# || Parallels<sup>®</sup>

### 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

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