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 - macOSX 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.