

## Uninstalling Advanced Software Management

<https://campus.barracuda.com/doc/93199882/>

Advanced Software Management (ASM) is Barracuda RMM's Third-Party patching tool that utilizes the Ivanti to stream patches to applications on end devices. In order to do this, a nano-service is installed called MW.ASM.NanoserviceHost. To remove this from your end devices, do the following:

- In Service Center, do one of the following:
  - Pull the ASM policy from the associated Service Plan.
    - Select **Configuration**.
    - Select **Services**.
    - Select the ASM Policy.
    - Select **Remove**.
    - Click **Save**.
  - Exclude the devices from the ASM policy.
    - Select **Configuration**.
    - Select **Policies**.
    - Select **Advanced Software Management**.
    - Select the policy in question.
    - Select **Excluded Devices**.
    - Add the devices.
    - Click **Close**.

Like any policy change, this is not necessarily instant but rather can take time. Please allow at least 30 minutes for each site to issue the commands. These steps will uninstall the nano-service and kick off a "kill" command to the Ivanti servers which then reject the license for their service.

### Removing the ASM NanoserviceHost

If you are decommissioning a site from Barracuda RMM, or you have been advised by Barracuda RMM Support Staff to remove the NanoServiceHost, please follow these steps for Onsite Managers and/or Device Managers.

- Click on **Start**
- Type in **Apps & Features**
- Locate the **MW.ASM.NanoserviceHost**
- Select **Uninstall**

**Barracuda RMM Support Note** Removing the MW.ASM.NanoserviceHost application on an Onsite Manager will cease ASM from working on all managed devices on the site. To fix that, it is advised that all devices the OM manages and the OM have the ASM policy pulled for no less than 30 minutes before applying the policy again. This will reinstall the NanoserviceHost on the

OM and allow third-party patching to reconfigure and connect. Please allow for a soaking cycle of up to 24 hours after applying the ASM policy.

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