



Uninstalling MyGuide package and all its dependencies

# Step: 01

## Welcome to MyGuide

In this Guide, we will learn how to uninstall MyGuide package and all its dependencies from the production org

The screenshot shows a Salesforce dashboard interface. At the top, there is a navigation bar with the Salesforce logo, a search bar, and various menu items like Sales, Home, Opportunities, Leads, Tasks, Files, Accounts, Contacts, Campaigns, Dashboards, Reports, Chatter, Groups, Calendar, People, and More. The main content area is divided into several sections:

- Quarterly Performance:** A line chart showing sales performance from July to September. The y-axis ranges from 0 to 1M. A goal line is set at approximately 700k. The current performance is around 800k. A tooltip titled "Welcome to MyGuide" is overlaid on the chart, containing the text: "In this Guide, we will learn how to uninstall MyGuide package and all its dependencies from the production org".
- Assistant:** A section with a tree icon and the text: "Nothing needs your attention right now. Check back later."
- Today's Events:** A section with a sun and trees icon and the text: "Looks like you're free and clear the rest of the day."
- Today's Tasks:** A section with a person and tools icon and the text: "Nothing due today. Be a go-getter, and check back soon."

## Step: 02

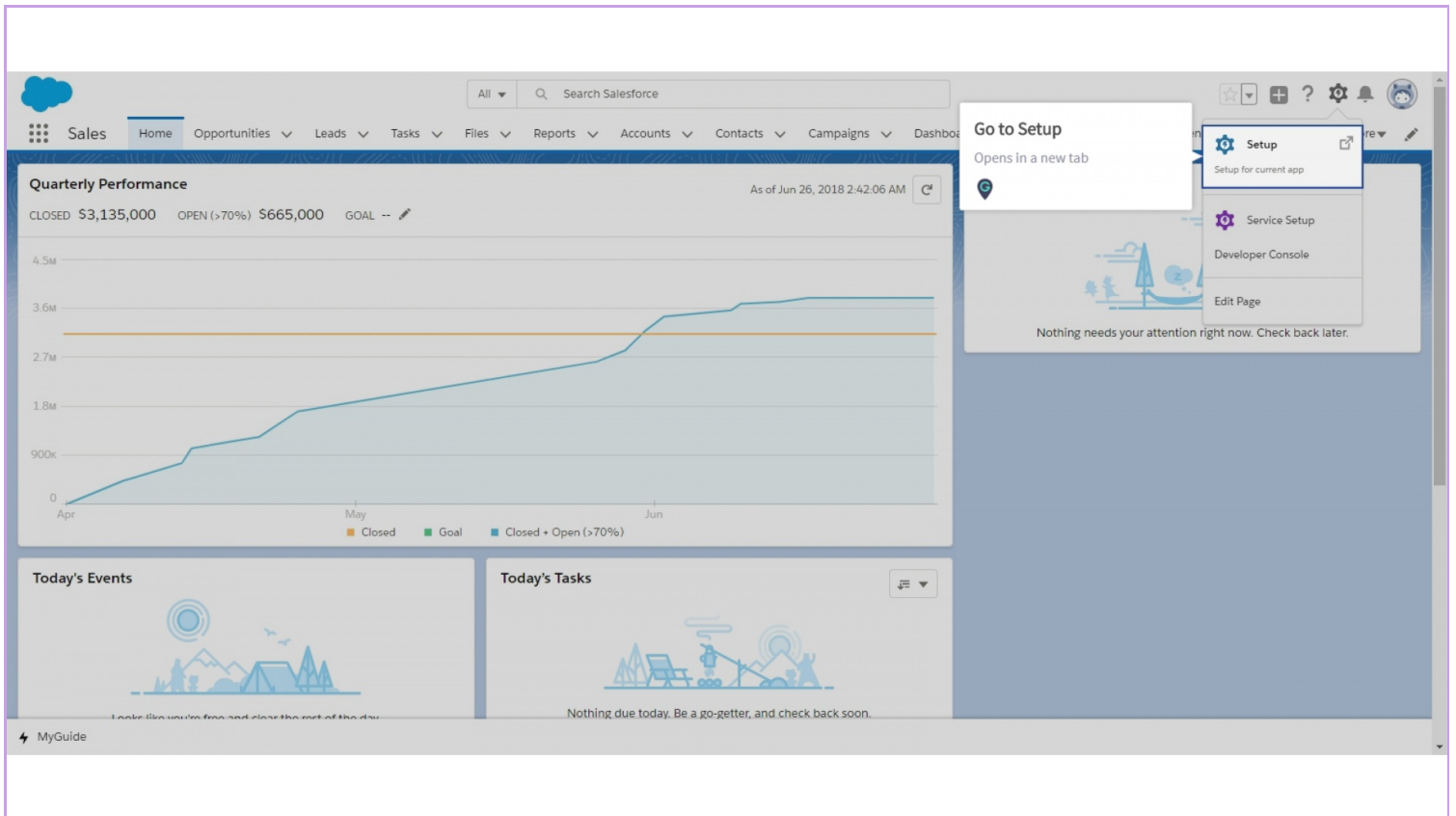
Click on "Setup"

The screenshot shows the Salesforce dashboard interface. At the top, there is a navigation bar with the Salesforce logo, a search bar, and various menu items: Sales, Home, Opportunities, Leads, Tasks, Files, Reports, Accounts, Contacts, Campaigns, Dashboards, and Chatter. A callout box with a red border and a red location pin icon points to the 'Setup' gear icon in the top right corner, with the text 'Click on "Setup"'. Below the navigation bar, the main dashboard area is divided into several sections. The top section is 'Quarterly Performance', which includes a line chart showing sales performance from April to June. The chart has a blue line for 'Closed + Open (>70%)', a green line for 'Goal', and a red line for 'Closed'. The y-axis ranges from 0 to 4.5M. Below the chart are sections for 'Today's Events' and 'Today's Tasks'. The 'Assistant' panel on the right side of the dashboard displays a message: 'Nothing needs your attention right now. Check back later.' The bottom left corner of the dashboard features a 'MyGuide' icon.

# Step: 03

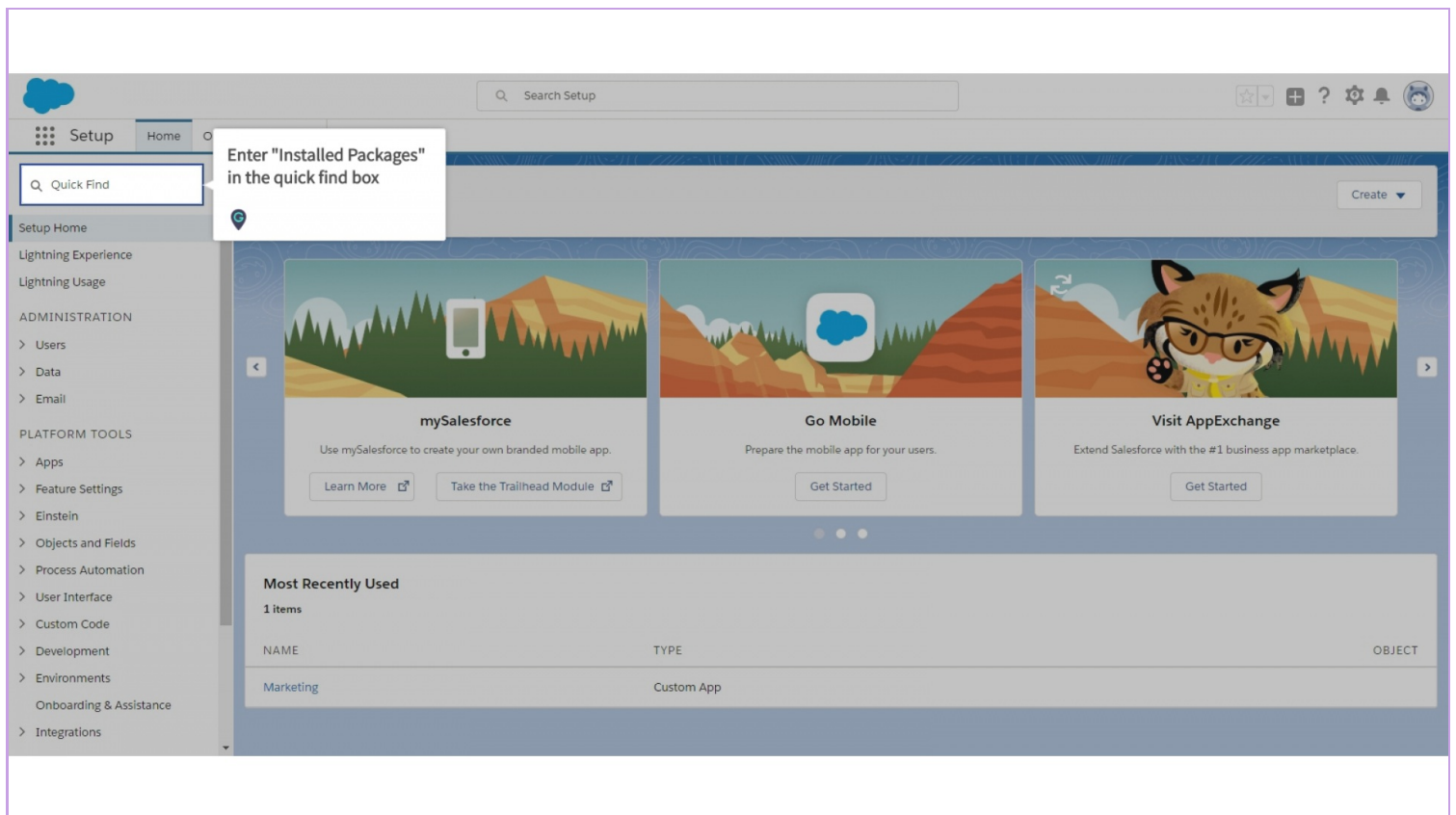
## Go to Setup

Opens in a new tab



## Step: 04

Enter "Installed Packages" in the quick find box

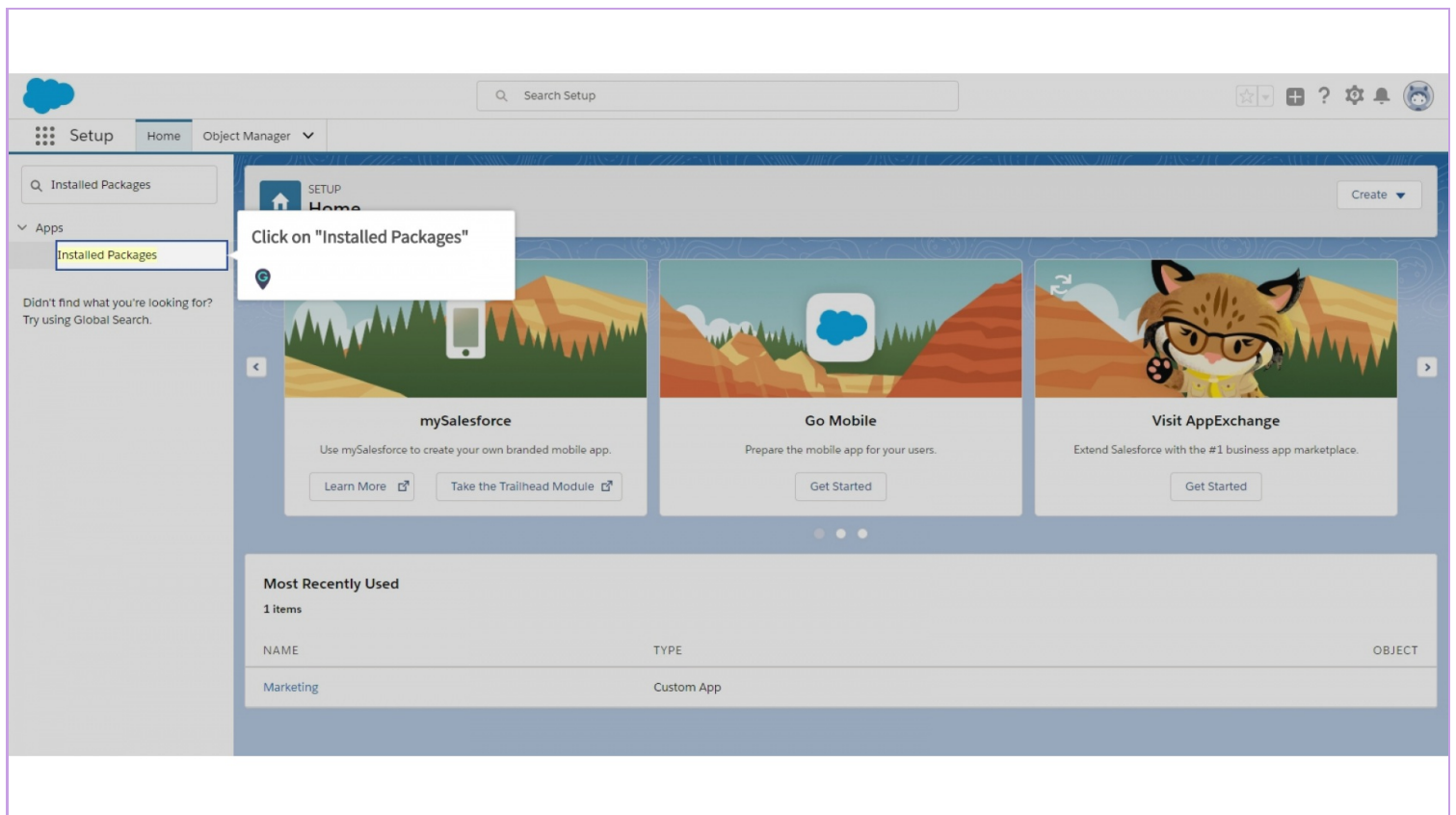


The screenshot displays the Salesforce Setup interface. At the top, there is a search bar labeled "Search Setup". Below it, the "Quick Find" box is highlighted with a white callout that says "Enter 'Installed Packages' in the quick find box". The left sidebar contains a navigation menu with categories like "Setup Home", "Lightning Experience", "ADMINISTRATION", "PLATFORM TOOLS", and "Integrations". The main content area features three cards: "mySalesforce", "Go Mobile", and "Visit AppExchange". Below these cards is a "Most Recently Used" section with a table containing one item.

NAME	TYPE	OBJECT
Marketing	Custom App	

## Step: 05

### Click on "Installed Packages"



The screenshot shows the Salesforce Setup interface. The left sidebar contains a search bar with 'Installed Packages' entered. Below the search bar, the 'Apps' section is expanded, and 'Installed Packages' is highlighted. A callout box with the text 'Click on "Installed Packages"' points to this link. The main content area displays three cards: 'mySalesforce', 'Go Mobile', and 'Visit AppExchange'. Below these cards is a 'Most Recently Used' section with a table containing one item.

NAME	TYPE	OBJECT
Marketing	Custom App	

# Step: 06

Click the name of the package

The screenshot shows the Salesforce Setup interface. The left sidebar contains navigation options: Setup, Home, Object Manager, and a search bar for 'Installed'. The main content area is titled 'Installed Packages' and includes a search bar, a 'Help for this Page' link, and a 'Visit AppExchange' button. Below this is a table of installed packages. A callout box with the text 'Click the name of the package' points to the package name 'EdCast for Salesforce' in the table.

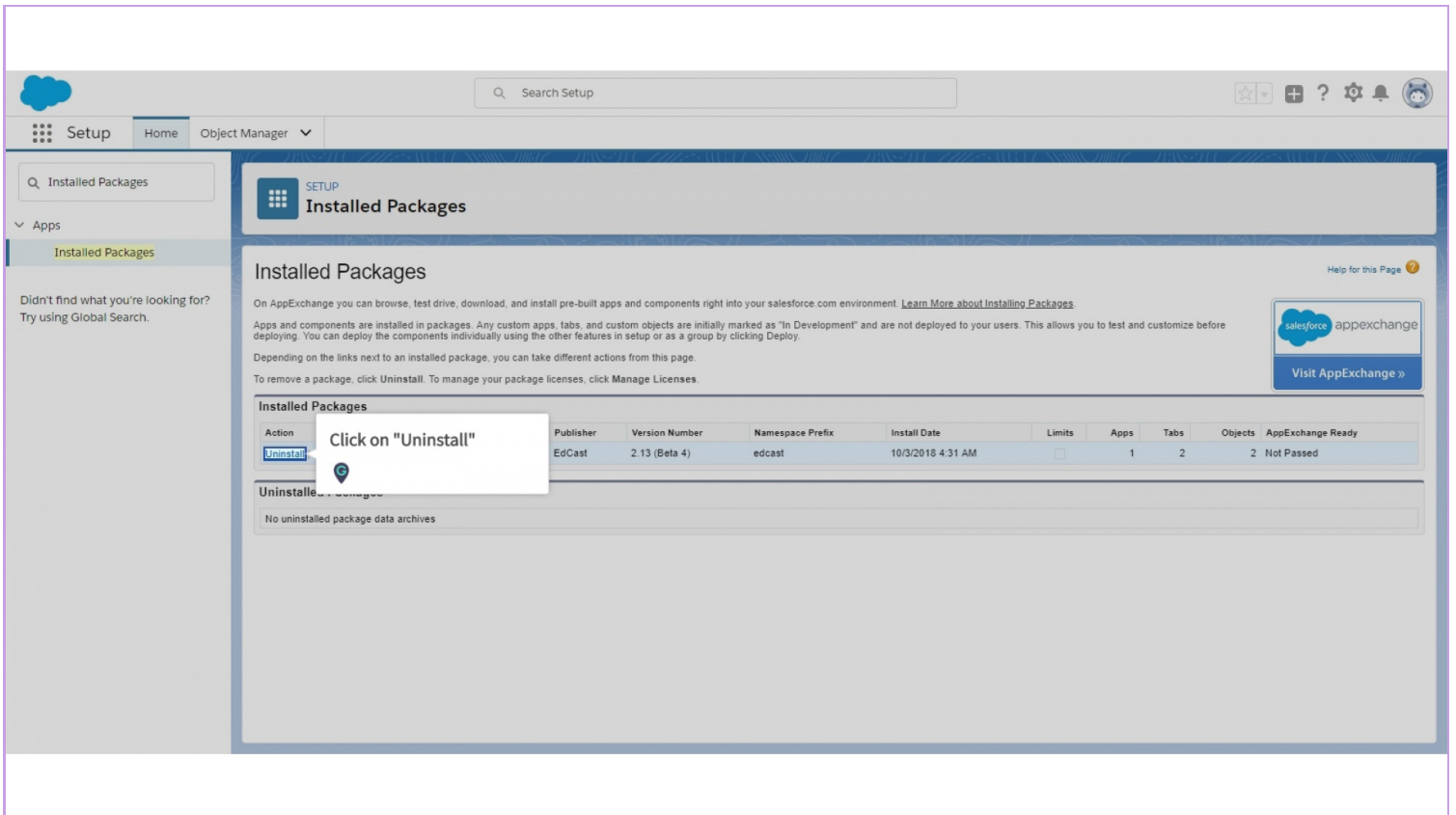
Package Name	Namespace Prefix	Install Date	Limits	Apps	Tabs	Objects	AppExchange Ready
<a href="#">EdCast for Salesforce</a>	edcast	10/3/2018 4:31 AM	<input type="checkbox"/>	1	2	2	Not Passed

Action	Package Name	Namespace	Expiration Date	Uninstall Status	Uninstall Date
	EdCast for Salesforce (Version Name Winter19)	edcast	1/12/2019 9:49 PM	In Progress	1/10/2019 9:49 PM

# Step: 07

## Click on "Uninstall"





## Step: 08

Scroll down and choose an option according to your requirement

The screenshot shows the Salesforce Setup interface. The left sidebar contains navigation options like 'Setup', 'Home', and 'Object Manager'. The main content area is titled 'Installed Packages' and displays a table of installed packages. A callout box with a white background and a blue border points to the bottom of the table, containing the text: 'Scroll down and choose an option according to your requirement'. Below the table, there are radio buttons for data retention options and a checkbox for permanent deletion, followed by an 'Uninstall' button.

Package Name	Category	Type
usu	publicCATEGORY	Custom Field
title	publicCATEGORY	Custom Field
cid	publicSTOUR	Custom Field
OpportunityPage		Visualforce Page
wid	publicCATEGORY	Custom Field
fid	publicSTOUR	Custom Field
id	publicSTOUR	Custom Field
tourisison	publicSTOUR	Custom Field
title	publicSTOUR	Custom Field
SalesU		App
Time Scents (in minutes)	Opportunity	Custom Field
id	publicCATEGORY	Custom Field
cid	publicCATEGORY	Custom Field

Records (Approximate)

1
0
0
0

Save a copy of this package's data for 48 hours after uninstall  
 Do not save a copy of this package's data after uninstall  
 Yes, I want to uninstall this package and permanently delete all associated components

Uninstall

## Step: 09

Select the checkbox if you are sure about uninstalling this package

It will permanently delete all the associated components

The screenshot shows the Salesforce Setup interface. The main content area is titled 'Installed Packages' and displays a table of installed packages. A callout box is overlaid on the page, containing the following text:

Select the checkbox if you are sure about uninstalling this package

It will permanently delete all the associated components

Yes, I want to uninstall this package and permanently delete all associated components

Uninstall

Package Name	Category	Type
publicCATEGORY	publicCATEGORY	Custom Field
publicSTOUR	publicSTOUR	Custom Field
OpportunityPage	publicCATEGORY	Visualforce Page
publicSTOUR	publicSTOUR	Custom Field
publicSTOUR	publicSTOUR	Custom Field
publicSTOUR	publicSTOUR	Custom Field
publicSTOUR	publicSTOUR	Custom Field
publicSTOUR	publicSTOUR	Custom Field
publicSTOUR	publicSTOUR	Custom Field
App	App	App
Opportunity	Opportunity	Custom Field
publicCATEGORY	publicCATEGORY	Custom Field
publicCATEGORY	publicCATEGORY	Custom Field

Custom Object Data	Records (Approximate)
	1
	0
	0
	0



## Step: 11

You might have to delete the utility bar prior to uninstall

The screenshot shows the Salesforce Lightning App Builder interface. At the top, there is a search bar labeled "Search Setup" and navigation tabs for "Setup", "Home", and "Object Manager". On the left sidebar, there are sections for "Installed Packages" and "Apps". The main content area displays a "Lightning Page" titled "Sales\_UtilityBar". A prominent white warning box with a location pin icon is overlaid on the page, stating: "You might have to delete the utility bar prior to uninstall". Below the warning, the "Lightning Page Detail" section is visible, showing a table with the following information:

Information	
Name	Sales_UtilityBar
Label	Sales UtilityBar
Description	

Buttons for "Delete" are present next to the "Lightning Page Detail" header and the "Description" row.

# Step: 12

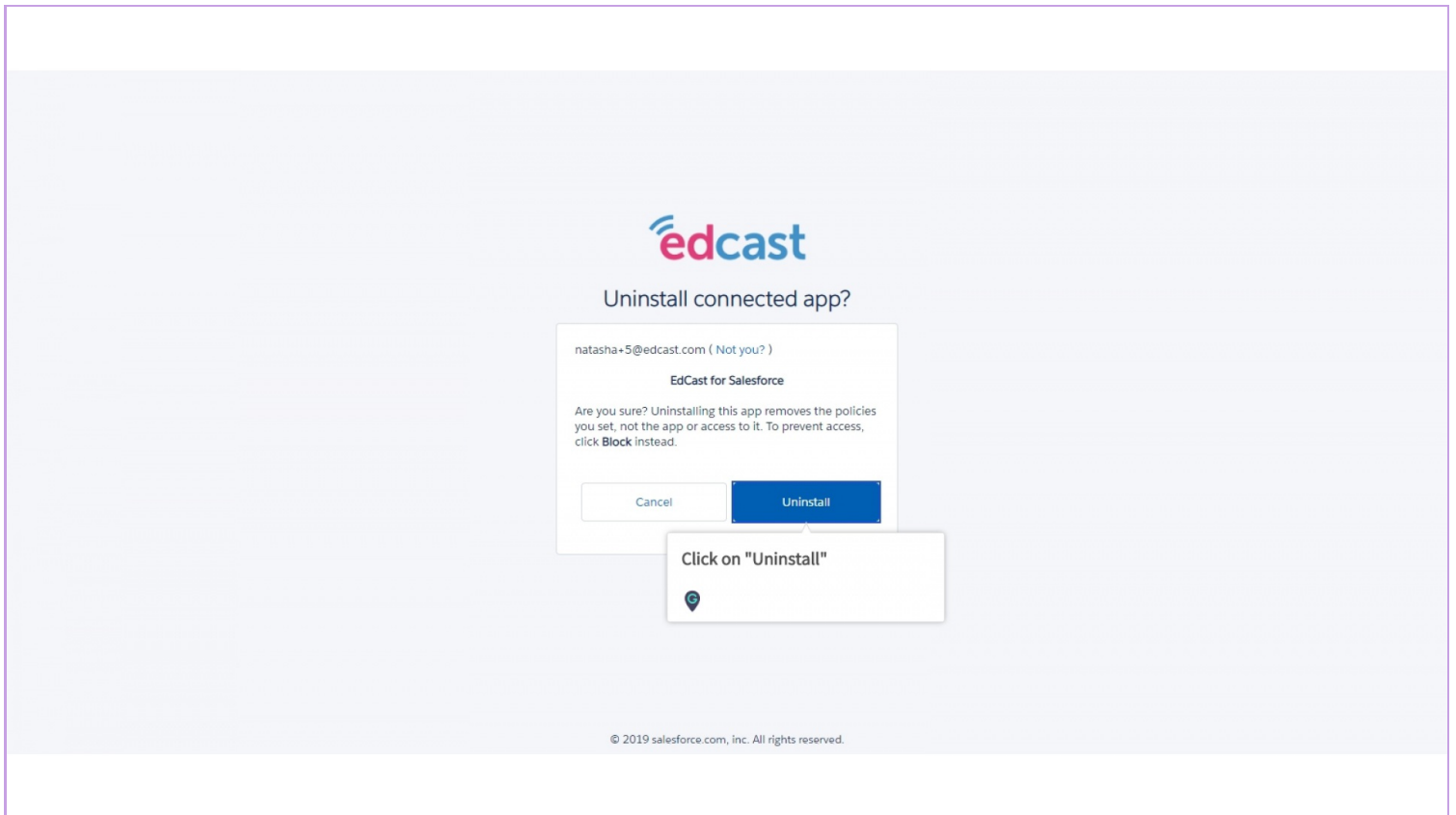
Also, uninstall the connected app

The screenshot shows the Salesforce Setup interface. On the left, there is a navigation menu with 'Setup', 'Home', and 'Object Manager'. Below this, there are sections for 'Installed Packages' and 'Apps'. The main content area is titled 'App Manager' and displays details for a connected app named 'EdCast for Salesforce'. A callout box with a location pin icon and the text 'Also, uninstall the connected app' is overlaid on the page. The app details include:

- Connected App Detail** (Buttons: Edit Policies, Uninstall)
- System Info**: Installed By: [Natalsha Saxena](#), Installed Date: 10/3/2018 4:31 AM, Last Modified By: [Natalsha Saxena](#), Last Modified Date: 10/3/2018 10:11 PM
- Basic Information**: Info URL, Start URL, Mobile Start URL
- OAuth policies**: Permitted Users: All users may self-authorize, Usage: [View OAuth Usage](#), Single Logout: Single Logout disabled, IP Relaxation: Enforce IP restrictions, Refresh Token Policy: Immediately expire refresh token
- Session Policies**: Timeout Value
- Custom Connected App Handler**: Apex Plugin Class

## Step: 13

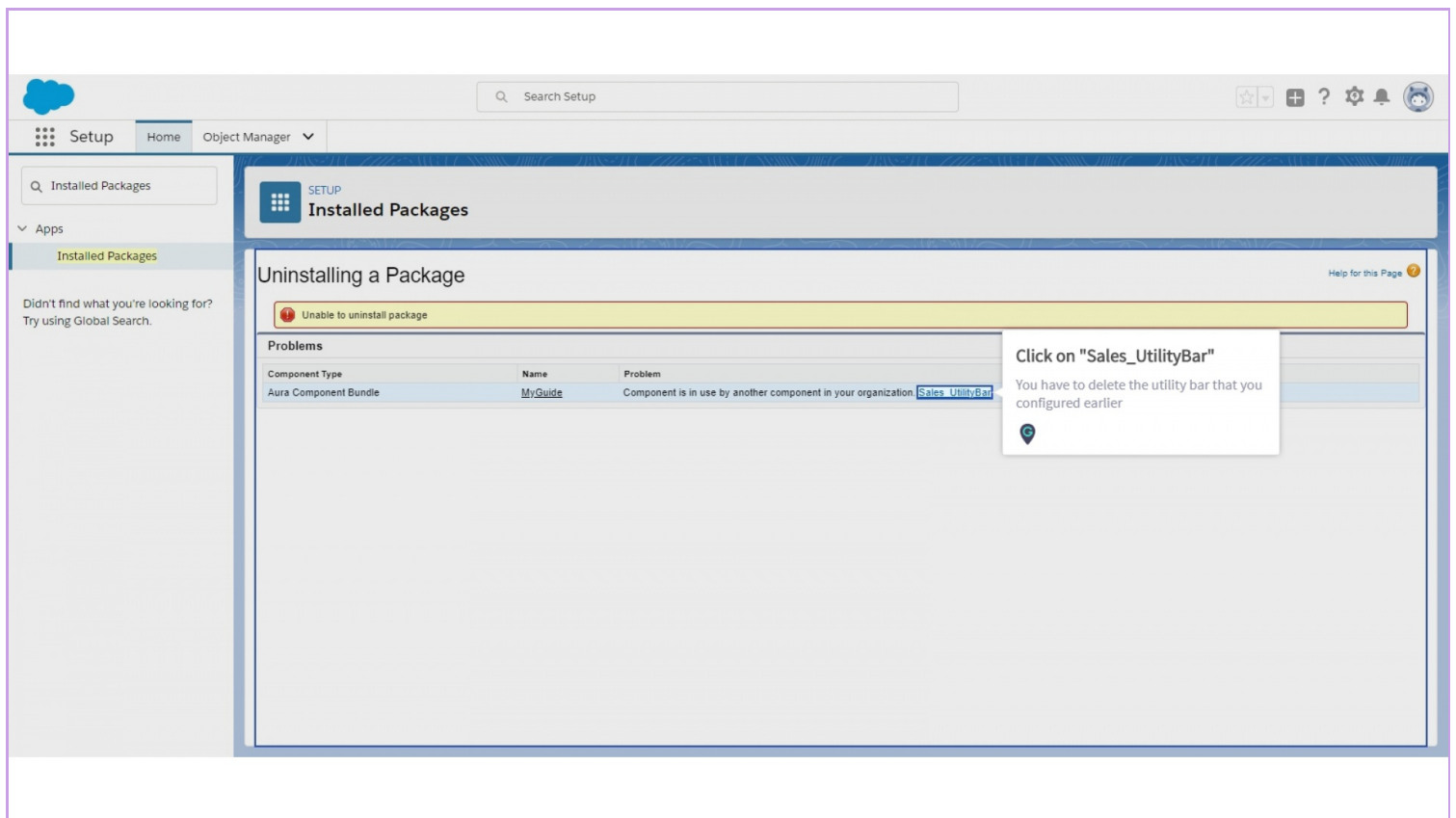
Click on "Uninstall"



## Step: 14

### Click on "Sales\_UtilityBar"

You have to delete the utility bar that you configured earlier



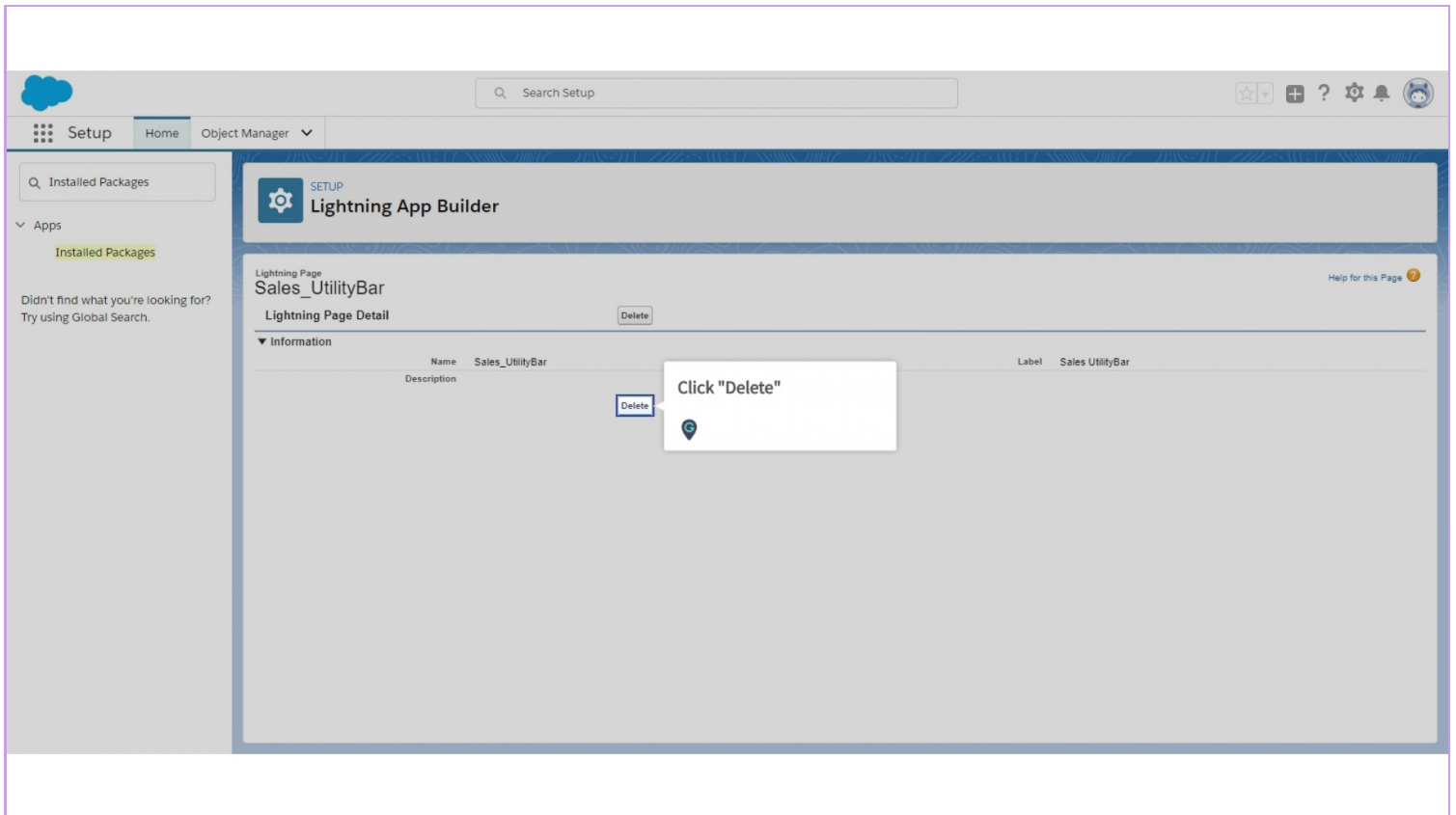
The screenshot shows the Salesforce Setup interface. The main content area is titled "Uninstalling a Package" and displays an error message: "Unable to uninstall package". Below the error message is a table with the following data:

Component Type	Name	Problem
Aura Component Bundle	MyGuide	Component is in use by another component in your organization: <a href="#">Sales_UtilityBar</a>

A callout box points to the "Sales\_UtilityBar" link in the problem description, with the text: "Click on 'Sales\_UtilityBar' You have to delete the utility bar that you configured earlier".

## Step: 15

### Click "Delete"



The screenshot displays the Salesforce Lightning App Builder interface. The main content area shows the details for a Lightning Page named 'Sales\_UtilityBar'. A 'Delete' button is visible next to the page name. A callout box with the text 'Click "Delete"' is positioned over the button. The interface includes a top navigation bar with 'Setup', 'Home', and 'Object Manager' tabs, and a search bar. The left sidebar shows 'Installed Packages' and 'Apps' sections.

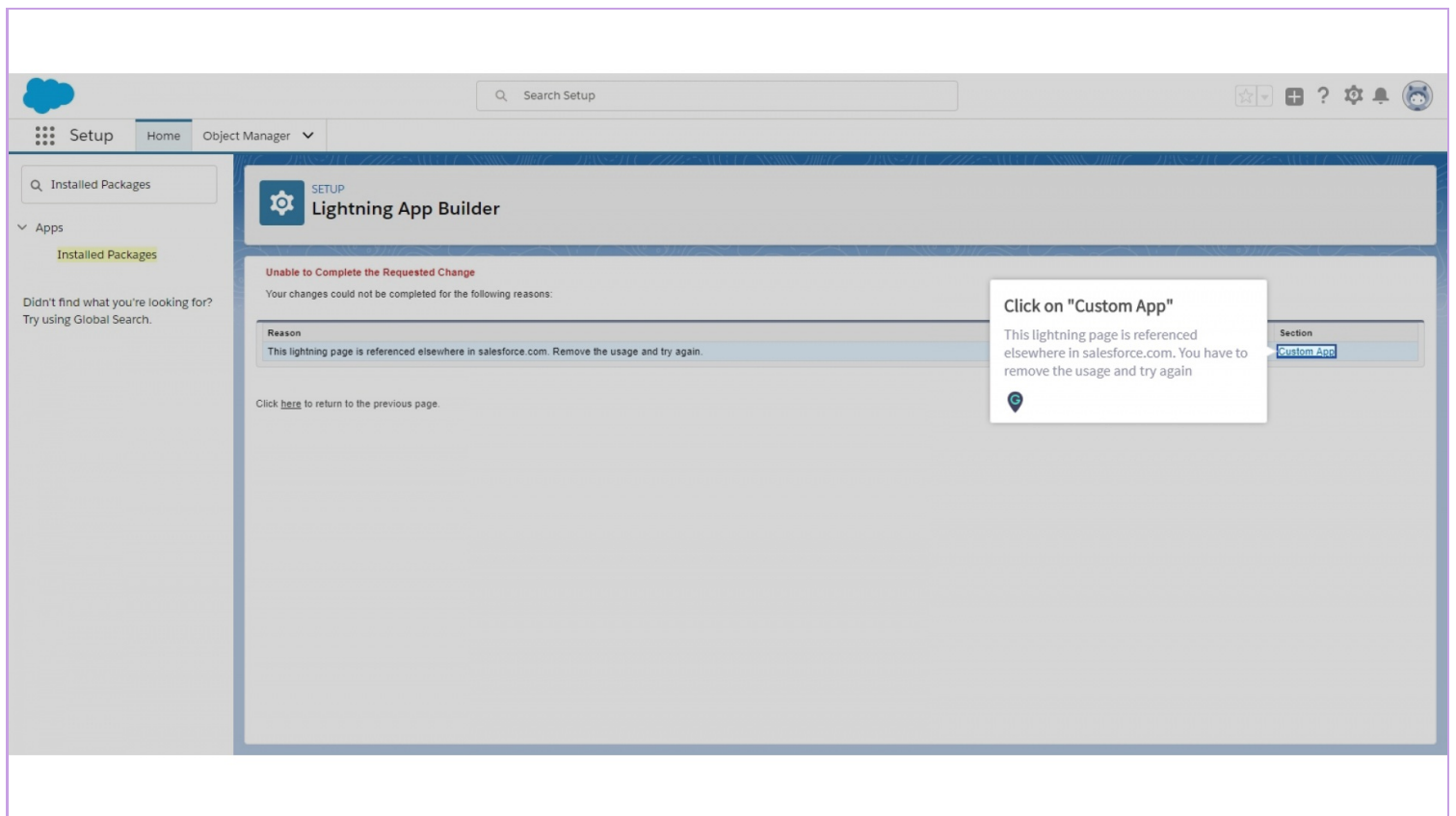
Name	Label
Sales_UtilityBar	Sales UtilityBar



## Step: 16

### Click on "Custom App"

This lightning page is referenced elsewhere in salesforce.com. You have to remove the usage and try again



The screenshot shows the Salesforce Lightning App Builder interface. The top navigation bar includes the Salesforce logo, a search bar labeled "Search Setup", and utility icons. The main content area displays a "Lightning App Builder" header with a gear icon. Below the header, a red error message states: "Unable to Complete the Requested Change. Your changes could not be completed for the following reasons:". A table with one row provides the reason: "This lightning page is referenced elsewhere in salesforce.com. Remove the usage and try again." Below the table, a link labeled "here" is provided to return to the previous page. A callout box on the right side of the screen, titled "Click on 'Custom App'", contains the text: "This lightning page is referenced elsewhere in salesforce.com. You have to remove the usage and try again". The callout box also features a location pin icon. The left sidebar shows navigation options for "Setup", "Home", and "Object Manager", along with search filters for "Installed Packages" and "Apps".

# Step: 17

Select the application in which you had set the utility bar

The screenshot shows the Salesforce Lightning Experience App Manager interface. A callout box with a location pin icon and the text "Select the application in which you had set the utility bar" points to the "EdCast for Salesforce" application in the list. The table below lists 18 installed applications.

APP NAME ↑	DEVELOPER NAME	DESCRIPTION	LAST MODIFIE...	APP TYPE	VI...	
4	Community	Community	Salesforce CRM Communities	6/21/2018 12:15 AM	Classic	✓
5	Content	Content	Salesforce CRM Content	6/21/2018 12:15 AM	Classic	✓
6	CPQ Integration User Connected App	CPQIntegrationUserApp		6/21/2018 12:16 AM	Connected	
7	EdCast for Salesforce	Edcast_App		10/3/2018 10:11 PM	Connected (Managed)	
8	GuideMe	SalesU		10/3/2018 4:31 AM	Lightning (Managed)	✓
9	Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience	6/21/2018 12:16 AM	Lightning	✓
10	Marketing	Marketing	Best-in-class on-demand marketing automation	6/21/2018 12:15 AM	Classic	✓
11	Platform	Platform	The fundamental Lightning Platform	6/21/2018 12:15 AM	Classic	
12	Sales	Sales	The world's most popular sales force automation (SFA) solution	6/21/2018 12:15 AM	Classic	
13	Sales	LightningSales	Manage your sales process with accounts, leads, opportunities, a...	10/3/2018 10:18 PM	Lightning	✓
14	Sales Console	LightningSalesConsole	(Lightning Experience) Lets sales reps work with multiple records ...	6/21/2018 12:15 AM	Lightning	✓
15	Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles and feeds	6/21/2018 12:15 AM	Classic	✓
16	Service	Service	Manage customer service with accounts, contacts, cases, and more	6/21/2018 12:15 AM	Classic	✓
17	Service Console	LightningService	(Lightning Experience) Lets support agents work with multiple rec...	6/21/2018 12:15 AM	Lightning	✓
18	Site.com	Sites	Build pixel-perfect, data-rich websites using the drag-and-drop Sit...	6/21/2018 12:15 AM	Classic	

# Step: 18

Click on "Edit"

The screenshot shows the Salesforce Lightning Experience App Manager interface. The main content area displays a table of 18 items, sorted by App Name. The table has the following columns: APP NAME, DEVELOPER NAME, DESCRIPTION, LAST MODIFIED, APP TYPE, and VISIBILITY. A callout box with the text "Click on 'Edit'" points to the "Edit" button in the actions column of the "Sales Console" row.

	APP NAME	DEVELOPER NAME	DESCRIPTION	LAST MODIFIED	APP TYPE	VISIBILITY
4	Community	Community	Salesforce CRM Communities	6/21/2018 12:15 AM	Classic	✓
5	Content	Content	Salesforce CRM Content	6/21/2018 12:15 AM	Classic	✓
6	CPQ Integration User Connected App	CPQIntegrationUserApp		6/21/2018 12:16 AM	Connected	
7	EdCast for Salesforce	Edcast_App		10/3/2018 10:11 PM	Connected (Managed)	
8	GuideMe	SalesU		10/3/2018 4:31 AM	Lightning (Managed)	✓
9	Lightning Usage App	LightningInstrumentation	View Adoption and Usage Metrics for Lightning Experience	6/21/2018 12:16 AM	Lightning	✓
10	Marketing	Marketing	Best-in-class on-demand marketing automation	6/21/2018 12:15 AM	Classic	✓
11	Platform	Platform	The fundamental Lightning Platform	6/21/2018 12:15 AM	Classic	
12	Sales	Sales	The world's most popular sales force automation (SFA) solution	6/21/2018 12:15 AM	Classic	
13	Sales	LightningSales	Manage your sales process with accounts, leads, opportunities,			✓
14	Sales Console	LightningSalesConsole	(Lightning Experience) Lets sales reps work with multiple record			✓
15	Salesforce Chatter	Chatter	The Salesforce Chatter social network, including profiles and fe			✓
16	Service	Service	Manage customer service with accounts, contacts, cases, and more	6/21/2018 12:15 AM	Classic	✓
17	Service Console	LightningService	(Lightning Experience) Lets support agents work with multiple rec...	6/21/2018 12:15 AM	Lightning	✓
18	Site.com	Sites	Build pixel-perfect, data-rich websites using the drag-and-drop Sit...	6/21/2018 12:15 AM	Classic	

## Step: 19

### Click on "Utility Items"

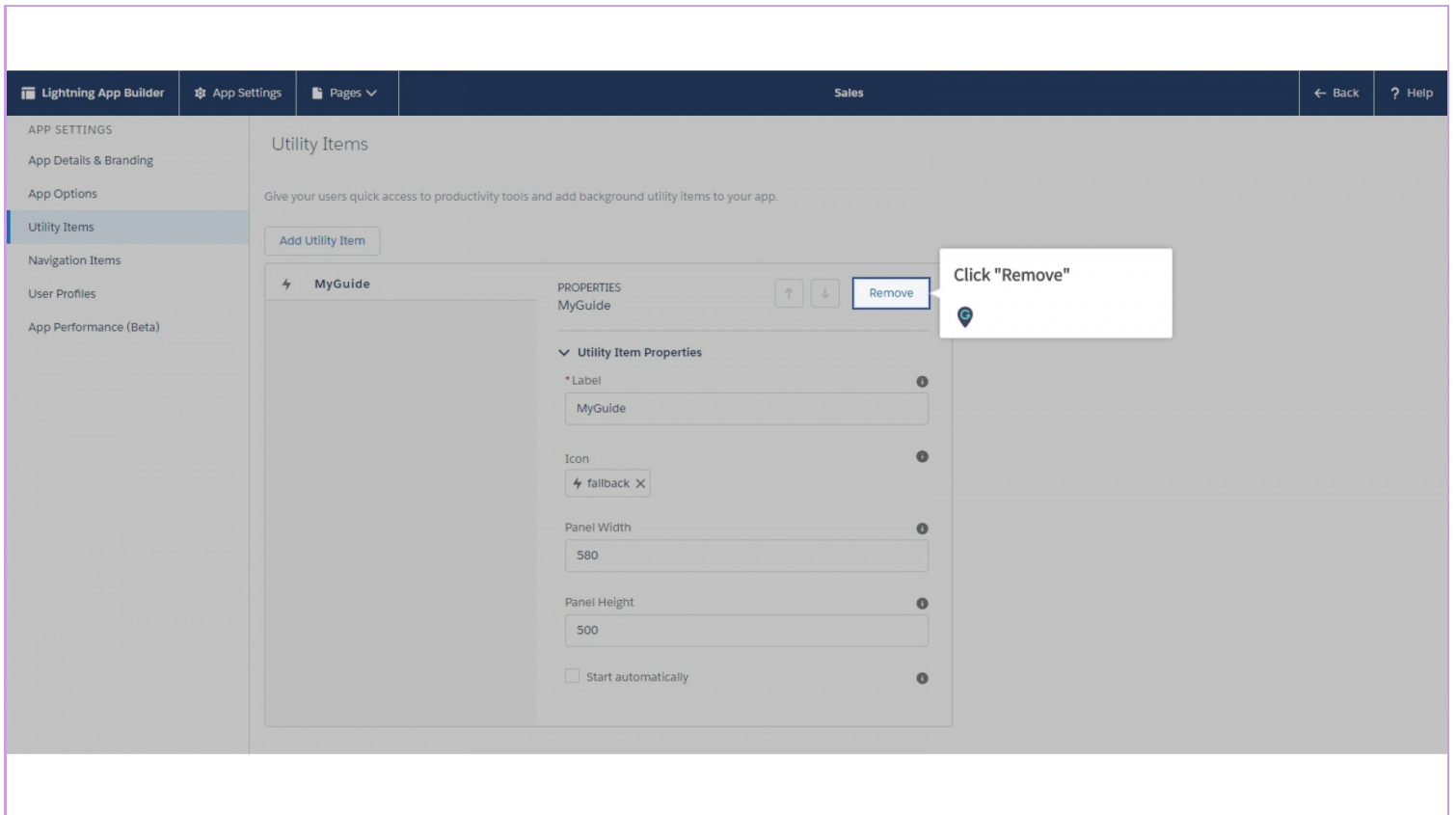
The screenshot displays the Lightning App Builder interface for configuring an app named "Sales". The top navigation bar includes "Lightning App Builder", "App Settings", "Pages", and "Sales". The left sidebar lists "APP SETTINGS" categories: "App Details & Branding", "App Options", "Utility Items", "Navigation Items", "User Profiles", and "App Performance (Beta)". The "Utility Items" option is highlighted with a blue border, and a white callout box with a blue location pin icon points to it, containing the text "Click on 'Utility Items'".

The main content area is titled "App Details & Branding" and contains the following sections:

- App Name:** A text field containing "Sales".
- \* Developer Name:** A text field containing "LightningSales".
- Description:** A text area containing "Manage your sales process with accounts, leads, opportunities, and more".
- App Branding:**
  - Image:** A placeholder box with an "Upload" button.
  - Primary Color Hex Value:** A dropdown menu showing a blue color and a text field containing "#0070D2".
- Org Theme Options:** A checkbox labeled "Use the app's image and color instead of the org's custom theme", which is currently unchecked.
- App Launcher Preview:** A preview card for the "Sales" app, featuring a blue lightning bolt icon and the text "Sales" and "Manage your sales process with accounts, leads, opport...".

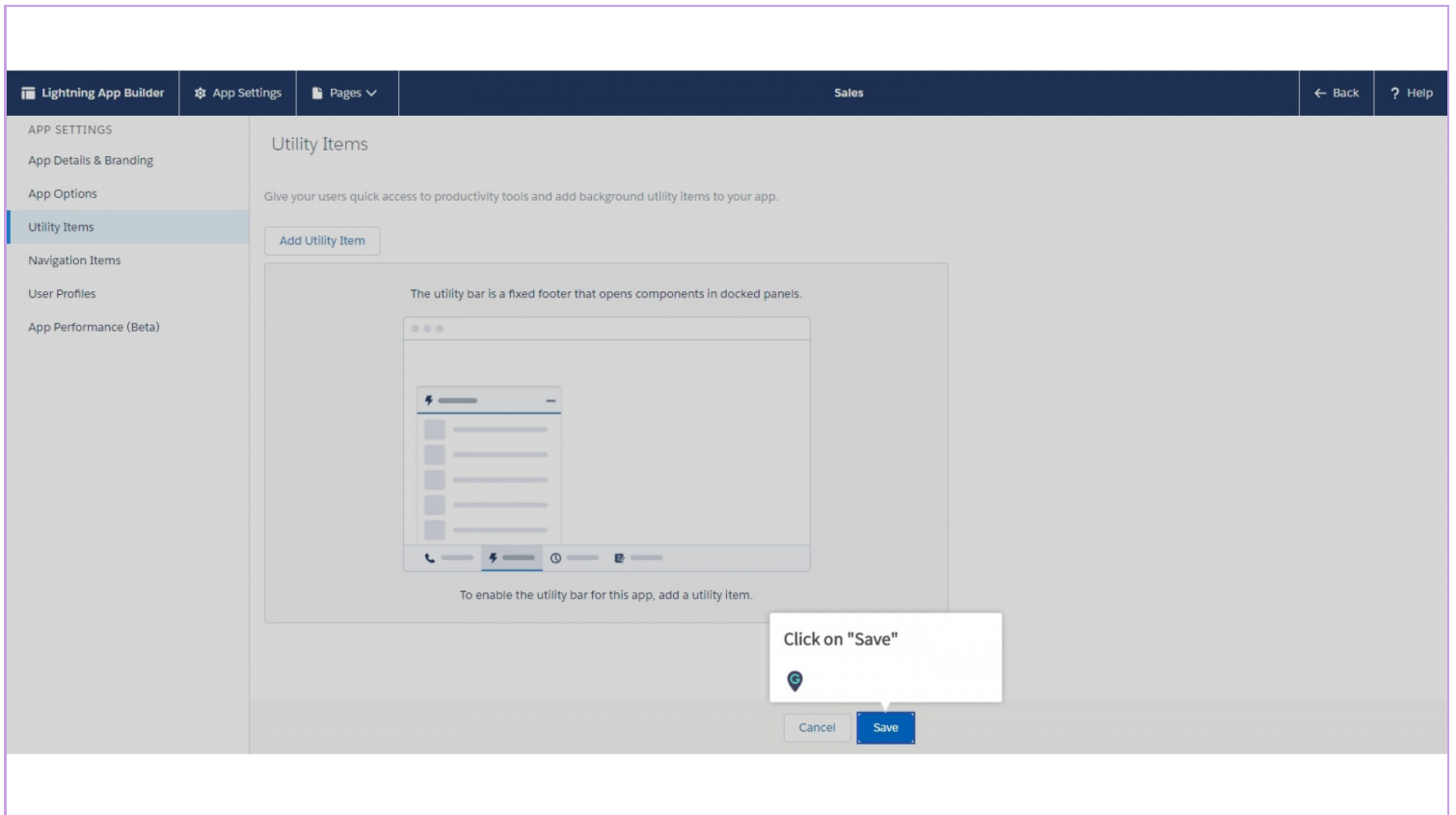
# Step: 20

## Click "Remove"



# Step: 21

## Click on "Save"



## Step: 22

Utility bar has been removed and so as the package

The screenshot displays the Lightning App Builder interface. The top navigation bar includes 'Lightning App Builder', 'App Settings', 'Pages', 'Sales', 'Back', and 'Help'. The left sidebar lists 'APP SETTINGS' with sub-items: 'App Details & Branding', 'App Options', 'Utility Items' (selected), 'Navigation Items', 'User Profiles', and 'App Performance (Beta)'. The main content area is titled 'Utility Items' and contains the text: 'Give your users quick access to productivity tools and add back'. Below this is an 'Add Utility Item' button. A notification bubble in the center reads: 'Utility bar has been removed and so as the package'. Below the notification is a diagram showing a window with a utility bar at the bottom. The utility bar contains icons for a lightning bolt, a list, a clock, and a printer. Below the diagram, the text reads: 'The utility bar is a fixed footer that opens components in docked panels.' and 'To enable the utility bar for this app, add a utility item.'

# Thank You!

[myguide.org](http://myguide.org)