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BIG-IP

BIGIP

Keywords: Mac

MacOS

Uninstall

VPN

Attachments: No attachments

Title: Removing BIG-IP Edge Client from Mac OS X devices

Please note for current version of BIG-IP you must be on Mac OS X 13 or above.

Prerequisites

You must meet the following prerequisites to use this procedure:

- The Mac OS X device must be running 10.5.x - 10.13.x.
- You must have administrative access to the Mac OS X device.
- You must have command line access (terminal).

Procedures

To remove an installed version of BIG-IP Edge Client from a Mac OS X device, perform the following procedures:

- [Ensure BIG-IP Edge Client is not running](#)
- [Remove BIG-IP Edge Client related files](#)

Ensure BIG-IP Edge Client is not running

Impact of procedure: This procedure closes the BIG-IP Edge Client application.

1. From the user's desktop, ensure that there are no instances of BIG-IP Edge Client running.
2. Locate and right-select the red F5 ball in the dock.
3. To close the application, select **Quit** from the BIG-IP Edge Client menu.

Note: If the application relaunches after you perform this step, you can force an app to quit on your MAC. For more information, refer to [How to force an app to quit on your Mac](#). This link takes you to a resource outside of AskF5, and it is possible that the document may be removed without our knowledge.

Remove BIG-IP Edge Client related files

Impact of procedure: BIG-IP Edge Client will stop functioning.

UNIX IS CASE SENSITIVE FOR ALL COMMANDS

1. Open a terminal application as an administrative user.
2. To start a privileged session, enter the following command:

```
sudo -i
```

3. When prompted, enter your administrator password.
4. To change directories to the system **/Applications** directory, enter the following command:

```
cd /Applications
```

5. To remove the main SSL Virtual Private Network (VPN) components in the system directory, enter the following command:

```
rm -rf BIG-IP\ Edge\ Client.app
```

*Note: For some Mac OS systems, you may have to use **sudo** when running **rm** delete commands. For example:*

```
sudo rm -rf BIG-IP\ Edge\ Client.app
```

6. To change directories to the **Internet Plug-Ins** directory, enter the following command:

```
cd /Library/Internet\ Plug-ins
```

7. To remove the **F5 SSL VPN Plugin.plugin** directory from the **Internet Plug-Ins** directory, enter the following command:

```
rm -rf F5\ SSL\ VPN\ Plugin.plugin
```

8. To change directories to the user account **Library** directory, use the following command syntax:

```
cd /Users/<user account>/Library
```

For example:

```
cd /Users/Bob/Library
```

9. To remove the **F5Networks** directory, enter the following command:

```
rm -rf F5Networks
```

10. To change directories to the user account **Library/Caches** subdirectory, use the following command syntax:

```
cd /Users/<user account>/Library/Caches
```

For example:

```
cd /Users/Bob/Library/Caches
```

11. To remove cached BIG-IP Edge Client files in the user account **Caches** subdirectory, enter the following command:

```
rm -rf com.f5networks.EdgeClient
```

12. To change directories to the user account **Library/Logs** subdirectory, use the following command syntax:

```
cd /Users/<user account>/Library/Logs
```

For example:

```
cd /Users/Bob/Library/Logs
```

13. To remove the **F5Networks** subdirectory, enter the following command:

```
rm -rf F5Networks
```

14. To change directories to the /Library/Logs subdirectory, enter the following command:

```
cd /Library/Logs
```

15. To remove the F5Networks subdirectory, enter the following command:

```
rm -rf F5Networks
```

16. To change directories to the user account **Library/Preferences** subdirectory, use the following command syntax:

```
cd /Users/<user account>/Library/Preferences
```

For example:

```
cd /Users/Bob/Library/Preferences
```

17. To remove the user account BIG-IP Edge Client preferences list file, enter the following command:

```
rm -f com.f5networks.EdgeClient.plist
```

18. Repeat steps 9 through 14 for each user account on the device.

19. To change directories to the system **/private/var/db/receipts** directory, enter the following command:

```
cd /private/var/db/receipts
```

20. To remove BIG-IP Edge Client components from the system **/private/var/db/receipts/** directory, enter the following commands:

```
rm -f F5EdgeClient.*
```

```
rm -f F5SSLVpnPlugin.*
```

21. To close your superuser session, enter the following command:

```
exit
```