

Uninstalling Onsite Managers

<https://campus.barracuda.com/doc/93200265/>

The purpose of this KB article is to assist with the removal of an Onsite Manager from an end device and leave no trace of it behind.

Partners might want to do this after they have migrated an OM to another device, or for a business sales pitch for the benefits of Barracuda RMM as an RMM platform at a potential client site, or simply to remove it entirely for any other reason. In order to accomplish this, please follow the below steps.

To remotely uninstall an Onsite Manager

As of Barracuda RMM 12.1, you can remove an Onsite Manager from the site directly in Site Management.

This procedure removes all OM managed devices immediately without the ability to reverse the process.

1. In your Service Center go to **Site Management > Sites**.
2. Select the checkbox beside the site in question.
3. Click **More Actions**.
4. Select **Remove Onsite Manager**.
5. Fill in the **CAPTCHA**.
6. Click **OK**.

If the site has any Device Managers installed, you must uninstall them [See this article](#).

To locally uninstall an Onsite Manager (using either A or B method)

You can choose to uninstall the Barracuda RMM Onsite Manager by the following two methods.

A) To Remove Onsite Manager using Programs and Features/Add or Remove Programs

1. Click **Start**.

2. Open **Control Panel**.
3. Select **Programs and Features** or **Add or Remove Programs**.
4. Select **Barracuda RMM Onsite Manager**.
5. Select **Uninstall** or **Remove**.

B) To Remove the MSI Cache

1. Click **Start** and open **Windows Explorer**.
2. Browse to C:\Windows\Installer.
3. Right-click on **Category** bar beside **Size** and select **More**.
4. Find **Subject** in the list and click **OK**.
5. Sort by **Subject**.
6. Locate **Barracuda RMM Onsite Manager** in the list.
7. Right-click on the entry and select **Uninstall**.

If you are not reinstalling Onsite Manager, or installing an Onsite Manager for a different site on the computer, you can eliminate any trace of the application by completing the procedures that follow.

To migrate your Onsite Manager, please follow the [How to Migrate an Onsite Manager KB found here](#).

For Onsite Manager reinstalls, please use the latest version for your Service Center found in [Barracuda Campus](#).

To remove file system artifacts

1. Click **Start** and open **Windows Explorer**.
2. Locate and delete the following folders:
 - 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

1. Click **Start** and **Run** the command `regedit.exe`.
2. Locate and delete the Level Platforms key(s):
 - HKEY_LOCAL_MACHINE\SOFTWARE\Level Platforms
 - HKEY_LOCAL_MACHINE\SOFTWARE Wow6432Node\Level Platforms

What to do if Registry Keys will not delete:

1. **Download RegIn:** <https://github.com/tenox7/regIn/releases/download/2.2/regIn-x64.exe>
2. Save to **C:\Temp**
3. Open **Command Prompt** as Administrator
4. Enter in **cd c:\temp**
5. Run `regIn-x64 -d "HKLM\SOFTWARE\Level Platforms\Managed Workplace"`
6. Then run `regIn-x64 -d "HKLM\SOFTWARE\Level Platforms"`

To remove database and artifacts

- Open [SQL Server Management Studio \(SSMS\)](#) as Administrator
- Connect to the LPIMWOMEXPRESS instance
- In Object Explorer, expand Databases
- Right-click on MWData and choose Tasks
- Select Detach
- In the Detach Database Window beside MWData, select Drop
- Click Start and open Window Explorer
- Browse to: C:\Program Files\Microsoft SQL Server\MSSQL13.LPIMWOMEXPRESS\MSSQL\DATA
- Select the MWData.mdf and MWData_log.ldf and move or delete these

You can also uninstall the SQL Server if it is the only SQL Server on the device

To remove the service 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 MWExpertSystem (mwservice by default) and click **Delete**.
4. Click **Yes** to confirm.

If your intention is to re-purpose the device as an Onsite Manager at a new site, the system should now be clean and ready for use.

© Barracuda Networks Inc., 2022 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.