

Uninstalling the Service Center

<https://campus.barracuda.com/doc/93200077/>

To ensure complete removal of all objects, you must work on the application server, database server, and report server. In smaller deployments, these may all be on one server. Larger deployments will have separate devices for each.

Application Server

To uninstall Service Center:

1. Click on **Start** menu to open the **Control Panel**.
2. Open **Programs and Features** (Windows Vista and newer), or **Add or Remove Programs**.
3. Click **Barracuda RMM Service Center** and choose **Uninstall** or **Remove**.
4. Allow the uninstall routine to complete.

If you are not reinstalling Service Center on the computer, you can eliminate any trace of the application by completing the procedures that follow.

To remove file system artifacts:

1. Click on **Start** menu to open **Windows Explorer**.
2. Locate and delete the Level Platforms installation folder:
 - C:\Program Files\Barracuda RMM
 - C:\Program Files (x86)\Barracuda RMM

For Barracuda RMM installed before 12 SP4 or upgrade from an installation before 12 SP4, the folders are:

```
C:\Program Files\Level Platforms  
C:\Program Files (x86)\Level Platforms
```

To remove the Windows registry artifacts:

1. On the managed device, use the Run command to launch regedit.exe.
2. Locate and delete the Level Platforms key or keys:
 - HKEY_LOCAL_MACHINE\SOFTWARE\Level Platforms
 - HKEY_LOCAL_MACHINE\Wow6432Node\SOFTWARE\Level Platforms

To remove the reporting account:

1. Launch Computer Management via **Start - (Run)** - type `compmgmt.msc`.
2. Expand **Local Users and Groups**.
3. Right-click the account that was used to run reports (MWSCReportUser by default) and choose **Delete**.
4. Click **Yes** to confirm.

In hosted environments, repeat these procedures for each application server and decommission the load balancer.

Database Server

1. Connect to the Service Center instance using SQL Management Studio.
2. In Object Explorer, expand **Databases**.
3. Delete the following databases. This is done by right-clicking each and choosing **Delete**. Make sure Delete backup and restore information for databases and Close existing connections are selected and click **OK**:
 - **SCData_Default**
 - **SCData_VARDOMAIN (Hosted only)**
 - **SCMaster**
 - **MWSessionState**
4. In **Object Explorer**, expand **SQL Server Agent - Jobs**. Delete the following jobs. This is done by right-clicking each and choosing **Delete**.
 - **MWSessionState_Job_DeleteExpiredSessions**
 - **SCMaster_Dispatcher_BL_job**
 - **SCMaster_Dispatcher_EX_job**
 - **SCMaster_Dispatcher_CALC_DeviceCoreInfo_job**
 - **SCMaster_OwnMaintenance_job**
 - **syspolicy_purge_history**
5. Close SQL Management Studio.

Report Server

The instructions below assume the Report Server is not shared with other applications.

To remove file system artifacts:

1. Delete the following folder and its contents in the path for your Report Server SQL instance:
...\\Reporting Services\\ReportServer\\bin\\MWResources
2. You will be prompted to confirm the deletion because the folder is shared. Click **Yes** to confirm.

To remove database artifacts:

1. Connect to the **Reporting Services** instance using **SQL Management Studio**.
2. In **Object Explorer** expand **Databases**.
3. Delete the following databases. This is done by right-clicking each and choosing **Delete**. Make sure **Delete backup and restore information for databases** and **Close existing connections are selected** and click **OK**.
 - **ReportServer**
 - **ReportServerTempDB**
4. Close **SQL Management Studio**.

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