

Introduction:

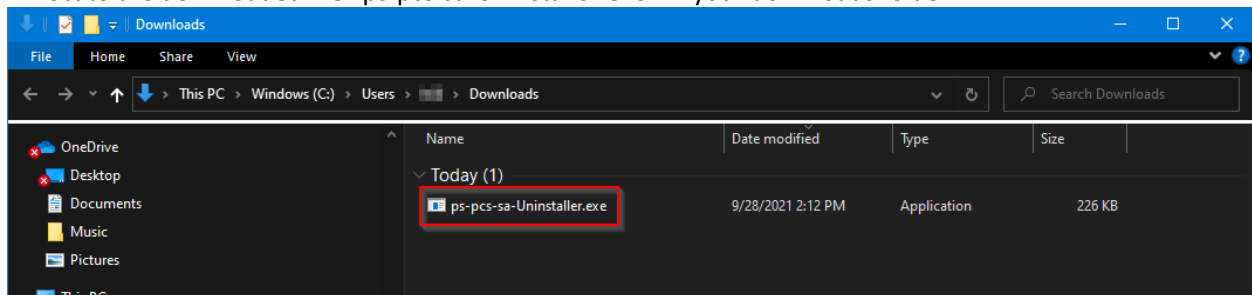
The document is intended to fix the global dbRASweb issue affecting windows personal machines. Two options are available, an uninstaller and a manual removal.

***Note:** *If this is a new device that has not previously connected to dbRASweb the following steps will not be need and standard connection process can be followed.*

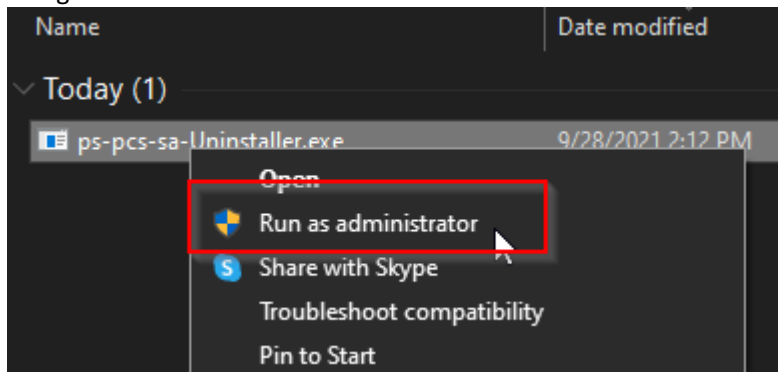
Option 1: dbRAS Component Uninstaller

ADMINISTRATOR PRIVILEGES ARE REQUIRED TO COMPLETE THESE STEPS

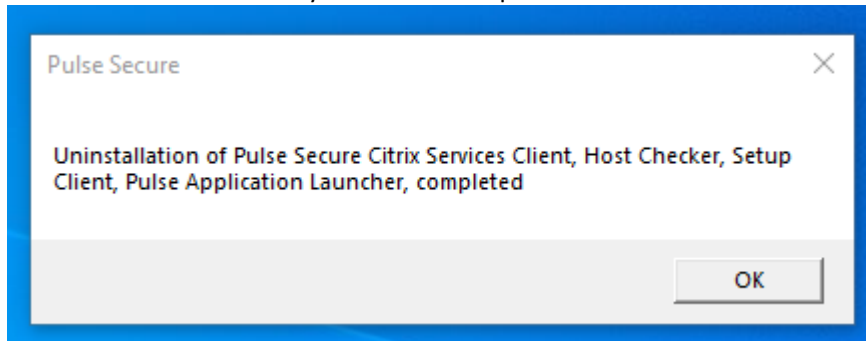
1. Download the component uninstaller from the [link](#)
2. Locate the downloaded file “ps-pcs-sa-Uninstaller.exe” in your downloads folder



3. Right click on the file and select run as administrator



4. The file will run and tell you once all components have been removed



5. Proceed to dbrasweb.db.com and sign in

Option 2: Manual Deep clean the PC – English

ADMINISTRATOR PRIVILEGES ARE REQUIRED TO COMPLETE THESE STEPS

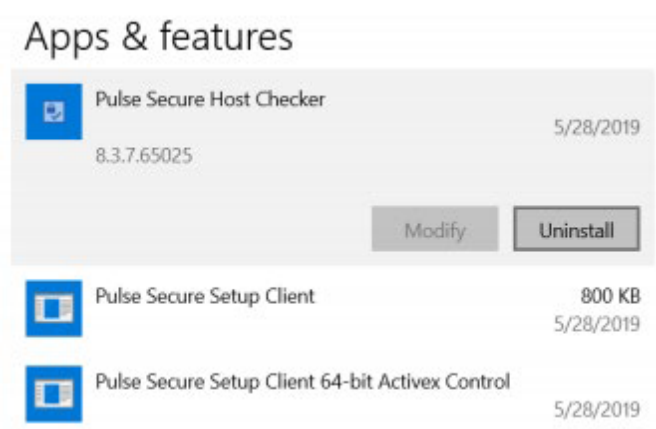
Ensure your PC system time has been corrected to the current time:

- Settings > Time & Language > Date & Time Settings > Set time automatically > ON (based on windows 10) then restart your PC.

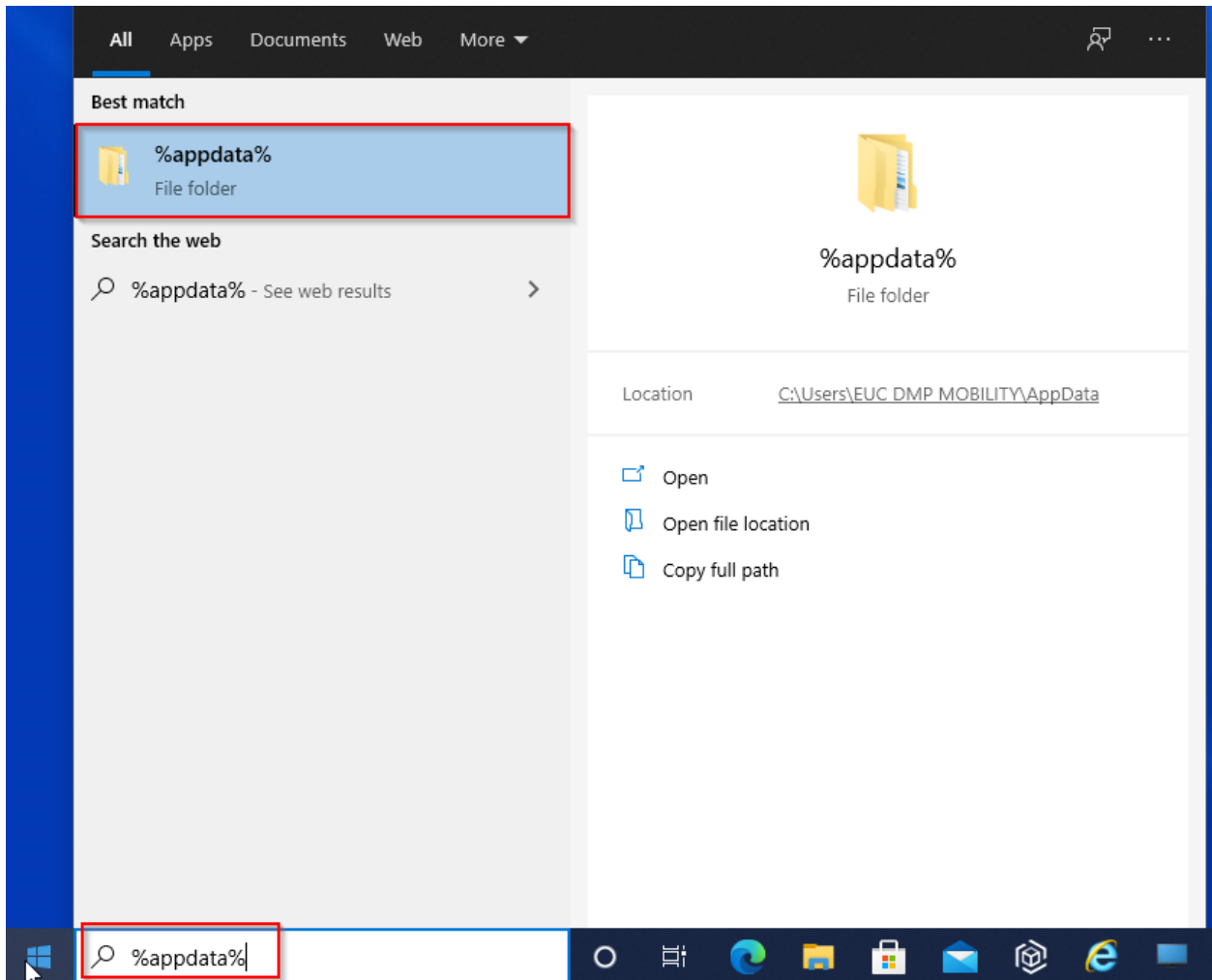
Host Checker - Deep Clean Instructions

Perform the steps below:

1. Delete Pulse Secure:
 - a) Search “Add” via Start menu, click Add and Remove programs.
 - b) Locate and uninstall **ALL** Pulse Secure application components. Do **not** uninstall the **PulseSecure Installer service** if this is listed.
 - i) Start > Control Panel > Programs > Programs & Features > Confirm there are no Pulse Secure programs

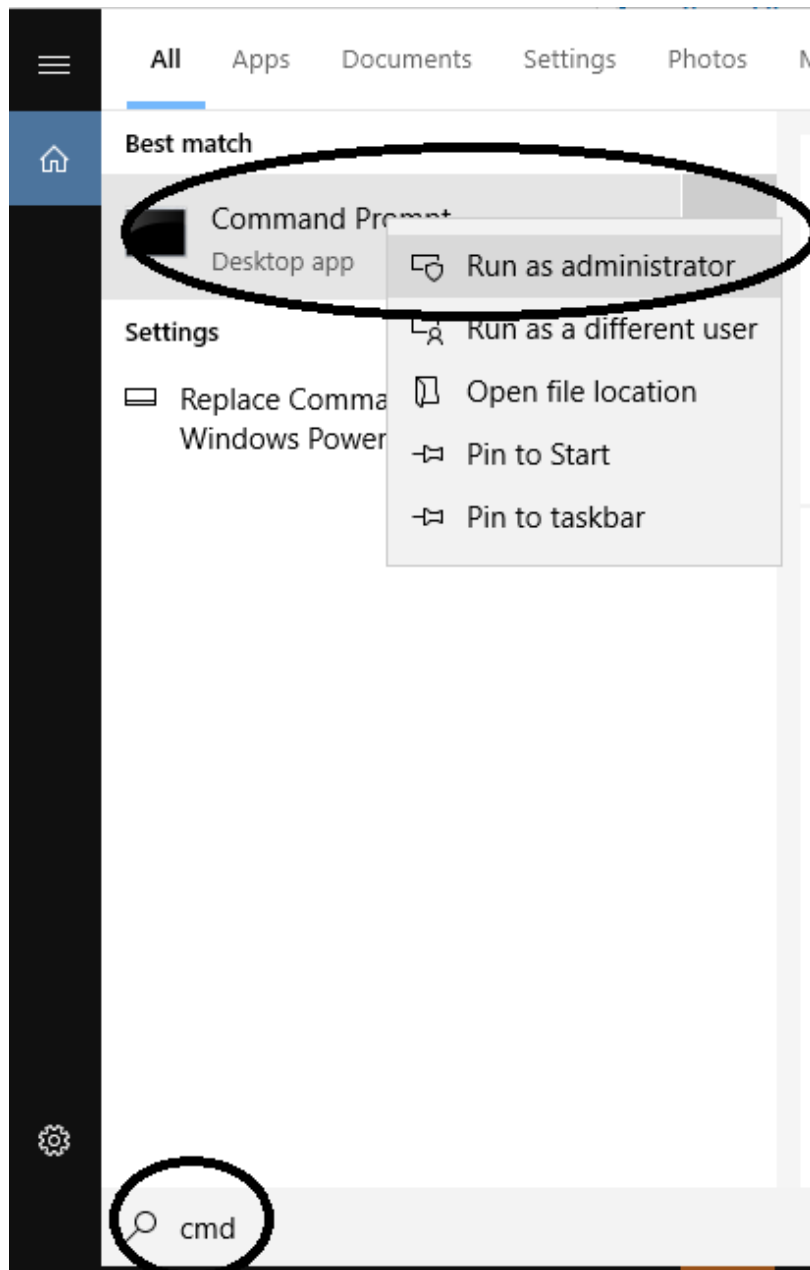


2. Search `%AppData%` via Start menu > open the folder and delete **all Juniper Networks / Pulse Secure** folders in it



3. **Internet Explorer Users Only:** Reset your Internet Explorer settings (*If you are using a different Internet Browser, you can skip to Step 4. Not applicable for Google Chrome or Microsoft Edge. IF you only have IE, please note that Chrome and Edge are now the recommended browsers for dbRASweb.*)
 - a) Close all open windows and programs.
 - b) Type the word **cmd** on the start menu
 - i) Right click the word Command Prompt that appears

ii) Click Run as Administrator



c. Type the command **del "c:\Windows\Downloaded Program Files"\Pulse*.***

```
C:\WINDOWS\system32\cmd.exe  
C:\Windows\System32>del "c:\Windows\Downloaded Program Files"\Pulse*.*_
```

4. Navigate to <https://dbasweb.db.com/> again and sign in as normal
5. The Components for Pulse Secure will need to be reinstalled when prompted.

***Note: If you see an additional popup when signing on, please click More Info as shown below and click Run Anyway:**



If you are still experiencing authentication issues after performing the above steps, please refer to our detailed [troubleshooting guide](#).