

# 제거

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# 삭제: 에이전트 삭제

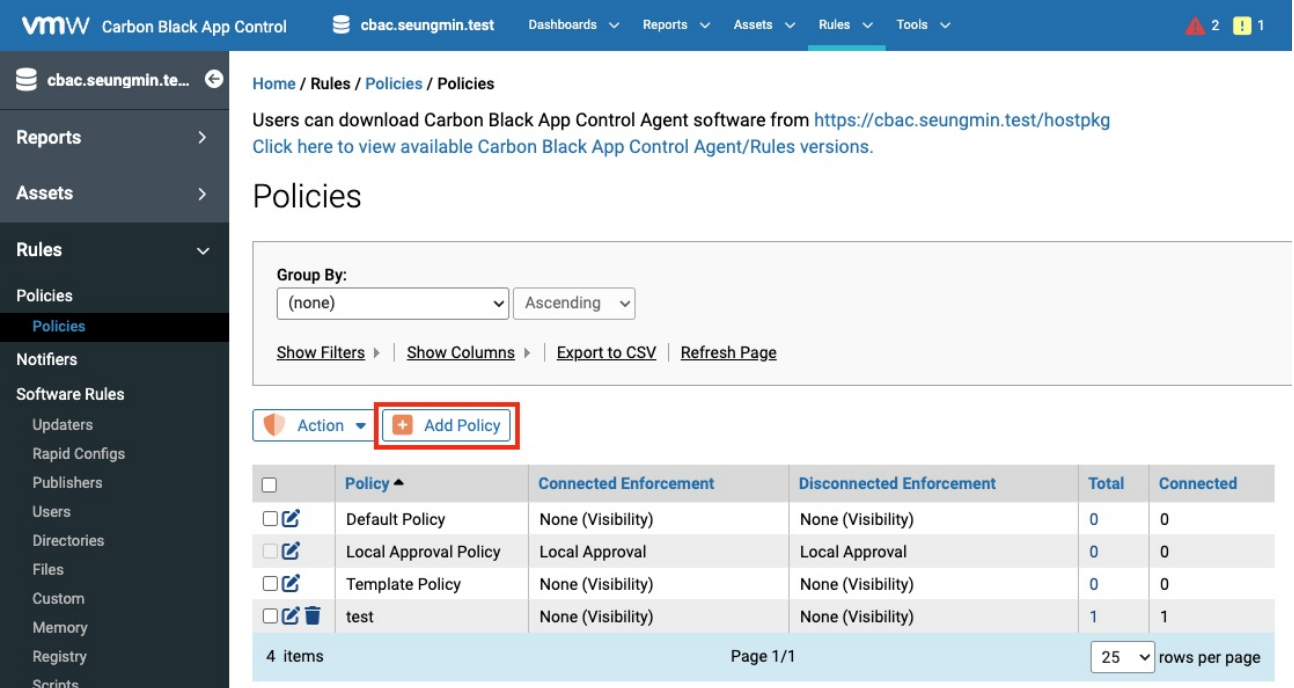
## 개요

OS 별 App Control 에이전트 삭제 방법입니다.

## 진행 방법

### 1. Windows 에이전트 삭제

#### 1.1 자동 삭제



The screenshot shows the Carbon Black App Control web console interface. The top navigation bar includes the VMware logo, the product name 'Carbon Black App Control', and the user's session information 'cbac.seungmin.test'. The main menu on the left lists various sections: Reports, Assets, Rules, Policies, Notifiers, and Software Rules. The 'Policies' section is currently selected. The main content area displays the 'Policies' page, which includes a 'Group By' dropdown menu set to '(none)' and an 'Ascending' sort order. Below this, there are links for 'Show Filters', 'Show Columns', 'Export to CSV', and 'Refresh Page'. A table of policies is shown with columns for 'Policy', 'Connected Enforcement', 'Disconnected Enforcement', 'Total', and 'Connected'. The table lists four policies: 'Default Policy', 'Local Approval Policy', 'Template Policy', and 'test'. The 'test' policy is highlighted. A red box highlights the 'Add Policy' button in the top left corner of the table area. The bottom of the page shows '4 items', 'Page 1/1', and a '25 rows per page' dropdown menu.

	Policy	Connected Enforcement	Disconnected Enforcement	Total	Connected
<input type="checkbox"/>	Default Policy	None (Visibility)	None (Visibility)	0	0
<input type="checkbox"/>	Local Approval Policy	Local Approval	Local Approval	0	0
<input type="checkbox"/>	Template Policy	None (Visibility)	None (Visibility)	0	0
<input type="checkbox"/>	test	None (Visibility)	None (Visibility)	1	1

- [App Control] 웹 콘솔 접속 > [Policies] 메뉴 이동 > [Add Policy] 버튼 클릭

## Add Policy

Policy Name:

Description:

Mode: ☐ Visibility ☒ Control ☐ Disabled

Enforcement Level:

Initial Settings:

Options: ☐ Automatically Upgrade Agents ☐ Track File Changes  
☐ Load Agent in Safe Mode ☐ Suppress Logo In Notifier

Total Computers: 0

Connected Computers: 0

Save & Exit Save Cancel

- 'Mode' Control 선택 및 에이전트 자동 삭제 를 생성

← → ↺ 주의 요함 [https://cbac.seungmin.test/agent\\_config.php](https://cbac.seungmin.test/agent_config.php)

vmw Carbon Black App Control [cbac.seungmin.test](#) Dashboards ▾ Reports ▾ Assets ▾ Rules ▾ Tools ▾ 1 1 Settings Help

cbac.seungmin.te... Home / Agent Config Properties Versi

## Agent Config Properties

Warning: Configuring these internal settings without input from Carbon Black support may result in unexpected behavior.

Group By:

[Show Filters](#) ▸ | [Show Columns](#) ▸ | [Export to CSV](#) | [Refresh Page](#)

Add Agent Config

	Name
	Whether the agent will skip over invalid config list entries (0) or wait for the server to be corrected (1)
	Agents (at Windows version 8.1.0 patch 3, Linux version 7.2.4 patch 8 and Mac version 7.3.0 and later) will accept agent-specific CLI password (0-no, 1-yes)
	Maximum number of concurrent crawl jobs running
	Whether the agent will attempt to access files using the logged on users context
	Immediate Agent Uninstall
	Immediate Agent Uninstall

- agent config 설정 페이지로 이동 후 [Add Agent Config] 버튼 클릭하여 에이전트 정책 생성

Agent Config 페이지 : [https://IP\\_FQDN/agent\\_config.php](https://IP_FQDN/agent_config.php)

# Add Agent Config Property

Agent Config Information

**Property Name:**

**Host ID (0 For All):**

**Value:**

**Macros:**

**Platform:**

**Status:** ☒ Enabled ☐ Disabled

**Create For:** ☐ All Current and Future Policies ☒ Selected policies

☐ **Policy**

☒ Automatic Uninstall

☐ Default Policy

☐ test

Save
 Cancel

- 에이전트 자동 삭제 정책 설정 입력

- Property Name: 설정 이름 지정
- Host ID (0 For All): 엔드포인트 지정 ('0' 으로 입력 시 모든 엔드포인트 지정됨)
- Value: 에이전트 삭제 허용
- Platform: OS 정보 선택
- Status: 활성화 여부 선택
- Create For : 적용할 정책 범위 선택
  - Host ID '0' 입력 시 : 생성한 '자동 제거 정책' 선택 - 제거 정책이 할당된 에이전트 삭제
  - Host ID '특정 호스트 ID' 입력 시 : 모든 정책 선택 - 특정 호스트 ID에 해당되는 에이전트 삭제

vmw Carbon Black App Control
3 1 Settings Help admin

Reports

Assets

Computers

Files

Applications

Devices

Home / Assets / Computers Version 8.10.0.485

Computers

Computers connected: 1 Total computers: 1 Current CL version: 2135 CL version for upgrade: 1315 Current Yara rule version: 1

Saved Views:  Saved View Name  Create

Group By:  Ascending Days Disconnected:

Show Filters Show Columns Export to CSV Refresh Table

Action Search:  ☐ Automatically apply Showing 1 out of 1 item(s)

	Computer Name	Connected	Policy Status	Upgrade Status	Connected Enforcement	Disconnected Enforcement	IP Address	Policy
<input checked="" type="checkbox"/>	ETVS\SEUNGMIN-WINDOW	<span style="color: blue;">●</span>	Up to date	Up to date	None (Visibility)	None (Visibility)		test policy

알 수 없는 항목 중 1 개 표시 중 s Showing all data

- [App Control] 웹 콘솔 접속 > [Assets] - [Computers] 메뉴 이동 > [Action] 버튼 클릭

# Computers



Computers connected: 1 Total computers: 1 Current CL version: 1378 CL version for upgrade: 1355 Current Yara rule version: 1

Saved Views:  
(none) Saved View Name Create

Group By:  
(none) Ascending

Days Disconnected:  
(none)

Show Filters Show Columns Export to CSV Refresh Table

Action Search: Enter Agent Version, Computer Automatically apply Showing 1 out of 1 item(s)

Delete Computers  
Reboot Computers  
Set Computer Tags...  
Perform Cache Consistency Check...  
Upload Diagnostic Files  
Resend All Policy Rules  
Resynchronize All File Information  
Run Health Check  
Prioritize Updates  
Remove Prioritization of Updates  
Move to Local Approval  
Restore to Normal Enforcement Level  
Move Computers to Policy  
Automatic Uninstall  
Default Policy  
test

Connected	Policy Status	Upgrade Status	Connected Enforcement	Disconnected Enforcement	IP Address	Policy
WINDOW	Approvals out of date	Up to date	None (Visibility)	None (Visibility)	10.6.71.15	test

Showing all data

- 엔드포인트 선택 및 '자동 삭제 정책'을 적용하여 설치된 에이전트 삭제 진행

# Computers



Computers connected: 1 Total computers: 1 Current CL version: 1378 CL version for upgrade: 1355 Current Yara rule version: 1

Saved Views:  
(none) Saved View Name Create

Group By:  
(none) Ascending

Days Disconnected:  
(none)

Show Filters Show Columns Export to CSV Refresh Table

Action Search: Enter Agent Version, Computer Name, IP Address Automatically apply Showing 1 out of 1 item(s)

☐ Select 1

Computer Name	Connected	Policy Status	Upgrade Status	Connected Enforcement	Disconnected Enforcement	IP Address	Policy
ETVSYSEUNGMIN-WINDOW		Approvals out of date	Agent uninstalled	High (Block Unapproved)	High (Block Unapproved)	10.6.71.15	Automatic Uninstall

Showing 1 out of 1 item Showing all data

- [App Control] 웹 콘솔 접속 > [Assets] - [Computers] 의 자산 상태 정보 확인

## 1.2 수동 삭제

### 1.2.1 GUI 삭제

# Computers

Computers connected: 1 Total computers: 3 Current CL version: 1437 CL version for upgrade: 1355 Current Yara rule version: 1

Saved Views:

(none)

Saved View Name

Create

Group By:

(none)

Ascending

Days Dis

(none)

Show Filters

Show Columns

Export to CSV

Refresh Table

Action

Search: Enter Agent Version, Computer Name, IP Address

Automatically apply

Showing 3 out of 3 item(s)

Reboot Computers

Set Computer Tags...

Perform Cache Consistency Check...

Upload Diagnostic Files

Resend All Policy Rules

Resynchronize All File Information

Run Health Check

Prioritize Updates

Remove Prioritization of Updates

Move to Local Approval

Restore to Normal Enforcement Level

Move Computers to Policy

Automatic Uninstall

Default Policy

Disable Policy

test

	Connected	Policy Status	Upgrade Status	Connected Enforcement
DOW		Up to date	Up to date	None (Visibility)
		Approvals out of date	Agent uninstalled	None (Disabled)
		Up to date	Agent uninstalled	None (Disabled)

Showing all data

- [App Control] 웹 콘솔 접속 > [Assets] - [Computer] 메뉴 접속 > 삭제할 컴퓨터 선택 후 [Action] 버튼 클릭 > 생성한 'Disable Policy' 선택

프로그램 및 기능

제어판 > 프로그램 > 프로그램 및 기능

프로그램 및 기능 검색

제어판 홈

설치된 업데이트 보기

Windows 기능 켜기/끄기

네트워크에서 프로그램 설치

프로그램 제거 또는 변경

프로그램을 제거하려면 목록에서 선택한 후 [제거], [변경] 또는 [복구]를 클릭하십시오.

구성

제거

이름	게시자	설치 날짜	크기	버전
Carbon Black App Control Agent	VMware, Inc.	2024-01-17	23.4MB	8.9.2.1616
Google Chrome	Google LLC	2024-01-19		120.0.6099.225
KnowBe4 Rns Simulator	KnowBe4, Inc.	2024-01-09	488MB	2.4.1.2
Microsoft Edge	Microsoft Corporation	2024-01-16		120.0.2210.133
Microsoft Edge WebView2 런타임	Microsoft Corporation	2024-01-16		120.0.2210.133
Microsoft OneDrive	Microsoft Corporation	2024-01-08	303MB	23.246.1127.0002
Microsoft Update Health Tools	Microsoft Corporation	2024-01-08	1.02MB	3.74.0.0
Microsoft Visual C++ 2015-2022 Redistributable (x64) - 1...	Microsoft Corporation	2024-01-08	20.6MB	14.36.32532.0
Microsoft Visual C++ 2015-2022 Redistributable (x86) - 1...	Microsoft Corporation	2024-01-08	18.0MB	14.36.32532.0
Update for Windows 10 for x64-based Systems (KB5001716)	Microsoft Corporation	2024-01-08	808KB	8.93.0.0
VMware Carbon Black EDR Sensor	VMware, Inc.	2024-01-10		7.4.1.18957
VMware Tools	VMware, Inc.	2024-01-08	102MB	12.3.0.22234872

- App Control 에이전트' 설치된 사용자 데스크탑 접속 > [제어판] - [프로그램 및 기능] 실행 > [App Control Agent] 선택 후 '제거' 버튼 클릭

Carbon Black App Control Agent

Please wait while Windows configures Carbon Black App Control Agent v8.9.2

Gathering required information...

Cancel

- 삭제 진행

# Computers

Computers connected: 1   Total computers: 3   Current CL version: 1437   CL version for upgrade: 1355   Current Yara rule version: 1

Saved Views:  
(none) Saved View Name Create

Group By:  
(none) Ascending

Days Disconnected:  
(none)

Show Filters Show Columns Export to CSV Refresh Table

Action Search: Enter Agent Version, Computer Name, IP Address Automatically apply Showing 3 out of 3 item(s)

Select 3	Computer Name	Connected	Policy Status	Upgrade Status	Connected Enforcement	Disconnected Enforcement
<input type="checkbox"/>	ETVS\SEUNGMIN-WINDOW	●	Up to date	Agent uninstalled	None (Disabled)	None (Disabled)
<input type="checkbox"/>	seungmini.local	●	Approvals out of date	Agent uninstalled	None (Disabled)	None (Disabled)
<input type="checkbox"/>	localhost.localdomain	●	Up to date	Agent uninstalled	None (Disabled)	None (Disabled)

Showing 3 out of 3 items Showing all data

- [App Control] 웹 콘솔 접속 > [Assets] - [Computers]의 자산 상태 정보 확인

## 1.2.2 CLI 삭제

참고 문서 : <https://community.carbonblack.com/t5/Knowledge-Base/App-Control-How-to-Manually-Uninstall-an-Agent-Windows/ta-p/62044>

```
C:\Program Files (x86)\Bit9\Parity Agent>dascli password VMware
C:\Program Files (x86)\Bit9\Parity Agent>dascli tamperprotect 0
C:\Program Files (x86)\Bit9\Parity Agent>dascli allowuninstall 1
Uninstall enabled
C:\Program Files (x86)\Bit9\Parity Agent>msiexec.exe /x {AC01D403-EAD0-436E-9DB9-BFEE34DF2492} FORCE=1 /L*v "%userprofile%\Desktop\AgentUninstall.log"
C:\Program Files (x86)\Bit9\Parity Agent>
```

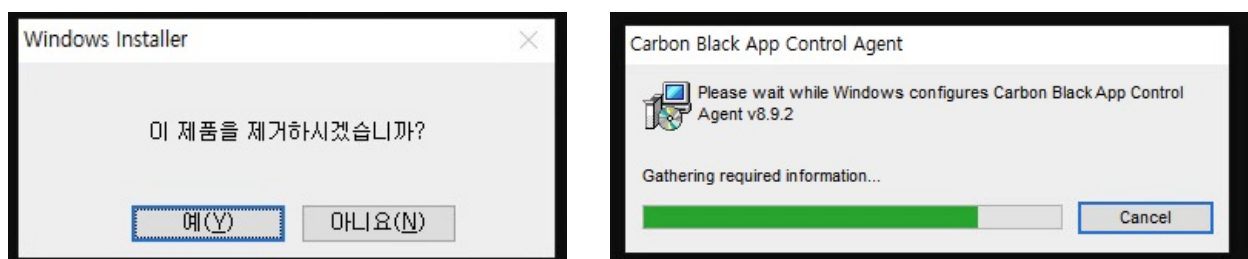
- 'App Control 에이전트' 설치된 사용자 데스크탑 접속 > [CMD] 관리자 권한으로 실행 > 삭제 명령어 입력

```
# 설치 경로 이동
cd "C:\Program Files (x86)\Bit9\Parity Agent"

# 삭제 허용 작업
dascli password (설치 시 입력한 에이전트 비밀번호)
dascli tamperprotect 0
dascli allowuninstall 1

# 삭제 명령 진행 (GUID의 경우 에이전트 버전에 맞는 GUID 입력 필요)
msiexec.exe /x {GUID} FORCE=1 /L*v "%userprofile%\Desktop\AgentUninstall.log"
```

에이전트 GUID 확인 링크  
: <https://community.carbonblack.com/t5/Knowledge-Base/App-Control-Agent-Versions-Product-GUID/ta-p/64830>



- 삭제 진행



Computers connected: 0 Total computers: 1 Current CL version: 2135 CL version for upgrade: 1315 Current Yara rule version: 1

Saved Views:  
(none) Saved View Name Create

Group By:  
(none) Ascending

Days Disconnected:  
(none)

Show Filters Show Columns Export to CSV Refresh Table

Action Search: Enter Agent Version, Computer Automatically apply Showing 1 out of 1 item(s)

Select 1	Computer Name	Connected	Policy Status	Upgrade Status	Connected Enforcement	Disconnected Enforcement	IP Address	Policy
<input type="checkbox"/>	ETVS\SEUNGMIN-WINDOW		Up to date	Agent uninstalled	None (Visibility)	None (Visibility)	1	test policy

Showing 1 out of 1 item Showing all data

- [App Control] 웹 콘솔 접속 > [Assets] - [Computers] 의 자산 상태 정보 확인

## 2. MAC 에이전트 삭제

### 2.1 수동 삭제

vmw Carbon Black App Control cbac.seungmin.test Dashboards Reports Assets Rules Tools

cbac.seungmin.te... Home / Rules / Policies / Policies / Add Policy

Reports Assets Rules Policies Notifiers Software Rules Updaters Rapid Configs Publishers Users Directories Files Custom

Add Policy

Policy Name: Disable Policy

Description:

Mode: ☐ Visibility ☐ Control ☒ Disabled

Initial Settings: Template Policy

Options: ☐ Automatically Upgrade Agents

Total Computers: 0

Connected Computers: 0

Save & Exit Save Cancel

- Disabled 모드 선택하여 새로운 정책 생성



vmw Carbon Black App Control    cbac.seungmin.test    Dashboards   Reports   Assets   Rules   Tools    1 1

cbac.seungmin.te...    Home / Assets / Computers

## Computers

Computers connected: 1    Total computers: 1    Current CL version: 1436    CL version for upgrade: 1355    Current Yara rule version: 1

Saved Views: (none)    Saved View Name    Create    Group By: (none)    Ascending    Days Disconnected: (none)

Show Filters   Show Columns   Export to CSV   Refresh Table

Action   Search: Enter Agent Version, Computer   ☐ Automatically apply   Showing 1 out of 1 item(s)

- Delete Computers
- Reboot Computers
- Set Computer Tags...
- Perform Cache Consistency Check...
- Upload Diagnostic Files
- Resend All Policy Rules
- Resynchronize All File Information
- Run Health Check
- Prioritize Updates
- Remove Prioritization of Updates
- Move to Local Approval
- Restore to Normal Enforcement Level
- Move Computers to Policy
  - Automatic Uninstall
  - Default Policy
  - Disable Policy**
  - test

Connected	Policy Status	Upgrade Status	Connected Enforcement	Disconnected Enforcement
	Up to date	Up to date	None (Visibility)	None (Visibility)

Showing all data

- 생성한 Disable 정책을 삭제할 엔드포인트에 정책 적용

## Computers

Computers connected: 1    Total computers: 1    Current CL version: 1436    CL version for upgrade: 1355    Current Yara rule version: 1

Saved Views: (none)    Saved View Name    Create    Group By: (none)    Ascending    Days Disconnected: (none)

Show Filters   Show Columns   Export to CSV   Refresh Table

Action   Search: Enter Agent Version, Computer   ☐ Automatically apply   Showing 1 out of 1 item(s)

<input type="checkbox"/> Select 1	Computer Name	Connected	Policy Status	Upgrade Status	Connected Enforcement	Disconnected Enforcement	IP Address	Policy
<input type="checkbox"/>	seungmini.local		Approvals out of date	Up to date	None (Disabled)	None (Disabled)	172.16.234.100	Disable Policy

Showing 1 out of 1 item    Showing all data

- 엔드포인트에 Disabled 정책 적용됨을 확인

```
Bit9 -- zsh -- 94x45

useungmin@seungmini ~ % cd /Applications/Bit9
useungmin@seungmini Bit9 % ./uninstall.sh
Sending uninstall event

Stopping CB App Control Daemon...
Password:

Daemon stopped.

Stopping CB App Control Notifier...
su: who are you?

Notifier stopped.

Stopping the CB App Control System Extension...
YES (0)
2024-01-17 14:50:43.564 appc-es-loader[4385:52151] Appc SystemExtension "com.vmware.carbonblack.appc-es-loader.appc-es-extension" request did finish: 0
YES (0)

System Extension stopped.

Stopping the CB App Control Kernel Extension...

Driver stopped.

Removing CB App Control files...
security: SecKeychainSearchCopyNext: The specified item could not be found in the keychain.
security: SecKeychainSearchCopyNext: The specified item could not be found in the keychain.

CB App Control files removed.

Removing CB App Control Installer Packages...
No receipt for 'com.bit9.Bit9Agent.pkg' found at '/'.
No receipt for 'com.bit9.Bit9Kernel2.pkg' found at '/'.
No receipt for 'com.bit9.Bit9Daemon.pkg' found at '/'.
No receipt for 'com.bit9.Bit9Notifier.pkg' found at '/'.
Forgot package 'bit9.pkg' on '/'.
Forgot package 'launchagent' on '/'.
Forgot package 'launchdaemon' on '/'.

CB App Control Installer Packages removed.

useungmin@seungmini Bit9 %
```

- 'App Control 에이전트' 설치된 사용자 데스크탑 접속 > [터미널] 실행 > 삭제 명령어 입력

## Computers

Computers connected: 0 Total computers: 1 Current CL version: 1436 CL version for upgrade: 1355 Current Yara rule version: 1

Saved Views:  
(none) Saved View Name Create

Group By:  
(none) Ascending

Days Disconnected:  
(none)

Show Filters Show Columns Export to CSV Refresh Table

Action Search: Enter Agent Version, Computer Automatically apply Showing 1 out of 1 item(s)

Select 1	Computer Name	Connected	Policy Status	Upgrade Status	Connected Enforcement	Disconnected Enforcement	IP Address	Policy
<input type="checkbox"/>	seungmini.local		Up to date	Agent uninstalled	None (Disabled)	None (Disabled)	172.16.234.100	Disable Policy

Showing 1 out of 1 item Showing all data

- 에이전트 삭제 확인

## 3. Linux 에이전트 삭제

### 3.1 수동 삭제

- 해당 작업은 관리자 권한으로 실행합니다.

# Computers

Computers connected: 1   Total computers: 3   Current CL version: 1437   CL version for upgrade: 1355   Current Yara rule ve

Move checked computers to Disable Policy policy

**Saved Views:**  
(none)

**Group By:**  
(none)

[Show Filters ▶](#) | [Show Columns ▶](#) | [Export to CSV](#) | [Refresh Table](#)

**Action**

Search:  ☐ Automatically apply   Showing 3

Delete Computers

Reboot Computers

Set Computer Tags...

Perform Cache Consistency Check...

Upload Diagnostic Files

Resend All Policy Rules

Resynchronize All File Information

Run Health Check

Prioritize Updates

Remove Prioritization of Updates

Move to Local Approval

Restore to Normal Enforcement Level

Move Computers to Policy

• Automatic Uninstall

• Default Policy

• **Disable Policy**

• test

	Connected	Policy Status	Upgrade Status	Connec Enforce
WINDOW	●	Approvals out of date	Up to date	None (1
	●	Approvals out of date	Agent uninstalled	None (1
in	●	Up to date	Up to date	Low (M

Showing all data

- 이전에 생성한 에이전트 비활성화 정책 적용

```
useungmin — root@localhost:/opt/bit9/bin — ssh root@10.6.71.112 — 98x26
[root@localhost test-redhat]# cd /opt/bit9/bin
[root@localhost bin]# sh ./b9uninstall.sh

DataDir = /srv/bit9
DestinationDir = /opt/bit9/bin
Command was rejected.
Access Denied: Authorization required
Stopping the App Control Daemon
The daemon has stopped
error: package b9notifier is not installed
Agent 8.7.20 uninstall attempt on Thu, 18 Jan 2024 11:06:20 +0900 (preun)
The daemon has stopped
Unload b9k_87201

Updating kernel module dependencies
Agent uninstalled completed at Thu, 18 Jan 2024 11:07:26 +0900
```

- 삭제 스크립트 실행하여 에이전트 삭제

- 전체 삭제의 경우 (에이전트 및 데이터 삭제) : sh ./b9uninstall.sh
- 일부 삭제의 경우 (에이전트 삭제 및 데이터 보존) : sh ./b9uninstall.sh -d

# Computers

Computers connected: 0   Total computers: 3   Current CL version: 1437   CL version for upgrade: 1355   Current Yara

**Saved Views:**  
(none)    
**Group By:**  
(none)   
[Show Filters](#) | [Show Columns](#) | [Export to CSV](#) | [Refresh Table](#)

Action

Search:  ☐ Automatically apply [Show](#)

Delete Computers

Reboot Computers

Set Computer Tags...

Perform Cache Consistency Check...

Upload Diagnostic Files

Resend All Policy Rules

Resynchronize All File Information

Run Health Check

Prioritize Updates

Remove Prioritization of Updates

Move to Local Approval

Restore to Normal Enforcement Level

Move Computers to Policy

• Automatic Uninstall

• Default Policy

• Disable Policy

• test

	Connected	Policy Status	Upgrade Status	
WINDOW	●	Approvals out of date	Up to date	
	●	Approvals out of date	Agent uninstalled	
in	●	Up to date	Agent uninstalled	
Showing all data				

- 에이전트 삭제 확인 및 'Delete Computers' 선택하여 에이전트 목록 삭제

# 삭제: 서버 삭제

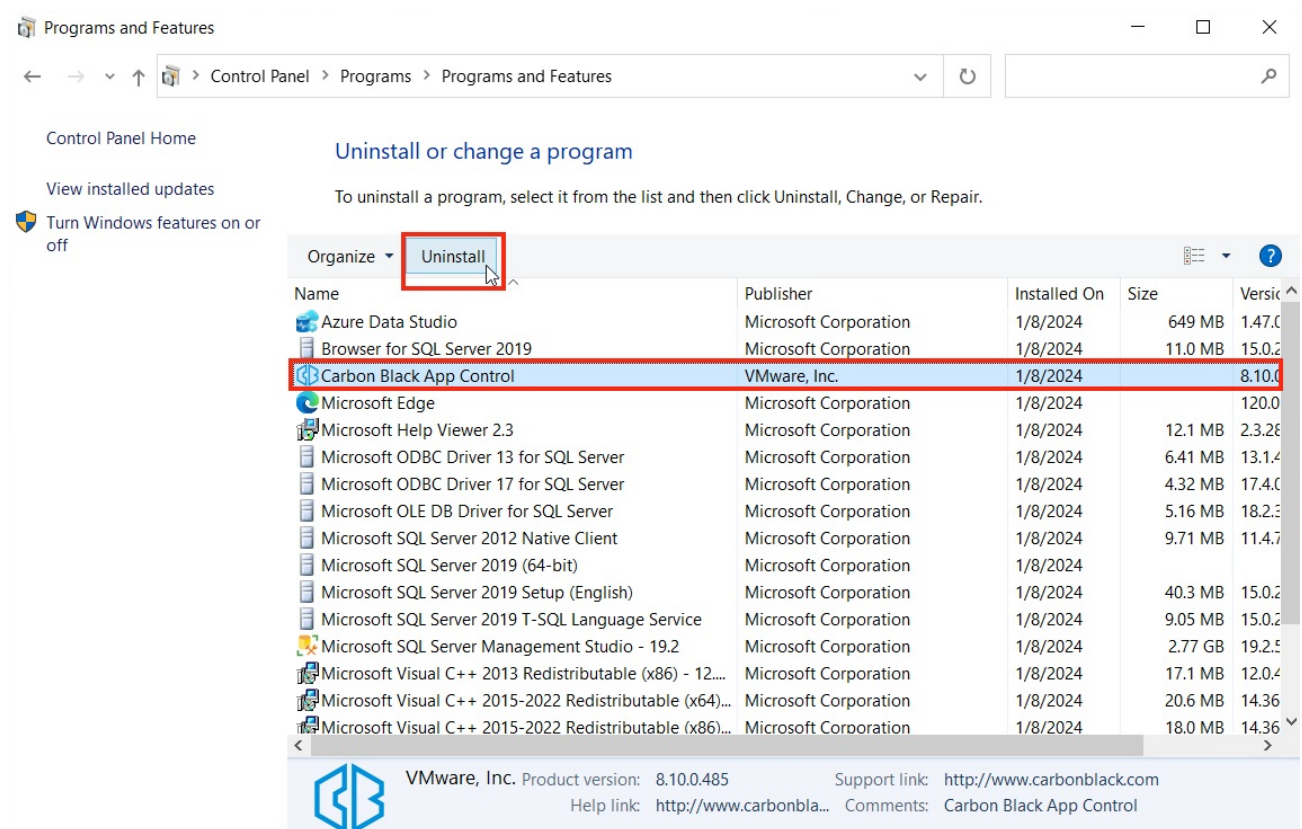
## 개요

App Control 서버 삭제 방법입니다.

## 진행 방법

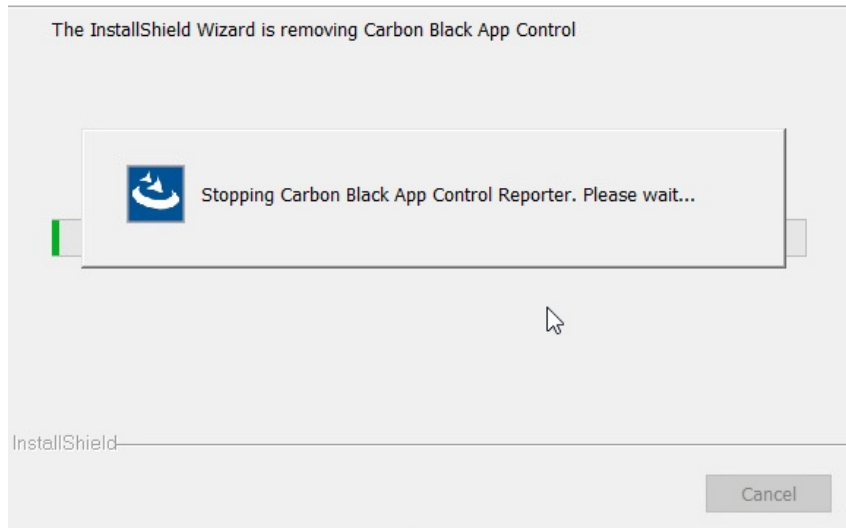
### 1. Server 삭제

⚠ 에이전트 삭제 작업 필요 : 서버 먼저 삭제 할 경우, 모든 정책 비활성화 작업 진행

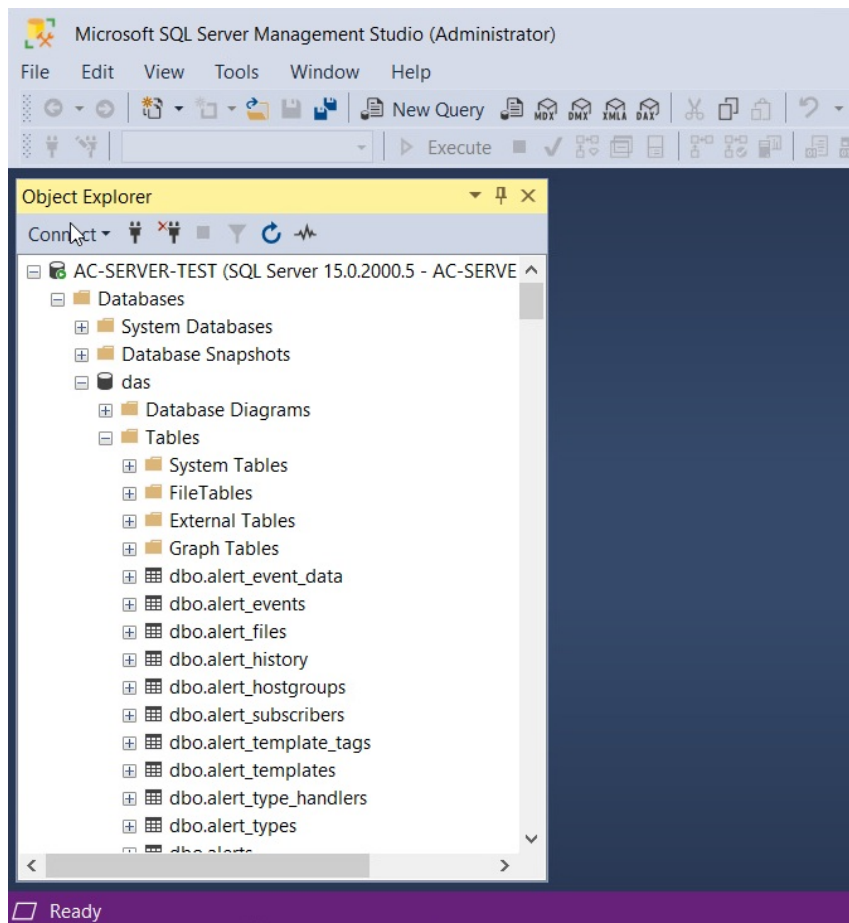


- [App Control] 설치 서버 접속 > [제어판] - [프로그램 제거] 실행 > 'Carbon Black App Control' 선택 후 [Uninstall] 버튼 클릭

## Setup Status



- App Control 삭제 프로그램 실행되며, 실행 중인 App Control 서비스 중지 후 서버 삭제 진행 및 완료



- 생성된 데이터베이스는 제거되지 않으므로, 별도 삭제 작업 필요 - App Control 은 'das' 라는 단일 SQL 데이터베이스 사용함