

Removing an old Polling Agent

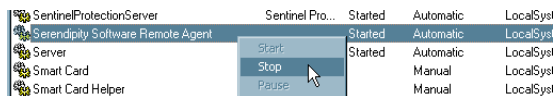
Overview

Upgrading the Serendipity Agent on Windows sometimes requires the removal of the old agent. On some versions choosing the application in the “Control Panel > Add/Remove software” and removing fails to work. In this case the only way to remove the agent is to edit the registry and remove all references to it. This section details how to remove the agent from the registry ready for a fresh install of a later Serendipity Agent.

Method

1. Stop the service.

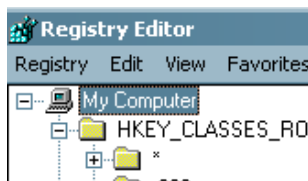
- Select Control Panels > Administrative Tools
- Launch “Services” from the list.
- Locate the Serendipity Software Remote Agent from the list. (Depending on the version this may be called bmagent).
- Right Click and select Stop.



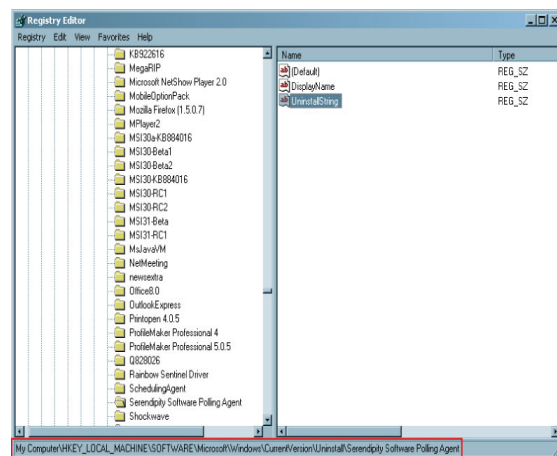
- Close the Services window.

2. Remove the agent from the Registry.

- Select “Run” from the windows Start menu
- Enter “regedit” and press OK (this launches the registry editor.)
- Select the whole computer and then search for “bmagent”.



- Delete the folder from the registry that contains a reference for bmagent.



Version\Uninstall\Serendipity Software Polling Agent

Check the path for the folder location

- Repeat the search looking for any reference to bmagent, removing any items that contain them.



You may find Legacy items which cannot be deleted. This is fine. Continue deleting items that can be deleted. You will find the folder Serendipity Software Remote Agent which needs to be removed.

- Start the search again for Serendipity Agent and delete all items possible.
- Then Search again for Remote Agent and again delete all items relating to the Serendipity Remote Agent.
- When all possible references have been removed exit from the registry editor.

3. Remove the Folder

- Locate the location where the Serendipity Agent has been installed. (Usually Program Files/Serendipity Remote Agent but older versions were Program Files/bmagent)
- Select the folder and delete it and all the contents.



Note: This may have been removed already by deleting items from the registry.

4. Reboot.
5. Verify the agent has been removed. Make sure that it is not in Services. There should also be no reference in the Add/Remove programs from the Control Panel.

Once you are satisfied that the agent has been removed you can install the new version.