

Uninstalling Advanced Software Management

<https://campus.barracuda.com/doc/98216914/>

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

- In the 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 can take time. Please allow at least 30-60 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 Barracuda RMM Support Staff has advised you to remove the NanoServiceHost, please follow these steps for Onsite Managers and/or Device Managers.

- Click on **Start**
- Open **RegEdit**
- Browse to **HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Barracuda MSP\Managed Workplace\Patch Tools**
- Copy the **ProductCode** in full
- Open a **Command Prompt as Administrator**
- We'll want to run **msiexec /x {ProductCode} /! *v .\uninstall.log**
 - Make sure that ProductCode in the above string is the same from the registry with the { } brackets

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 60 minutes before applying it again. This will reinstall the NanoserviceHost on the OM and allow third-party patching to reconfigure and connect. Please allow a soaking cycle up to 24 hours after applying the ASM policy.

Cleaning up and removing left behind folders and registry keys

- Remove the following folders and registry keys:

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Barracuda MSP\Managed Workplace\MW.ASM.NanoserviceHost

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Barracuda MSP\Managed Workplace\MW.ASM.NanoserviceHost.UpgradeInfo

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Barracuda MSP\Managed Workplace\Patch Tools

C:\Program Files (x86)\Barracuda MSP\Managed Workplace\ASM

C:\Program Files (x86)\Barracuda MSP\Managed Workplace\NanoserviceHost

C:\ProgramData\Barracuda MSP\Managed Workplace\NanoserviceHost

C:\ProgramData\Barracuda MSP\Managed Workplace\PatchTools

- Remove the following folders and registry keys from end devices:

Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Barracuda MSP\Managed Workplace\Patch Tools

C:\Program Files (x86)\Barracuda MSP\Managed Workplace\ASM

C:\ProgramData\Barracuda MSP\Managed Workplace\PatchTools

- Finally, on all devices, open Windows Task Scheduler and delete the Barracuda MSP and the Ivanti folders

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