Uninstalling the Desktop App

The Desktop App can be uninstalled as explained below. On some Windows machines where antivirus software already deleted some of the files the uninstaller may fail.

On Windows:

1. Start
2. Type “Control Panel”, Enter
3. Select “Programs and Features”
4. Find 3CX Desktop App, select and press “Uninstall”.

On Mac:

1. Go to “Applications”
2. Tap on “3CX Desktop APP”
3. Right click then “Move to Bin”
4. Ensure that it isn’t also present on Desktop otherwise delete it from there as well.
5. Empty the Bin

Mass / Network Uninstall of Electron App

Partners on our forums have kindly contributed Powershell scripts that allow companies to mass uninstall the electron app from their Network. We have merged them into one that will attempt to uninstall and forcibly delete any remaining files and entries associated with the Desktop App. We hereby thank the original authors of the scripts that were merged. This powershell script hasn't been thoroughly tested yet from our end, we recommend testing it on one machine first before executing it on your customers infrastructure. This must be run on client machines not the server.

Important: There are many scripts being suggested on the internet. Please be careful with any script or executable found on the internet, do not blindly trust them as they may be harmful.

```
# Kill 3CX processes first
Get-process | Where-Object {$_.name -Like "*3CX*"} | stop-process

# Attempt #1 - via EXE uninstall method
$3cxapps = Get-WMIObject -Class Win32_product | where {$_.name -like "3CX Desktop APP"}
foreach ($app in $3cxapps) {
try {
```

```
$app.Uninstall()
Remove-Item C:\Users\$env:UserName\AppData\Roaming\3CXDesktopApp -Recurse
Remove-Item C:\Users\$env:UserName\AppData\Local\Programs\3CXDesktopApp -Recurse
Remove-Item C:\Users\$env:UserName\Desktop\3CX Desktop App.lnk -Recurse
Write-Host "Uninstalled $($app.Name)"
}
catch {
Write-Host "Error uninstalling $($app.Name): $($_.Exception.Message)"
}
}

# Attempt #2 - via MSIEXEC ~ Requires Set-ExecutionPolicy to be changed
$appInstalled = Get-WmiObject -Class Win32_Product | Where-Object {$_.Name -eq "3CX Desktop App" }
if ($appInstalled) {
try {
$uninstallString = $appInstalled.UninstallString
Start-Process msiexec.exe -ArgumentList "/x `"$uninstallString`" /qn" -Wait -NoNewWindow
Remove-Item C:\Users\$env:UserName\AppData\Roaming\3CXDesktopApp -Recurse
Remove-Item C:\Users\$env:UserName\AppData\Local\Programs\3CXDesktopApp -Recurse
Remove-Item C:\Users\$env:UserName\Desktop\3CX Desktop App.lnk -Recurse
Write-Host "Uninstalled $($appName)"
}
catch {
Write-Host "Error uninstalling $($appName): $($_.Exception.Message)"
}
}
else {
Write-Host "$appName is not installed"
}
```

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