[Knowledgebase](#) > [Phones and Conferencing](#) > [Big SUR - WebEx Camera not working](#)

Big SUR - WebEx Camera not working

Jeff Clark - 2023-06-16 - [Phones and Conferencing](#)

If you have recently upgraded to BigSur OS on your Mac and are having issues with your camera using WebEx

In order to completely remove the Webex software from your Mac, you need to:

1. **Delete the Cisco Webex Meetings application using *Finder*:**
   1. Go to **Finder**, then navigate to the *Applications* folder.
   2. Either drag the Cisco Webex Meetings app icon to **Trash**, or right-click and select **Move to Trash (Then Empty Trash)**
2. **Remove all the Webex files and folders:**
3. **Using the uninstaller tool:**
4. Download the [Mac Cisco-Webex Uninstaller](#).
5. Select **Cisco_Webex_Meeting_Application_Uninstaller.dmg** in your Downloads folder.
6. In the *Cisco Webex Meeting Application Uninstaller* window, double-click **Cisco Webex Meeting Application Uninstaller**.
7. Select **Open** to run the Cisco Webex Meeting Application Uninstaller.
8. If you are prompted to close one or more applications, close them, and then select **Try Again**.

When the uninstaller has completed removing Webex files from your Mac, you will see a confirmation message.

> <u>Note</u>: If users are getting an error message 'Cisco Webex Removal tool can't be opened because it is from an unidentified developer'. See the workaround below:

1. Right-click on the **Cisco_Webex_Meeting_Application_Uninstaller.dmg**. (See Step 3 above)
2. Click **Open**.
3. Follow the instructions at the top of this article to complete the uninstall.