller.dmg**. (See Step 3 above)
2. Click **Open**.
3. Follow the instructions at the top of this article to complete the uninstall.

- **Manually remove Webex files and folders:**

<u>Notes</u>:

- It is not necessary to run the Cisco Webex Mac Uninstaller and perform the manual removal steps.
- The information in the manual removal section is provided on a "perform at your own risk" basis and Webex is not responsible if the steps are not performed correctly.
- The Library folder is hidden by default. See the following article to show the Library folder: WBX58578 - How Do I Show the Library Folder on Mac OS?.

1. Go to **Mac HD** > **Users** > **User Account** > **Library** > **Application Support** folder, then drag the **Webex Folder** to the trash.
2. Go back to **Mac HD** > **Users** > **User Account** > **Library** > **Internet-Plugins** folder, then drag the **Webex.plugin** to the trash.
3. Go to **Mac HD** > **Users** > **User Account** > **Library** > **Preferences** folder, then drag any files that have the word Webex in them to the trash.

<u>Note</u>: There may be 3-6 preferences files and some files that start with *webex.com

1. Go to **Mac HD** > **Users** > **User Account** > **Library** > **Saved Application State** folder, then drag any files that have the word Webex in them to the trash.
2. Go to **Mac HD** > **Applications** > **Utilities**, then open **Terminal**.
3. Type **rm -rf .Webex**, then press enter.

<u>Note</u>: If this command goes to the next line without any error, then it ran successfully.

1. Close the terminal window.
2. Empty the trash.

If you will be reinstalling Webex software, restart your Mac before performing the Webex software installation.-