

EMS - 7.2.10 - FCRemove - EN

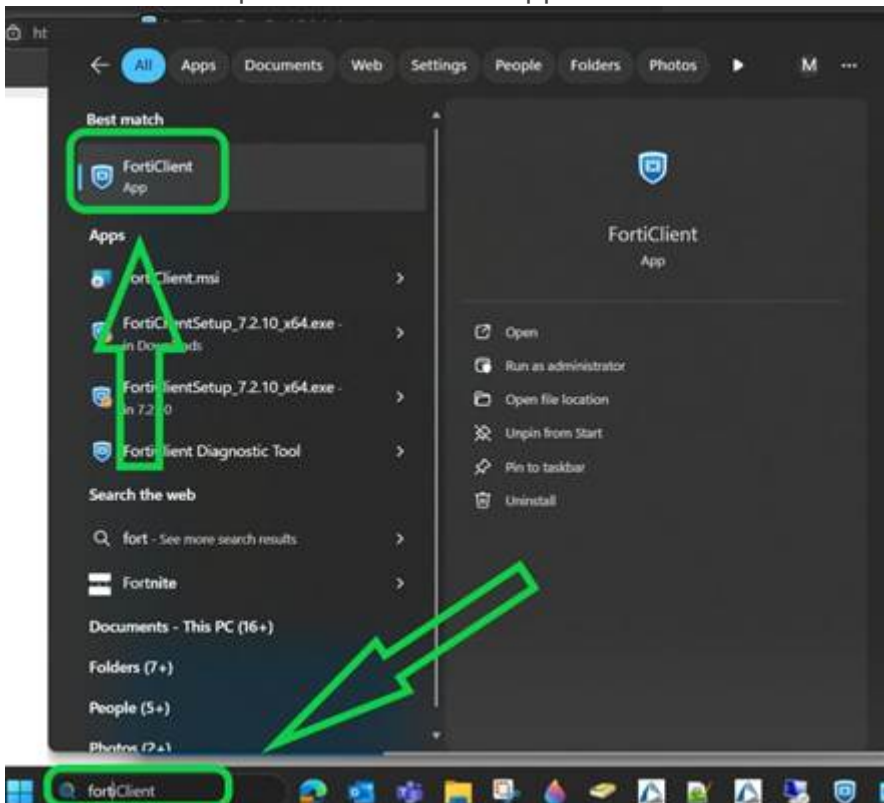
Object: Uninstall and Reinstall FortiClient

Description

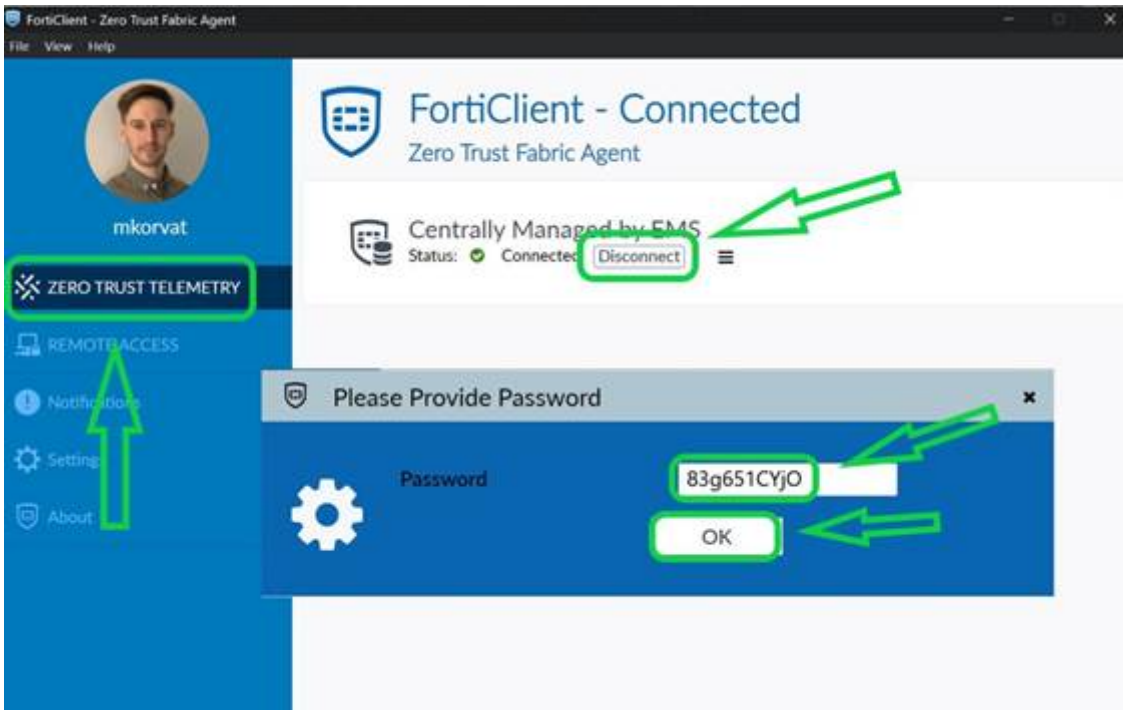
This procedure explains how to completely uninstall the FortiClient application using the FCRemove tool and then reinstall the correct version.

Steps

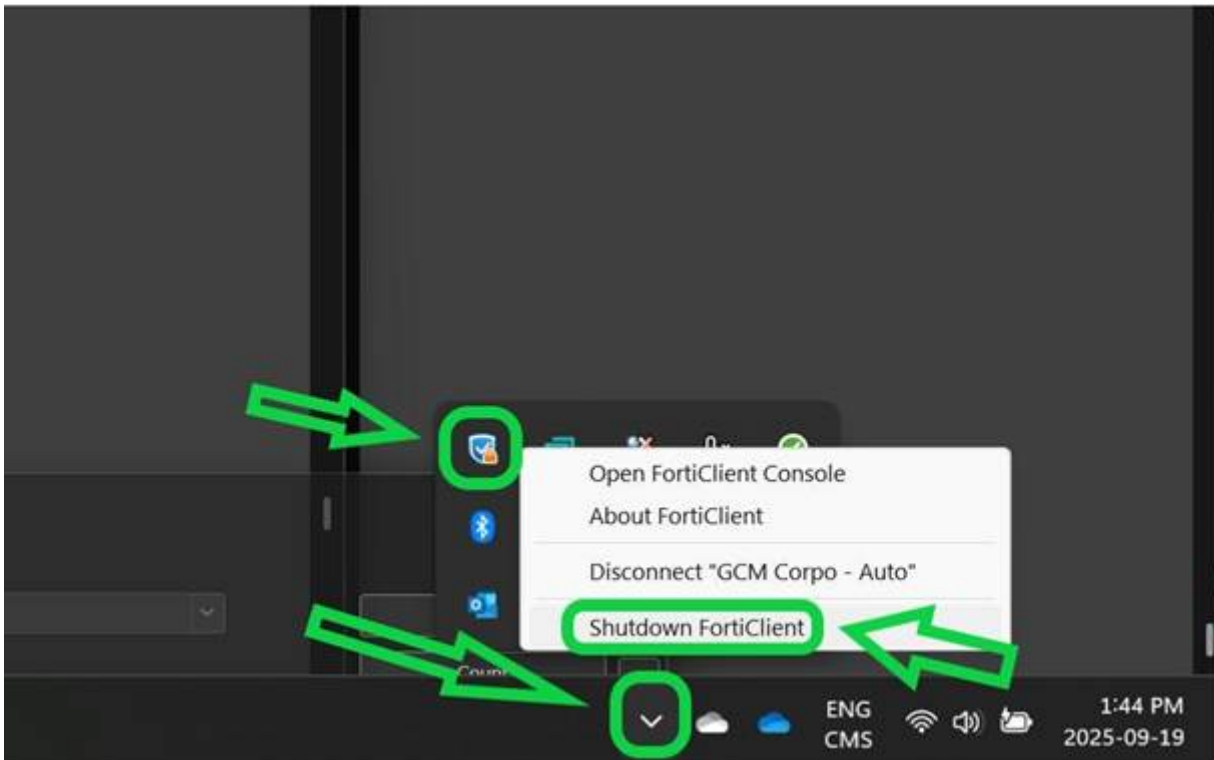
1. Search for and open the FortiClient application.



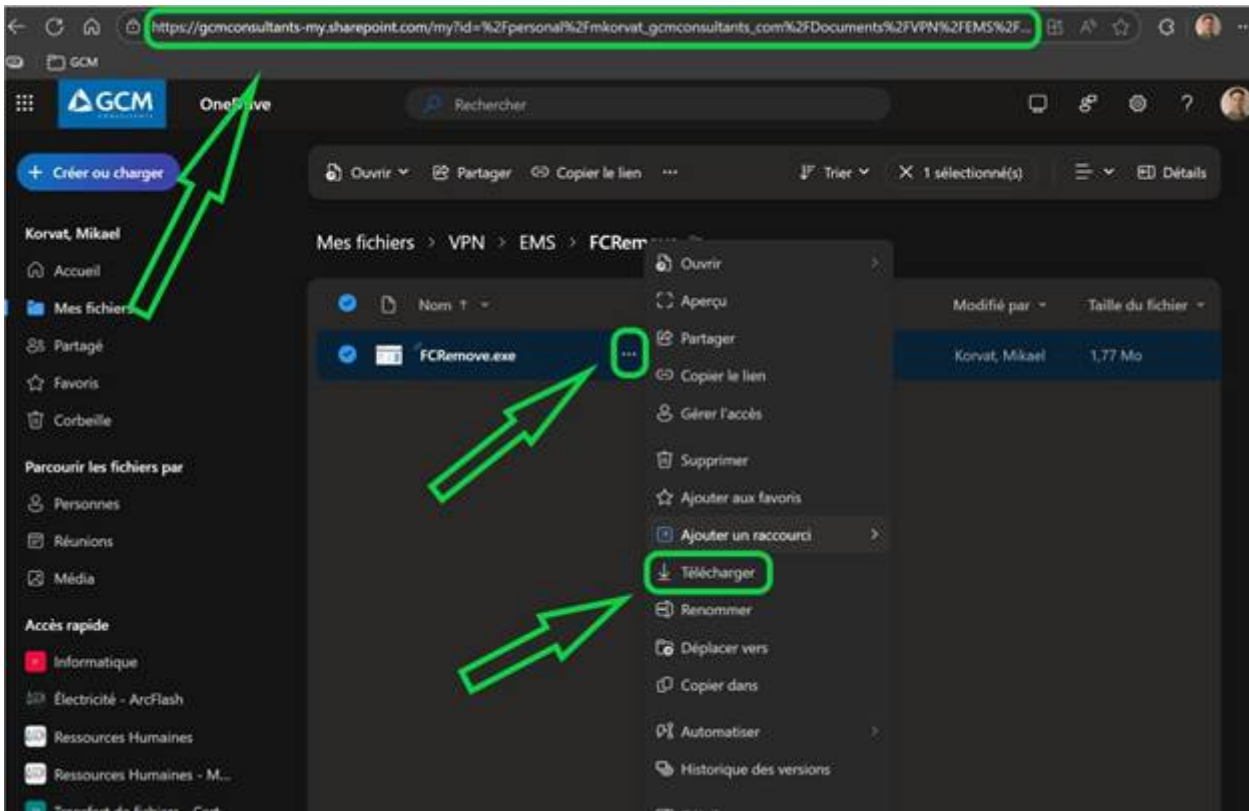
2. Go to the **ZERO TRUST TELEMETRY** tab and click **Disconnect**. Enter the password and click **OK**.



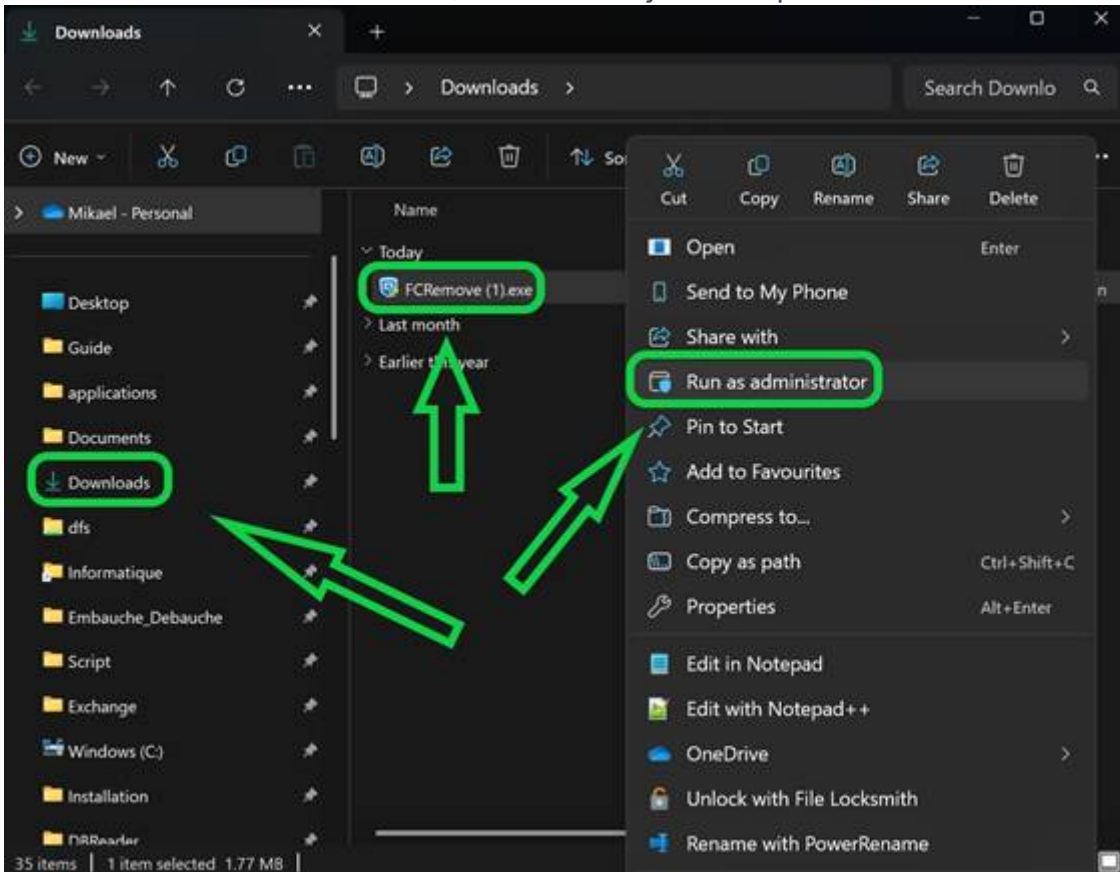
3. Click the arrow in the bottom-right corner of your screen to show hidden icons. Right-click the FortiClient icon and select **Shutdown FortiClient**.



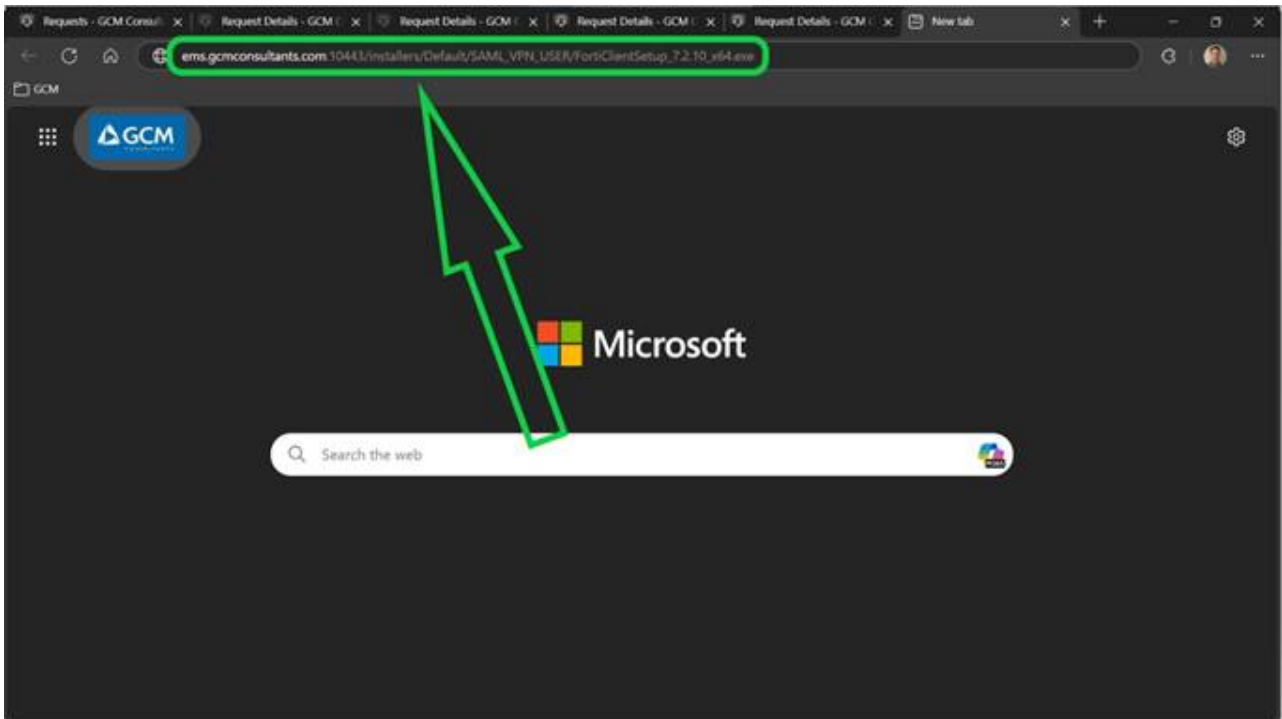
4. Copy and paste this link into Microsoft Edge to download the `FCRemove` tool:
<https://gcmconsultants-my.sharepoint.com/:f:/p/mkorvat/EmPyXksiIXdLtiT1vWrJm40BVsvXoinO2NVNhNEF110EFg?e=OOzQ6F>



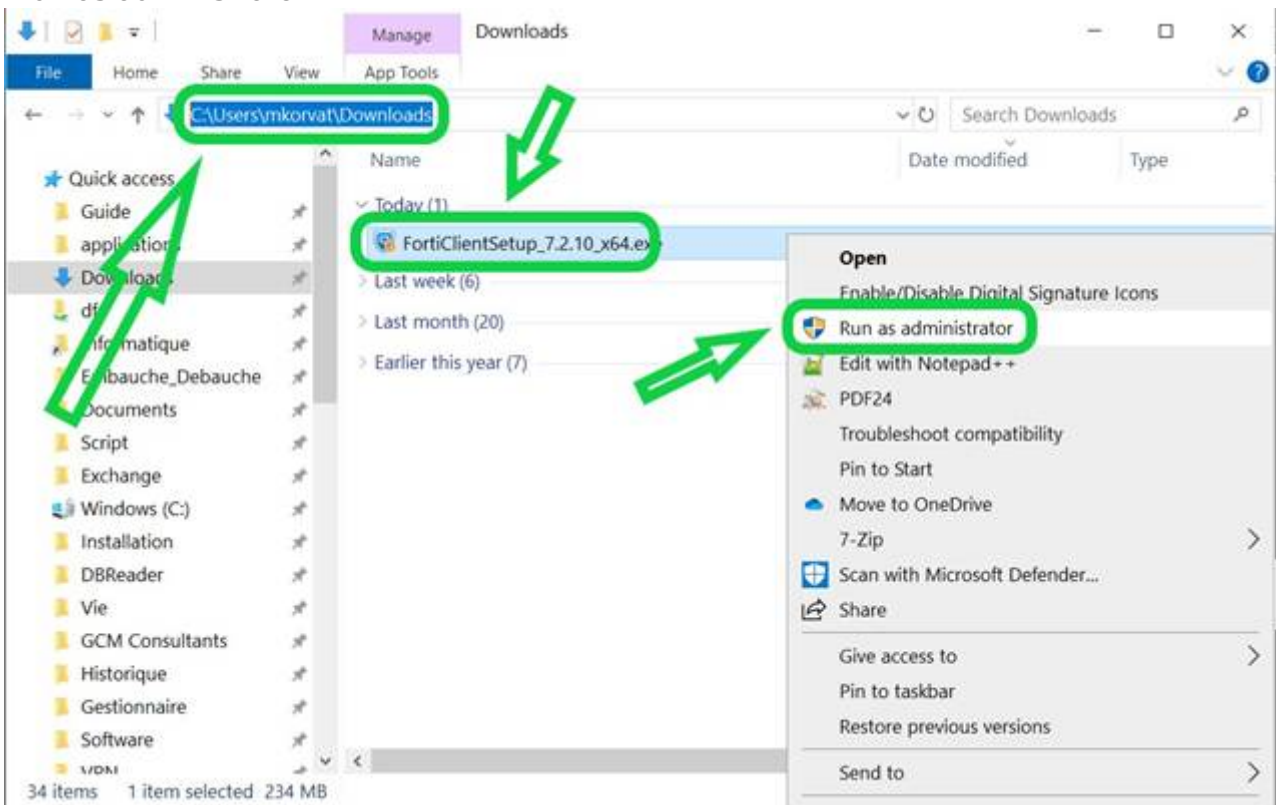
5. Go to your Downloads folder, right-click the `FCRemove` file, and select 'Run as administrator'. Wait 15 seconds, then restart your computer.



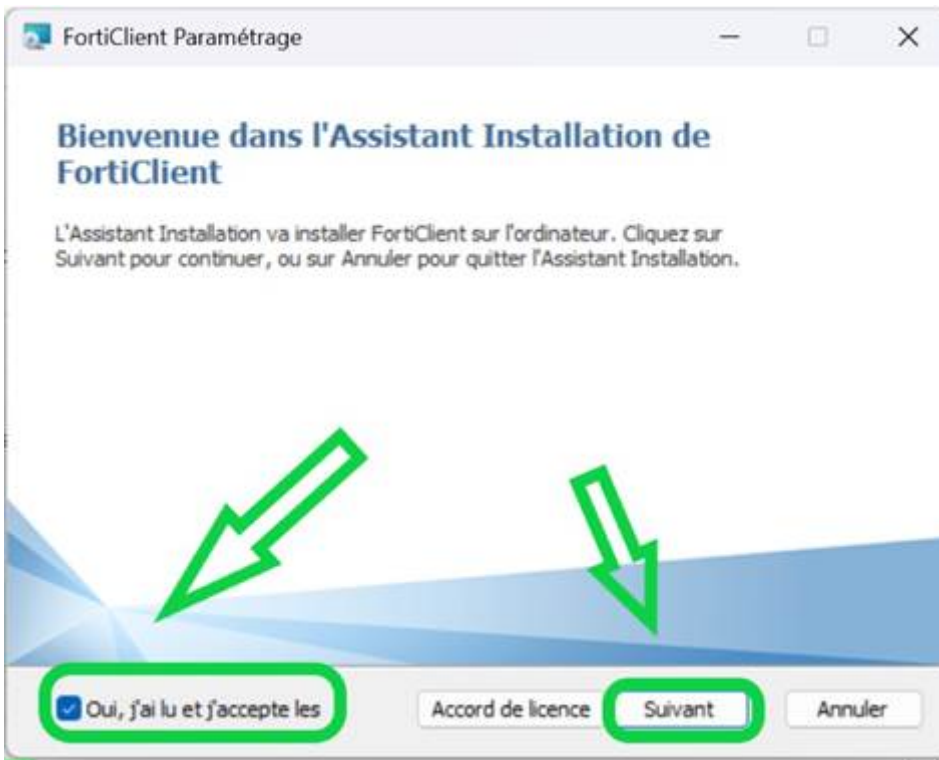
6. Copy and paste this link into Microsoft Edge to download the new FortiClient installer:
https://ems.gcmconsultants.com:10443/installers/Default/User/FortiClientSetup_7.2.10_x64.exe



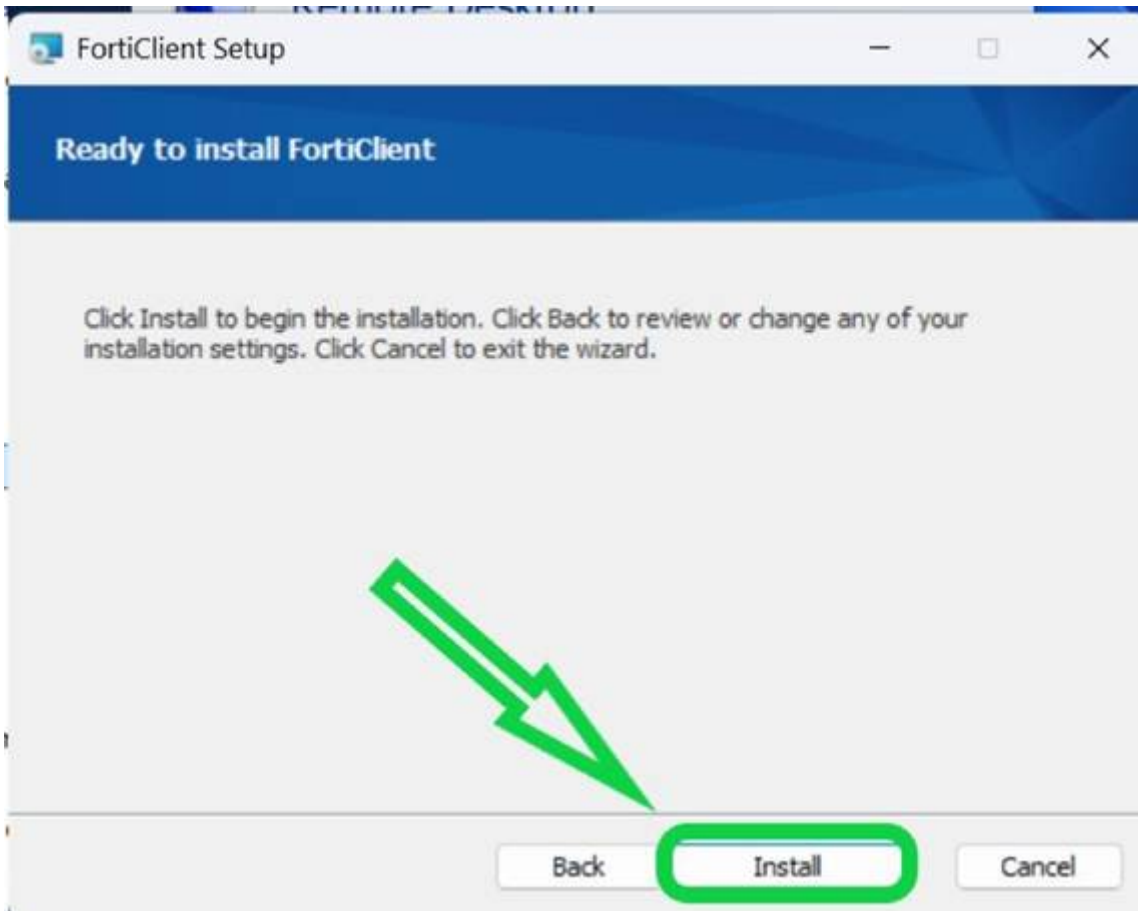
7. Go to your Downloads folder, right-click the `FortiClientSetup_7.2.10_x64` file, and select 'Run as administrator'.



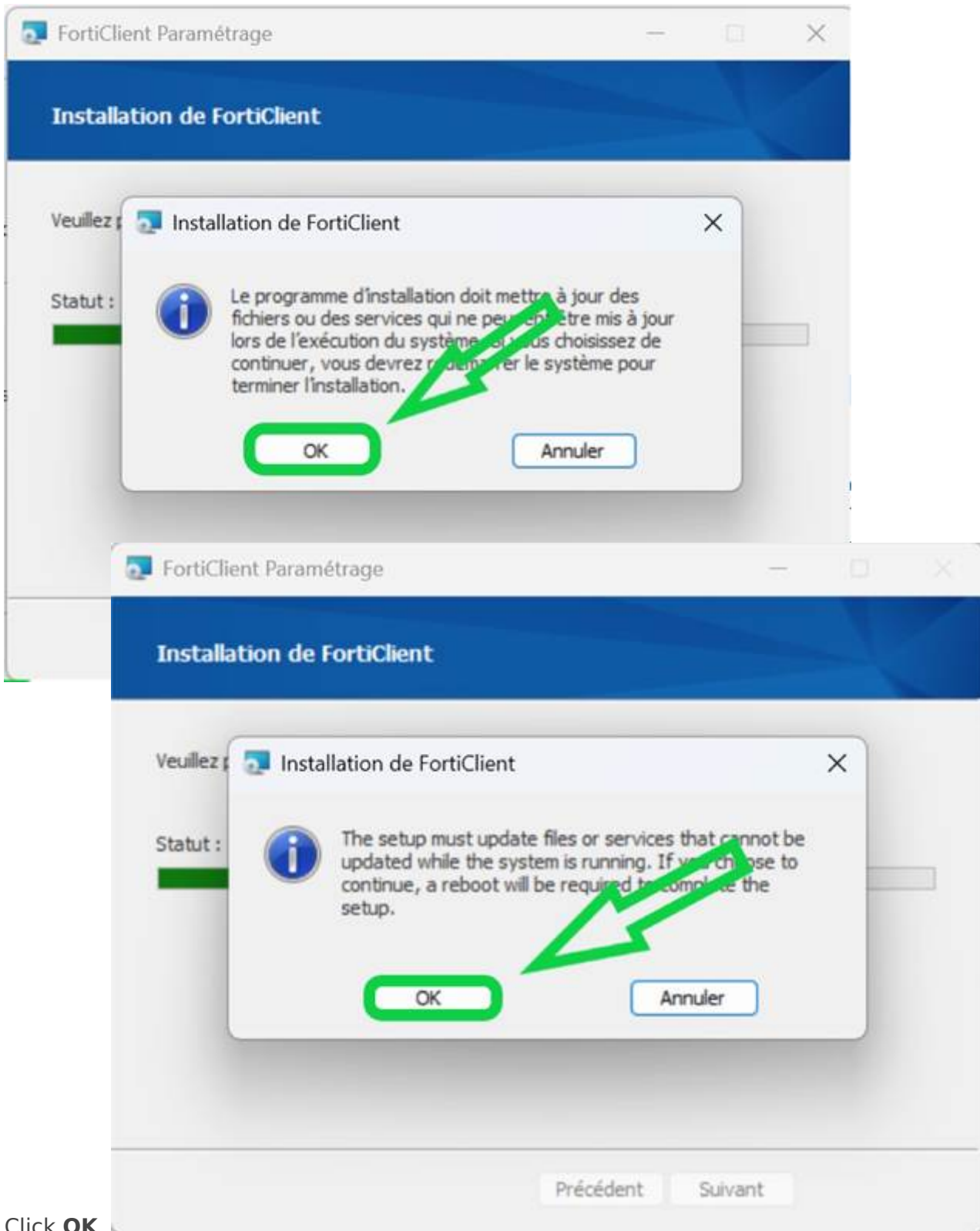
8. Check the box to accept the license agreement and click **Next**.



9. Click **Install**.

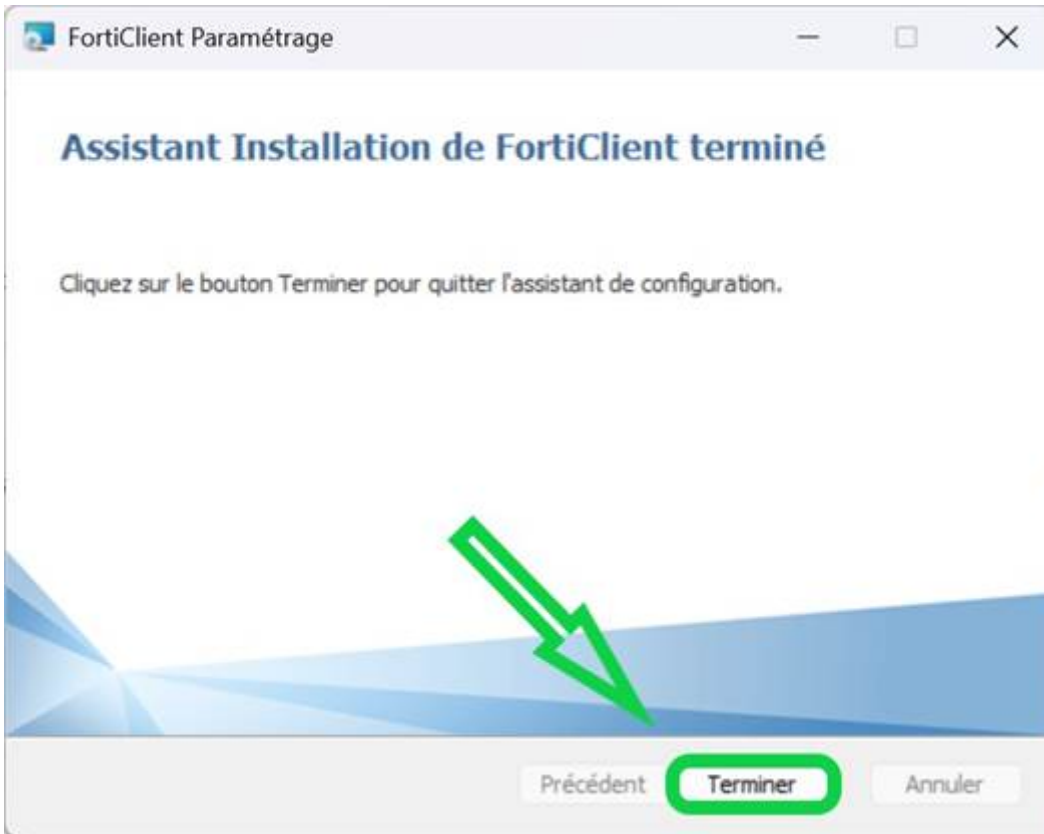


10. Click **OK**.

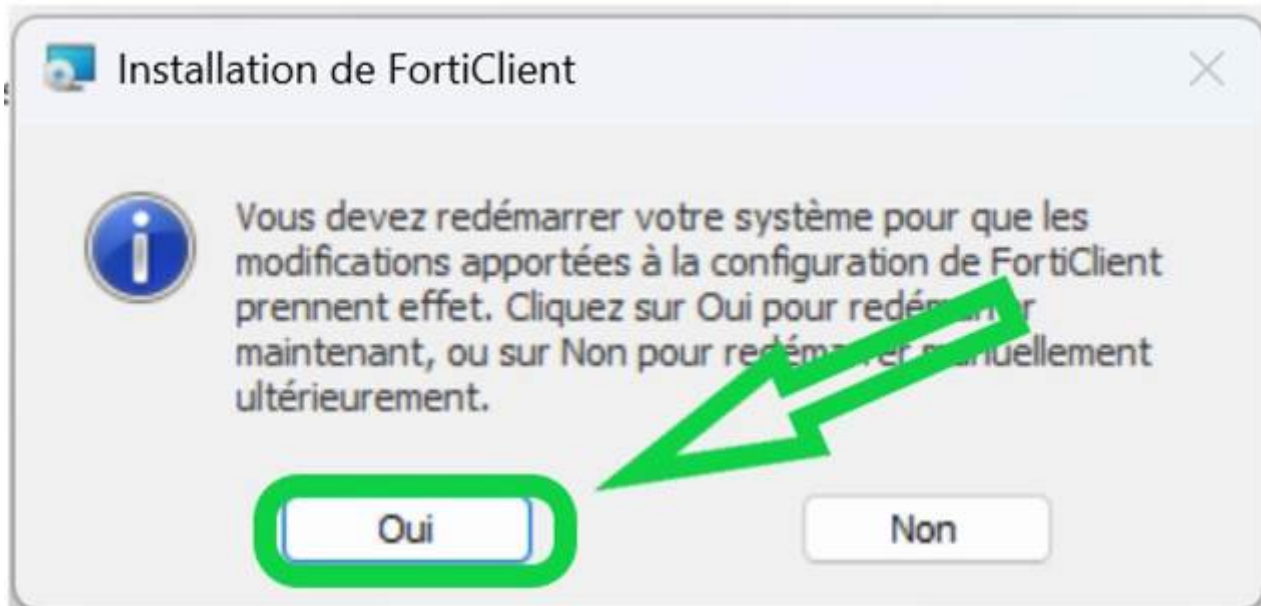


11. Click **OK**.

12. Click **Finish**.



13. Click **Yes** to complete the installation and restart your computer.



Revision #1

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