

Date: July 10, 2017

This KB article identifies the steps to remove manually the common objects installed to augment the Kaseya VSA functionality from Greater Intell Inc. The process contains four pieces to remove manually:

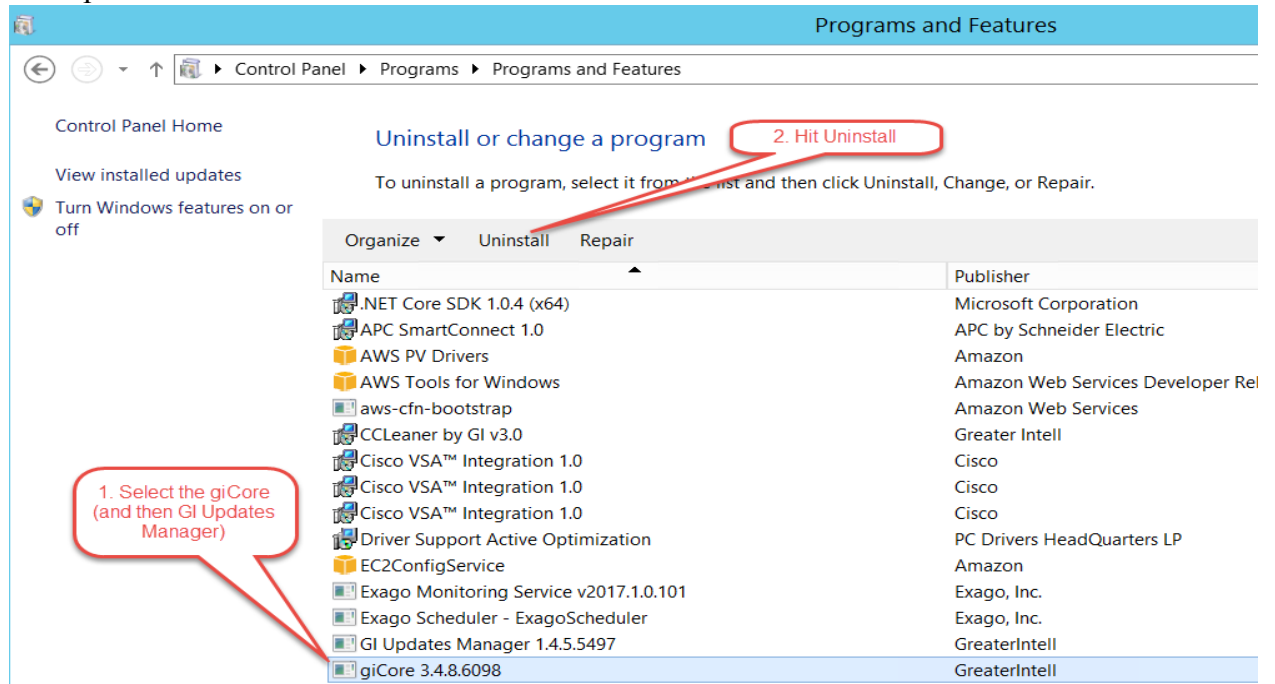
- Uninstall the Greater Intell Programs: *giCore xxxxx* and *GI Updates Manager xxxx* ('xxxx' indicates the version number).
- Remove the Services: *GI Client Update Service* and *GI Core Service*.
- Remove *GI Core* files and folders.
- Remove the SQL Server *GI Objects* (via SQL drop Script)
- Remove the *GI IIS Virtual Directories*

Follow the steps in each of the identified Uninstall and Removal areas.

Uninstall the following two Greater Intell core Programs:

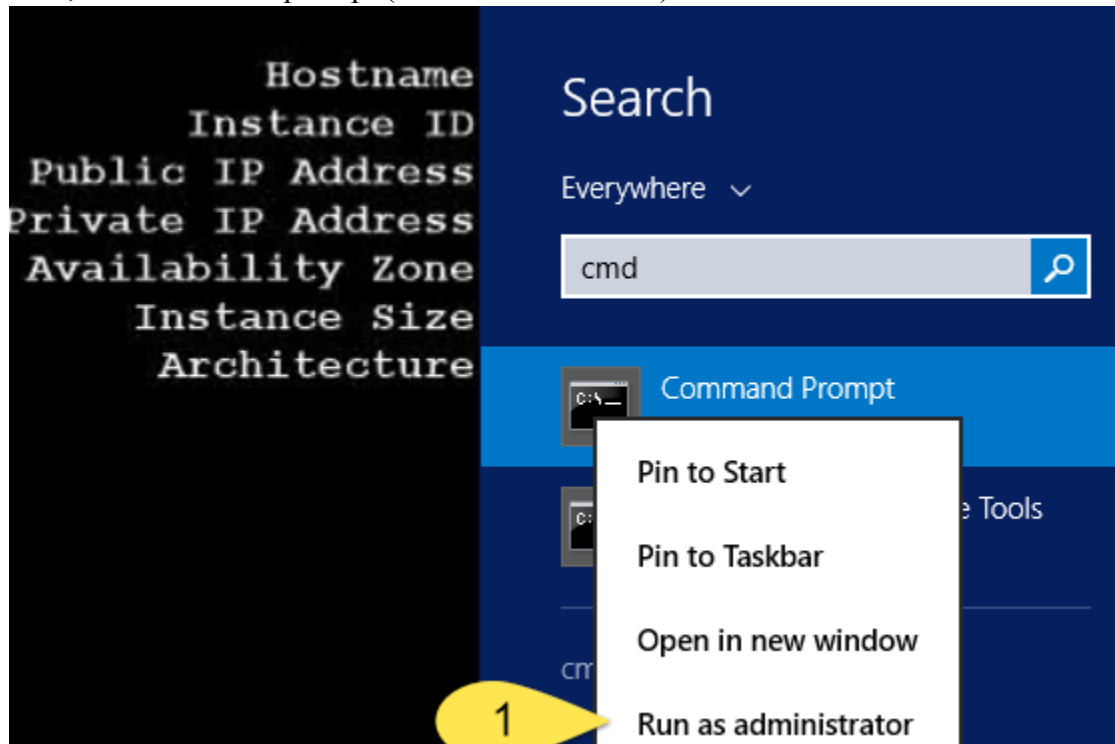
1. Uninstall via the Control panel (Control Panel\Programs\Programs and Features), select the program *giCore xxxxx* (the version number is represented with the xxxxx) and hit Uninstall.
2. Using the same method as step 1 above, uninstall the program *GI Updates Manager xxxxx* (the version number is represented by the xxxxx)
3. Using the same method as step 1 above, uninstall the program *Mandell MVC xxxxx* (the version number is represented by the xxxxx).
4. Using the same method as step 1 above, uninstall the program *CCleaner by GI xxxxx* (the version number is represented by the xxxxx).

Example:



Remove GI Core service:

1. First, initiate a CMD prompt (run as Administrator)



2. Using the same command prompt window use the following command to delete GI Core Service: `sc delete GiCoreService`

Example:

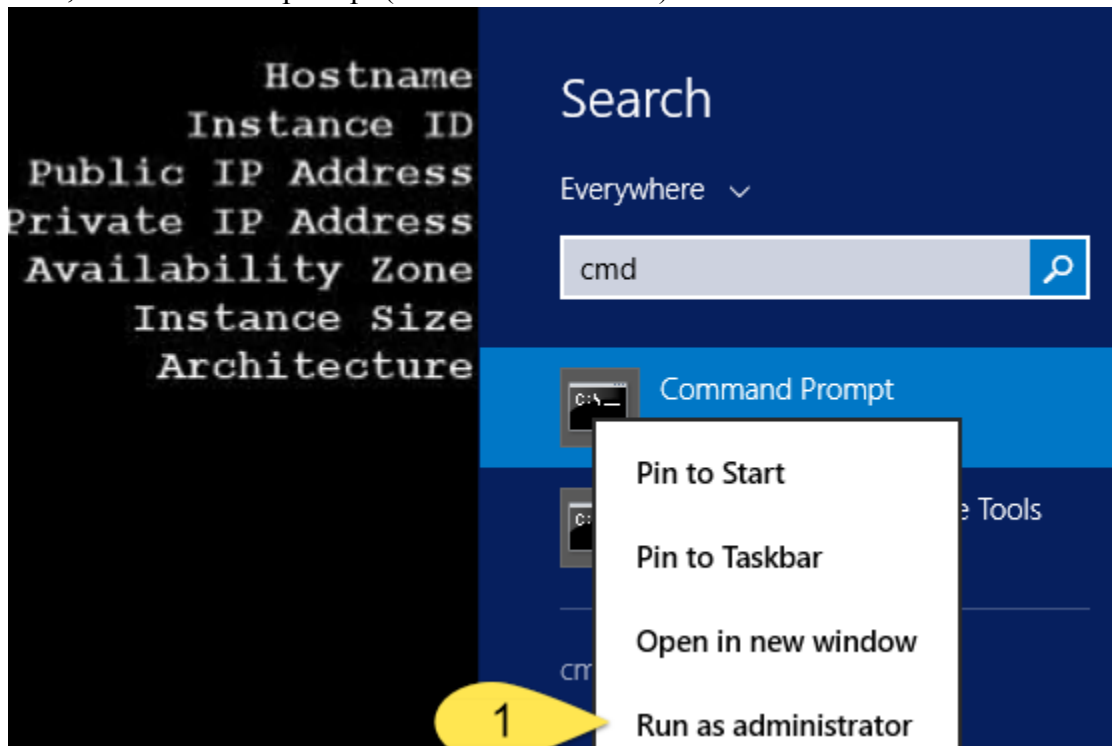
```
Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>net stop GiCoreService
The GI Core Service service is stopping..
The GI Core Service service was stopped successfully.

C:\Users\Administrator>sc delete GiCoreService_
```

Remove “GI Update Service”:

1. First, initiate a CMD prompt (run as Administrator)



2. Using the same command prompt window use the following command to delete GI Client Update Service: *sc delete GiClientUpdateService*

Example:

```
Administrator: Command Prompt
C:\Users\Administrator>net stop GiClientUpdateService
The GI Update Service service is stopping..
The GI Update Service service was stopped successfully.

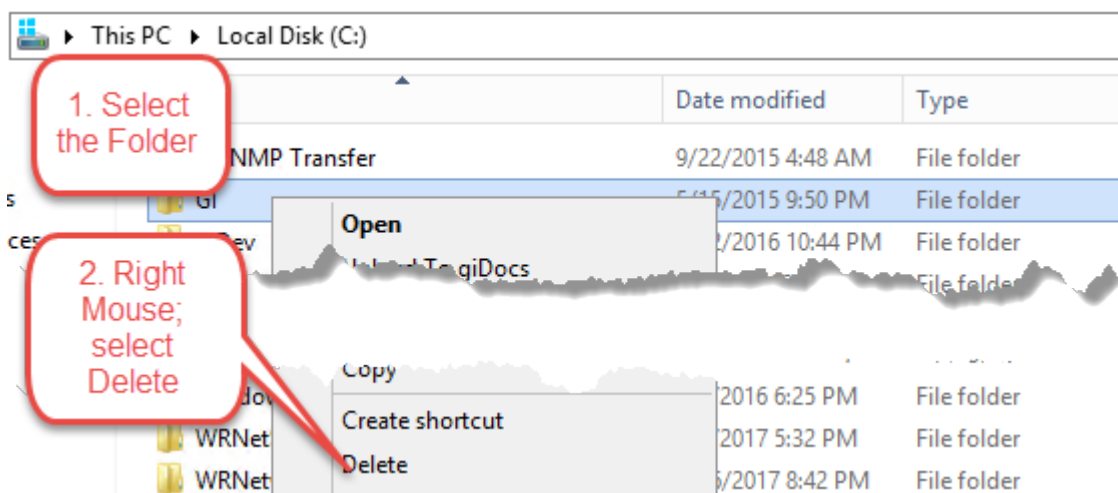
C:\Users\Administrator>sc delete GiClientUpdateService_
```

Delete GI folders:

1. With Explorer, find the following GI folders (installed on the same drive as the Kaseya VSA) and delete:

- ..\GI
- ..\Kaseya\DBInstall\giCore
- ..\Kaseya\DBInstall\giPiriform
- ..\Kaseya\WebPages\giCore
- ..\Kaseya\WebPages\giApi
- ..\Kaseya\WebPages\mandell-mvc

Example:

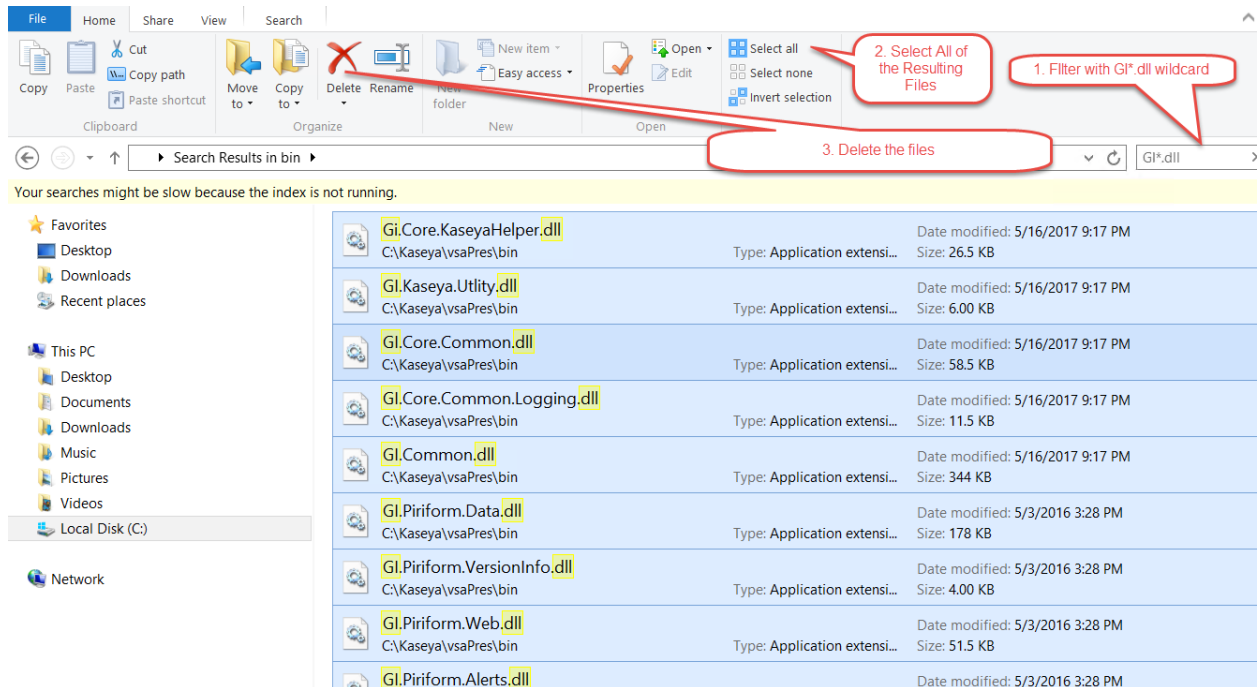


KR 23/8: Delete the GI Files (Before doing this, stop the services in CMD file (run as administrator). Run these commands: [net stop GiCoreService](#)
[net stop GiClientUpdateService](#)

1. With Explorer, find the following GI files (installed on the same drive as the Kaseya VSA) and delete:

- ..\Kaseya\WebPages\ManagedFiles\VSASystemScripts\giCoreScripts.xml
- The *GI*.dll* and *GI*.pdb* files located in ..\Kaseya\vsaPres\bin\ (use filtering to see the GI files with the * wildcard)
- The *GI*.dll* and *GI*.pdb* files located in ..\Kaseya\DispatchingPlugins (use filtering to see the Gi files with the * wildcard)

Example:



Remove the SQL Server GI Objects (via SQL drop Script):

1. Log into the SQL Server Management Studio and change the database context to the “**ksubscribers**”. Then, run the following scripts (one at a time) by copying all SQL script between <<< *Begin drop GI DB SQL* >>> and <<< *End drop GI DB SQL* >>> (non-inclusive) and paste into a SQL Studio ‘new query’ instance.

<<< Begin drop GI DB SQL 1 >>>

```
DECLARE @SqlStatement VARCHAR(MAX)
DECLARE @schemaName VARCHAR(MAX) = 'mg4'

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'ALTER TABLE [' + @schemaName + '].'+ QUOTENAME(OBJECT_NAME(parent_object_id)) + '
DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.objects
WHERE type_desc LIKE 'FOREIGN_KEY_CONSTRAINT' AND schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'ALTER TABLE [' + @schemaName + '].'+ QUOTENAME(OBJECT_NAME(parent_object_id)) + '
DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.objects
WHERE type_desc NOT LIKE 'FOREIGN_KEY_CONSTRAINT' AND type_desc LIKE '%CONSTRAINT' AND schema_id =
SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + ' DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.foreign_keys
WHERE schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + ' DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.default_constraints
WHERE [type_desc] LIKE 'DEFAULT_CONSTRAINT' AND schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + ' DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.key_constraints
WHERE schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'DROP FUNCTION [' + @schemaName + '].'+ OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.objects
WHERE type_desc LIKE '%FUNCTION' AND schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'DROP TABLE [' + @schemaName + '].'+ QUOTENAME(TABLE_NAME) + ';' + CHAR(13)
FROM INFORMATION_SCHEMA.TABLES
WHERE TABLE_SCHEMA = @schemaName
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement = COALESCE(@SqlStatement, '') + 'DROP PROCEDURE [' + @schemaName + '].'+ QUOTENAME([name]) + ';' +
CHAR(13)
FROM sys.procedures
WHERE type = 'p' AND schema_id = SCHEMA_ID ( @schemaName )
exec (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'IF EXISTS (SELECT 1 FROM sys.schemas WHERE name = N' + QUOTENAME(@schemaName, '') + ')
DROP SCHEMA ' + QUOTENAME(@schemaName) + ';' + CHAR(13)
EXEC (@SqlStatement);
```

<<< End drop GI DB SQL 1 >>>

<<< Begin drop GI DB SQL 2 >>>

```
DECLARE @SqlStatement VARCHAR(MAX)
DECLARE @schemaName VARCHAR(MAX) = 'mg4'

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'ALTER TABLE [' + @schemaName + '].'+ QUOTENAME(OBJECT_NAME(parent_object_id)) + '
DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.objects
WHERE type_desc LIKE 'FOREIGN_KEY_CONSTRAINT' AND schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'ALTER TABLE [' + @schemaName + '].'+ QUOTENAME(OBJECT_NAME(parent_object_id)) + '
DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.objects
WHERE type_desc NOT LIKE 'FOREIGN_KEY_CONSTRAINT' AND type_desc LIKE '%CONSTRAINT' AND schema_id =
SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + ' DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.foreign_keys
WHERE schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + ' DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.default_constraints
WHERE [type_desc] LIKE 'DEFAULT_CONSTRAINT' AND schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + ' DROP CONSTRAINT ' + OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.key_constraints
WHERE schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'DROP FUNCTION [' + @schemaName + '].'+ OBJECT_NAME(OBJECT_ID) + ';' + CHAR(13)
FROM sys.objects
WHERE type_desc LIKE '%FUNCTION' AND schema_id = SCHEMA_ID ( @schemaName )
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'DROP TABLE [' + @schemaName + '].'+ QUOTENAME(TABLE_NAME) + ';' + CHAR(13)
FROM INFORMATION_SCHEMA.TABLES
WHERE TABLE_SCHEMA = @schemaName
EXEC (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement = COALESCE(@SqlStatement, '') + 'DROP PROCEDURE [' + @schemaName + '].'+ QUOTENAME([name]) + ';' +
CHAR(13)
FROM sys.procedures
WHERE type = 'p' AND schema_id = SCHEMA_ID ( @schemaName )
exec (@SqlStatement);

SELECT @SqlStatement = 'USE ksubscribers;' + CHAR(13)
SELECT @SqlStatement =
    COALESCE(@SqlStatement, '') + 'IF EXISTS (SELECT 1 FROM sys.schemas WHERE name = N' + QUOTENAME(@schemaName, '') + ')
DROP SCHEMA ' + QUOTENAME(@schemaName) + ';' + CHAR(13)
EXEC (@SqlStatement);
```

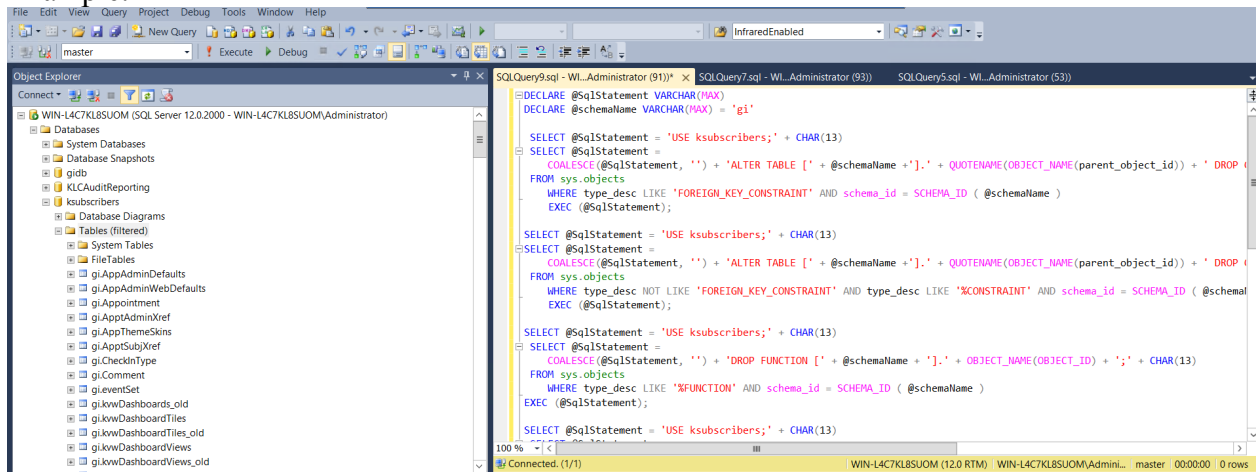
<<< End drop GI DB SQL 2 >>>

<<< Begin drop GI DB SQL 3 >>>

```
USE ksubscribers;
IF EXISTS (SELECT 1 FROM sys.objects WHERE object_id = OBJECT_ID(N'[dbo].[dbObjectVersioning]') AND type in (N'U'))
BEGIN
    DELETE FROM dbo.dbObjectVersioning
    WHERE objName LIKE 'gi%' OR objName LIKE 'mg4%' OR FilePath LIKE 'giCisco%'
END
```

<<< End drop GI DB SQL 3 >>>

Example:



2. Log into the SQL Server Management Studio and change the database context to the “**master**”. Then, run the follow script by copying all SQL script between <<< *Begin drop gidb database SQL* >>> and <<< *End drop gidb database SQL* >>> (non-inclusive) and paste into a SQL Studio ‘new query’ instance.

<<< *Begin drop gidb database SQL* >>>

```
IF (EXISTS (SELECT 1 FROM [master].[dbo].[sysdatabases] WHERE [name] = 'gidb'))
BEGIN
    DROP DATABASE [gidb];
END
```

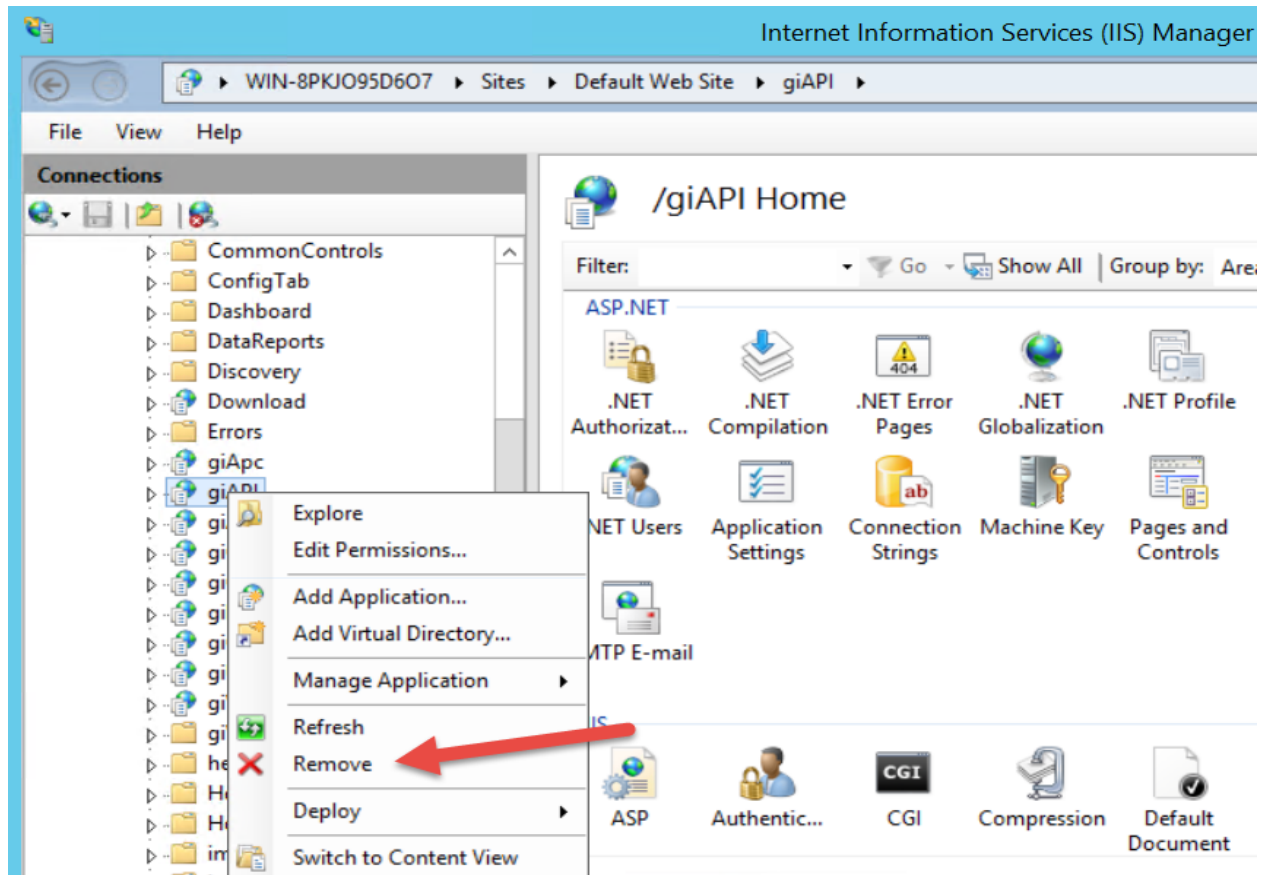
<<< *End drop gidb database SQL* >>>

Remove the GI IIS Virtual Directories:

One the VSA Server, start the IIS Manager. For each of the following virtual directories, right-mouse and select Remove from the menu:

- giAPI
- giAutoUpdate
- giCore

- mandell-mvc



End-of-KB-Article