

[Home \(/\)](#) / [Search ...](#) / Article: How to delete a...

# How to delete asset tag values manually

## ARTICLE NUMBER

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## LAST MODIFIED

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## DESCRIPTION

- There are some cases where the asset tag tool is not working on the device, this article details the locations and removal of the tags if required.

## ENVIRONMENT

- SolarWinds N-central

## SOLUTION

- There are 3 asset tag values that needs to be deleted or removed:
  - WMI
  - Registry
  - File Value
- The NcentralAssetTool.exe is found in the following location:
  - C:\Program Files (x86)\N-able Technologies\Windows Agent\bin\NcentralAssetTool.exe
    - NOTE: If this is not on the device, please copy this over from a working device.
- To clear out the asset tags, please do the following:
  1. Open Command Prompt as administrator
  2. Run the following commands:
    - `cd 'C:\Program Files (x86)\N-able Technologies\Windows Agent\bin'`
    - `NcentralAssetTool.exe -d`
- This should output something similar to:
  -

```
-----[Delete Operation Start]
Delete Operation Detected Delete WMI is [True]
Delete Operation Detected Delete Registry is [True]
Delete Operation Detected Delete File is [True]
-----Asset Tag Values After Deletion-----
WMI Value = []
Registry Value = []
File Value = []
-----[Delete Operation End]
```

- Please see below for the WMI location:
  - Namespace: /root/cimv2/NcentralAsset
  - Class: NcentralAssetTag
- Please see below for the registry location:
  - Location: HKEY\_LOCAL\_MACHINE\SOFTWARE\N-able Technologies\NcentralAsset
  - Key : NcentralAsstTag
- Please see below for the xml location:
  - C:\Program Files (x86)\N-able Technologies\NcentralAsset.xml

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- ☐ This article resolved my issue
- ☐ This article did not resolve my issue
- ☐ This article helped but additional information was required

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