

Removing Sophos without the Tamper Password - Windows

Below are the steps to fix the issue.

#Cmd line Tamper Protection Disable

Boot the system into Safe Mode.

Open an Administrative Command Prompt and run the following commands:

```
REG ADD "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\SAVService" /t  
REG_DWORD /v Start /d 0x00000004 /f
```

```
REG ADD "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Sophos MCS Agent" /t  
REG_DWORD /v Start /d 0x00000004 /f
```

```
REG ADD "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Sophos Endpoint  
Defense\TamperProtection\Config" /t REG_DWORD /v SAVEnabled /d 0 /f
```

```
REG ADD "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Sophos Endpoint  
Defense\TamperProtection\Config" /t REG_DWORD /v SEDEnabled /d 0 /f
```

```
REG ADD
```

```
"HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Sophos\SAVService\TamperProtection" /t  
REG_DWORD /v Enabled /d 0 /f
```

Reboot the system in normal mode.

1. Download the SophosZap
(https://drive.google.com/file/d/1YgHroeF135Rh5c31Qnc_ExyHDdhOCR6E/view?usp=sharing)
2. Copy the file and paste in Local Disk C
3. Open CMD as admin
4. Type CD\ and enter
5. Type S and click the Tab button the full name will come out automatically
6. SophosZap --confirm Then Click enter and wait until a success message to appear
7. After completing the cmd restart the machine
8. **Run the step 3 - 8 again**
9. Now install the new Sophos software and it will be able to install completely