

Atollon Desktop Client

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Manual Uninstall

Atollon desktop - Uninstall Win App

1) Uninstall the application - regular attempt to remove

a) uninstall via Windows (if msi) (**Add or remove programs**)

or

C:\Program Files (x86)\Atollon\Uninstall.exe (if installation via .exe)

or

delete complete folder C:\Program Files (x86)\Atollon

2) Delete the content that has been downloaded via loader

Open **cmd** (command line)

```
cd c:\Users\%{USERNAME}\AppData\Roaming  
rmdir /s Atollon
```

Where %{USERNAME} is to be replaced by your user name in Windows. Delete this folder for every local user if your workstation is shared.

3) Remove AtollonSetup.exe from Downloads

Atollon desktop - Uninstall Mac App

As local admin user (in Terminal > sudo su) run the following:

```
sh removeApp.sh
```

Download script here:

[removeApp.sh](#)

Adobe Air error message - macOS Catalina

Some of our customers running Atollon using Adobe Air on Mac OS X Catalina have experienced the following issue:

“Adobe AIR.framework” is damaged and can’t be opened.

If you recently upgraded to Mac OS X Catalina, you may have this issue. You can resolve it by opening Terminal application (Open Finder and press Cmd+Shift+U > which opens Applications > Utilities and find Terminal).

Copy & paste the following commands:

```
cd /Library/Frameworks
sudo xattr -r -d com.apple.quarantine ./Adobe\ AIR.framework
```

You will need to enter your Mac OS administrator password.

Then try to install Adobe Air and Atollon Air client once again.

Fix Atollon Protocol

Bacillus

On Mac OS X, it may happen that atollon:// protocol is not working properly. Ie you can not open links with Desktop app.

Treatment

You can fix your Atollon protocol by following next steps:

1. download fix script [FixAtollonProtocol.command](#)
2. open Terminal (go to Cmd + Shift + U)
3. drag & drop the command file to Terminal
4. change the permissions of the file: `chmod a+ x FixAtollonProtocol.command`
5. run the `FixAtollonProtocol.command`

Video Guide

<https://www.youtube.com/embed/C12-VivZkvg>