



How to completely remove Parallels Device Management

- Parallels Device Management

Procedure for removing PDM with leftovers on servers

1. Run the uninstaller.

2. Delete registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Parallels\Parallels Mac Management for Microsoft SCCM

3. Delete PDM database:

- Open Microsoft SQL Server management Studio and find *PMM_XXX* database

- Select it, open context menu and click **Delete**:

4. Delete WMI Objects:

NOTE: You should be logged into the system with a WMI-privileged account. Local admin permission level should be enough.

- Open wbemtest.exe

- Connect to *root\sms\site_XXX* (where *XXX* is a Site Code)

(no need to specify credentials, only adjust the connection string and click **Connect**)

- Click the **Query...** button, enter the query below, and then click **Apply** button:

```
SELECT * FROM SMS_SCI_Configuration WHERE ItemName LIKE 'Parallels%' OR ItemName LIKE 'Pmm%'
```

- Delete each object found.

Removing WMI objects via Powershell:

```
(Get-WmiObject -Namespace "root\sms\site_CPA" -Query "SELECT * FROM SMS_SCI_Configuration WHERE  
ItemName LIKE 'Parallels%' OR ItemName LIKE 'Pmm%'" | Remove-WmiObject
```

5. Delete AD objects.

From ADSI Edit:

CN=Parallels under CN=Program Data

CN=ParallelsServices under CN=System

From ADUC:

Check servicePrincipalName AD attribute on Proxy service and computer accounts. Look for SPNs that will match the following pattern and delete them:

*PrlMgmtSccmProxy/**

Finding AD objects with the above mentioned attribute using Powershell:

```
Get-ADObject -Filter 'servicePrincipalName -like "PrlMgmtSccmProxy/*"' | FT -A
```

6. Remove DNS SRV record (if exists).

The record will have the following name format: `_PmaConfigMgrProxy-[SITECODE]`

Powershell approach:

```
Get-DnsServerResourceRecord -ZoneName "domain.com" -RRType "SRV" | Where-Object { $_.HostName -like '*Proxy*' }
```

```
Remove-DnsServerResourceRecord -RRType SRV -Name "_PmaConfigMgrProxy-CPA._tcp" -ZoneName "domain.com" -RecordData "0","100","8760","isv_proxy_server.pmm.com." -Force
```