

How to Decommission a Site

<https://campus.barracuda.com/doc/98217193/>

The steps involved in decommissioning a site will vary depending on what products and services have been deployed. Please follow the instructions below based on what products and services you need to remove.

Premium Remote Control

To remove Premium Remote control (PRC), schedule an automated task to execute the uninstall Premium Remote Control script to remove the PRC application and registry keys. There are two Uninstall Premium Remote Control scripts, one for Windows and one for Mac devices. To remove PRC please follow the steps below:

- In the Service Center, click **Automation > Calendar**.
- Click **Run Now**.
- Choose the **Uninstall Premium Remote Control script (WIN or MAC)** appropriate for the devices that need to have PRC uninstalled.
- Choose the appropriate target devices that will have the script executed on them.
- Click **Run Now**.

Wait until the script completes, and the Premium Remote Control software will have been removed.

If you do not have this script installed, go to **Update Center > Components > Install** and search for the script to install it. Then repeat the above.

Integrated Antivirus

The removal of Integrated Antivirus must be done through the Service Center portal. Please follow the steps below:

- Click on **Avast Antivirus**.
- Click **Sites Configured with Antivirus**.
- Next to the **Site Name** in question, click the number under **Devices with Antivirus**.
- Select **All Devices**.
- Select **Uninstall**.

Device Manager

Removing Device Managers from devices is an important step in this process. You can uninstall Device Managers remotely from the Service Center or locally on the device on which they are installed.

Uninstalling Remotely

Initiating the Device Manager uninstall from the Service Center causes the application itself to be uninstalled, however, it does leave behind objects in the File System and Windows Registry. See Uninstalling Locally below for additional details on these artifacts.

To remotely uninstall a Device Manager

- In the Service Center, click **Site Management > Sites**.
- Click the name of the site where you want **Device Managers** Uninstalled.
- Click the **Device Manager** tab.
- Select the checkboxes for the **Device Managers** that you want to uninstall.
- Click **More Actions**.
- Select **Uninstall Device Manager**.

Uninstalling Locally

Device Managers can be installed with the option to require a password before the uninstall routine launches. This option is available in **Device Manager Templates** and can prevent clients' employees from removing the agent off of company computers.

To locally uninstall a Device Manager

- On the Managed Device, use the **Start Menu** to open the **Control Panel**.
- Open **Programs and Features** (Windows Vista and newer), or **Add or Remove Programs**.
- Click **Barracuda RMM Device Manager** and choose **Uninstall** or **Remove**.
- If you are prompted for a password, type it and click **Next**.
- Allow the uninstall routine to complete.

Onsite Manager

To properly remove the Onsite Manager, it is recommended to do so locally, outside of Barracuda RMM.

To uninstall the Onsite Manager, please follow the steps below:

- On the Managed Device, use the **Start Menu** to open the **Control Panel**.
- Open **Programs and Features** (Windows Vista and newer), or **Add or Remove Programs**.
- Click **Barracuda RMM Onsite Manager** and click **Uninstall** or **Remove**.
- Allow the uninstall routine to complete.

If you are not reinstalling Onsite Manager on the computer, you can eliminate any trace of the application by completing the steps below.

To remove File System artifacts:

- On the Managed Device, use the **Start Menu** to open Windows Explorer.
- Locate and delete the **Level Platforms** installation folder.
 - C:\Program Files\Level Platforms
 - C:\Program Files (x86)\Level Platforms

To remove Windows Registry artifacts

- On the Managed Device, use the **Run** command to launch regedit.exe.
- Locate and delete the **Level Platforms** key or keys.
 - HKEY_LOCAL_MACHINE\SOFTWARE\Level Platforms
 - HKEY_LOCAL_MACHINE\SOFTWARE \Wow6432Node\Level Platforms

To remove Database artifacts

- Connect to the **LPIMWOMEXPRESS** instances using SQL Management Studio Express.
- In **Object Explorer**, expand **Databases**.
- Right-click **MWData** and choose **Delete**.
- Ensure **Delete Backup, Restore Information for Databases**, and **Close Existing Connections** are selected and click **OK**.
- Close SQL Management Studio Express.

If SQL Management Studio is not installed, navigate to C:\Program Files\Microsoft SQL Server\MSSQL10_50.LPIMWOMEXPRESS\MSSQL\DATA and remove all instances of MWData.

To properly remove Microsoft SQL Server 2014 Express (Default SQL software installed with Barracuda RMM) see the following [Microsoft Article](#).

It is then recommended you access **Active Directory** and delete the **MWService account**.

If a group policy is in place for this location, it is also recommended to access **Group Policy Management** on the domain controller and remove the associated group policy for Barracuda RMM.

Once these steps have been completed, all software and the associated domain admin account will have been removed from the client's location. It is possible to choose to leave the site in the Service Center for historical purposes by putting it on hold.

To put a site on hold

- In the Service Center, click **Site Management > Sites**.
- Check the box beside the Site Name.
- Select **Put on Hold**.

If historical data isn't required, delete the site:

To delete a site

- Within the Service Center, click **Site Management > Sites**.
- Check the box beside the Site Name.
- Select **Delete**.

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