



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 displays the Salesforce MyGuide 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 performance from July to September. The y-axis ranges from 0 to 1M. The chart includes data for 'Closed' (orange), 'Goal' (green), and 'Closed + Open (>70%)' (blue). A 'Welcome to MyGuide' notification box is overlaid on the chart, stating: "In this Guide, we will learn how to uninstall MyGuide package and all its dependencies from the production org".
- Assistant:** A section on the right side of the dashboard with a tree icon and the text: "Nothing needs your attention right now. Check back later."
- Today's Events:** A section at the bottom left 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 at the bottom right with a person and tools icon and the text: "Nothing due today. Be a go-getter, and check back soon."

## Step: 02

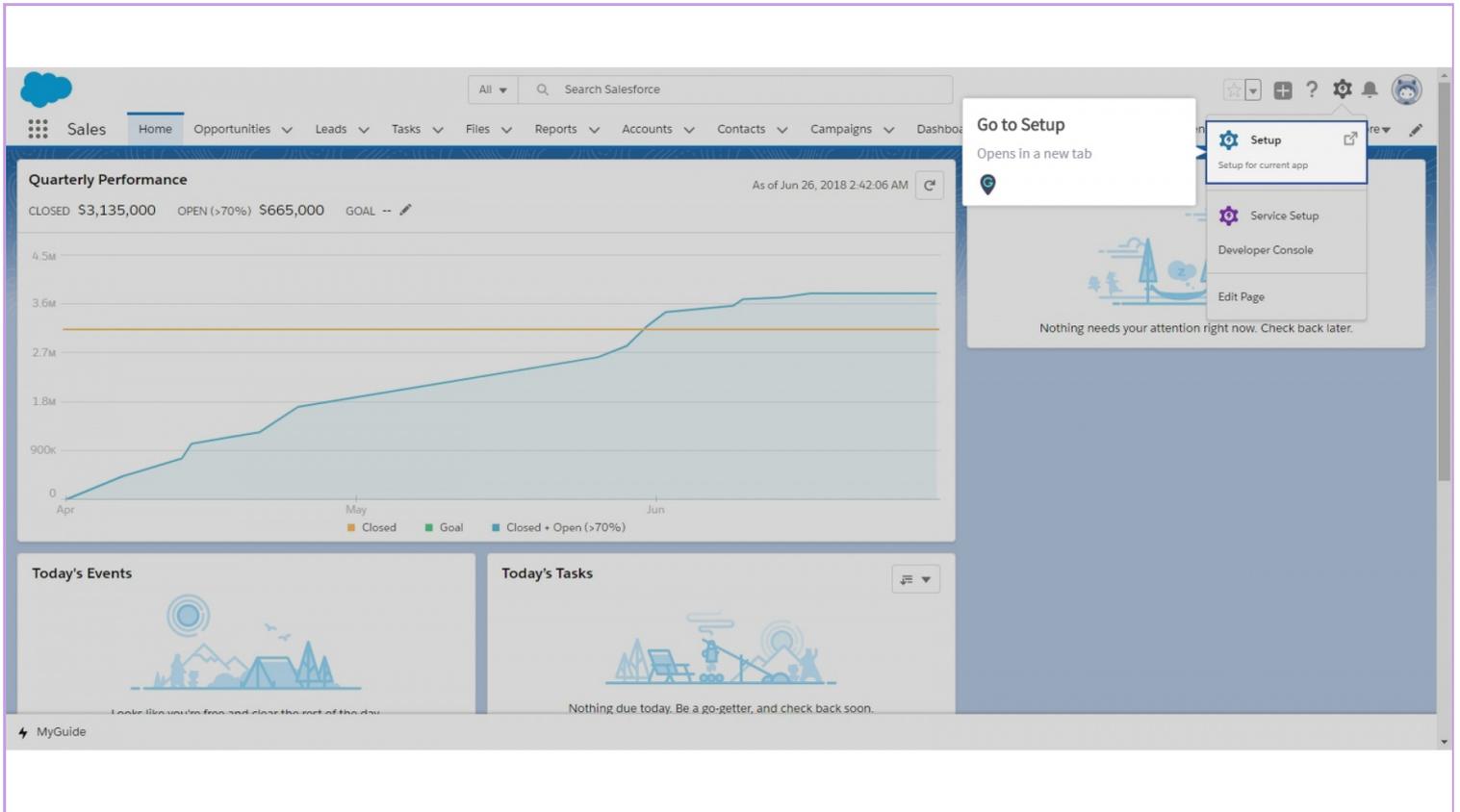
Click on "Setup"

The screenshot shows the Salesforce dashboard interface. At the top, there is a navigation bar with the Salesforce logo, a search bar, and a menu with items like Sales, Home, Opportunities, Leads, Tasks, Files, Reports, Accounts, Contacts, Campaigns, Dashboards, and Chatter. A callout box with the text "Click on 'Setup'" points to the Setup icon (a gear) in the top right corner. Below the navigation bar, the main dashboard area is divided into several sections: "Quarterly Performance" with a line chart showing sales trends from April to June, "Today's Events", "Today's Tasks", and "Assistant" which displays a message: "Nothing needs your attention right now. Check back later." The bottom of the dashboard features a "MyGuide" widget.

# Step: 03

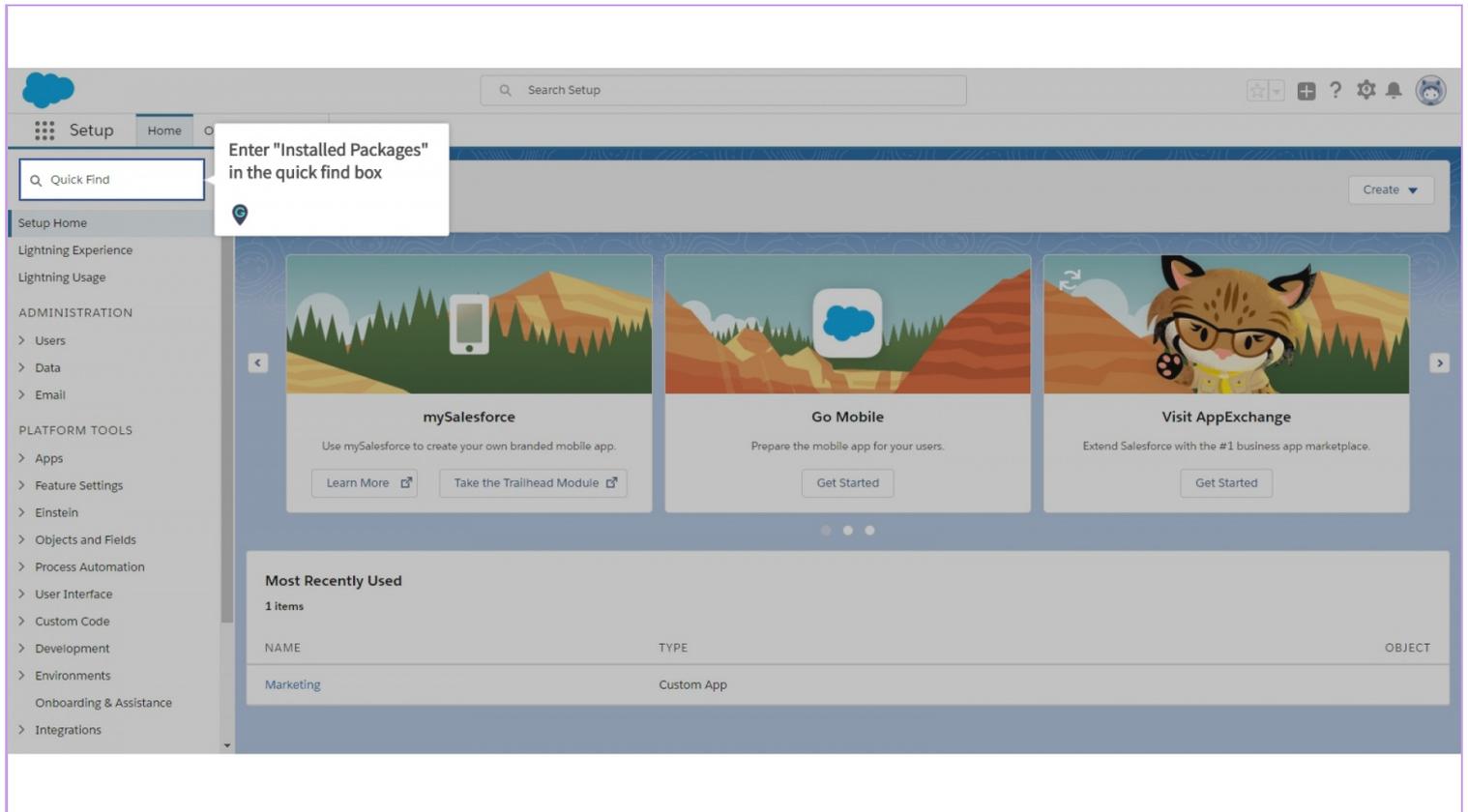
## Go to Setup

Opens in a new tab



## Step: 04

Enter "Installed Packages" in the quick find box

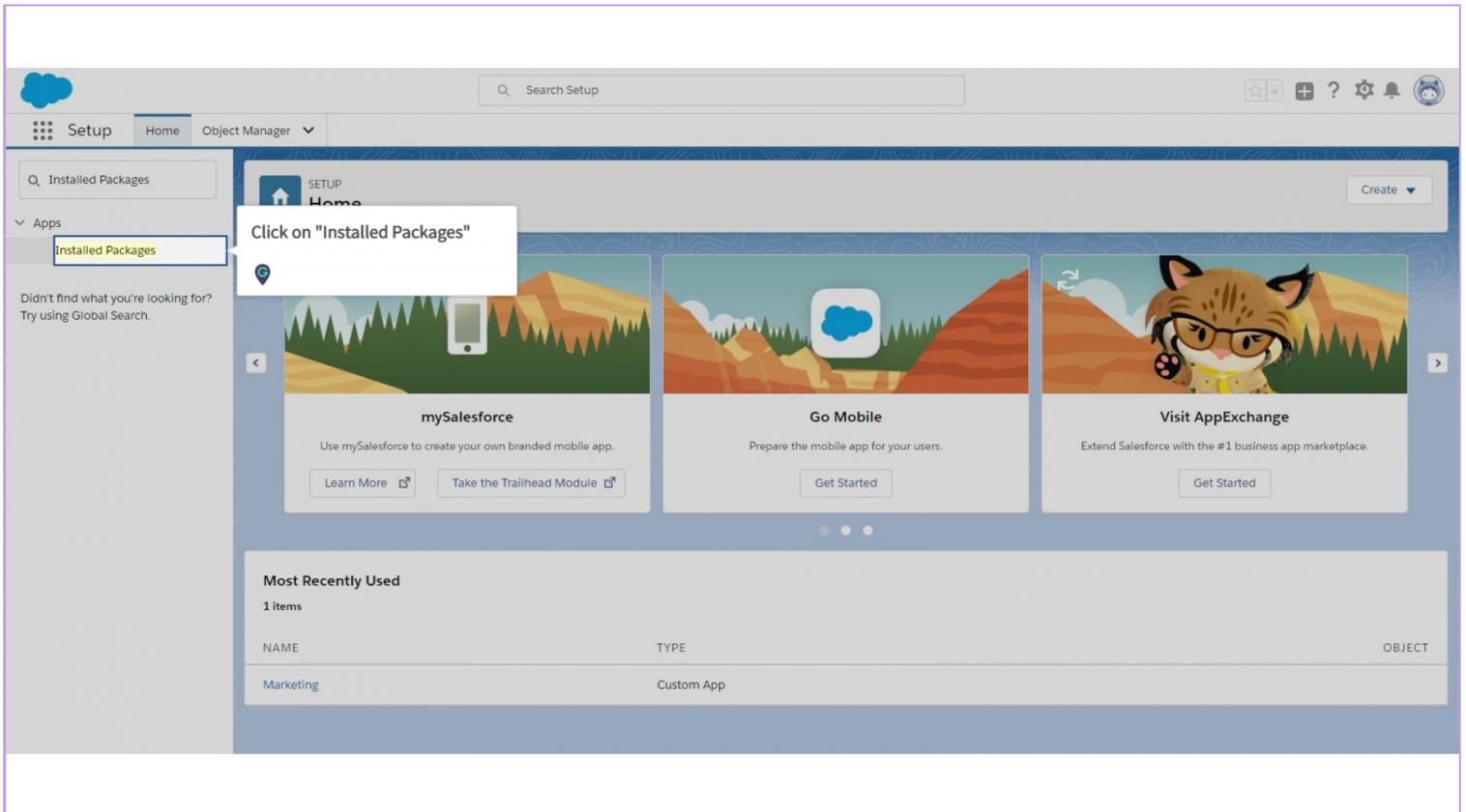


The screenshot displays the Salesforce Setup interface. At the top, there is a search bar labeled "Search Setup". Below it, the "Setup Home" section is visible, featuring a "Quick Find" search box. A callout box points to this search box with the text: "Enter 'Installed Packages' in the quick find box". The main content area shows three featured 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 for 'Installed Packages' and a list of 'Apps' with 'Installed Packages' selected. A callout box with the text 'Click on "Installed Packages"' points to the selected item. 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: 'Marketing' (Custom App).

NAME	TYPE	OBJECT
Marketing	Custom App	

# Step: 06

Click the name of the package

The screenshot shows the Salesforce Setup interface. The left sidebar has a search bar for 'Installed' and a list of 'Apps' with 'Installed Packages' selected. The main content area is titled 'Installed Packages' and includes a search bar, a 'Help for this Page' icon, 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.

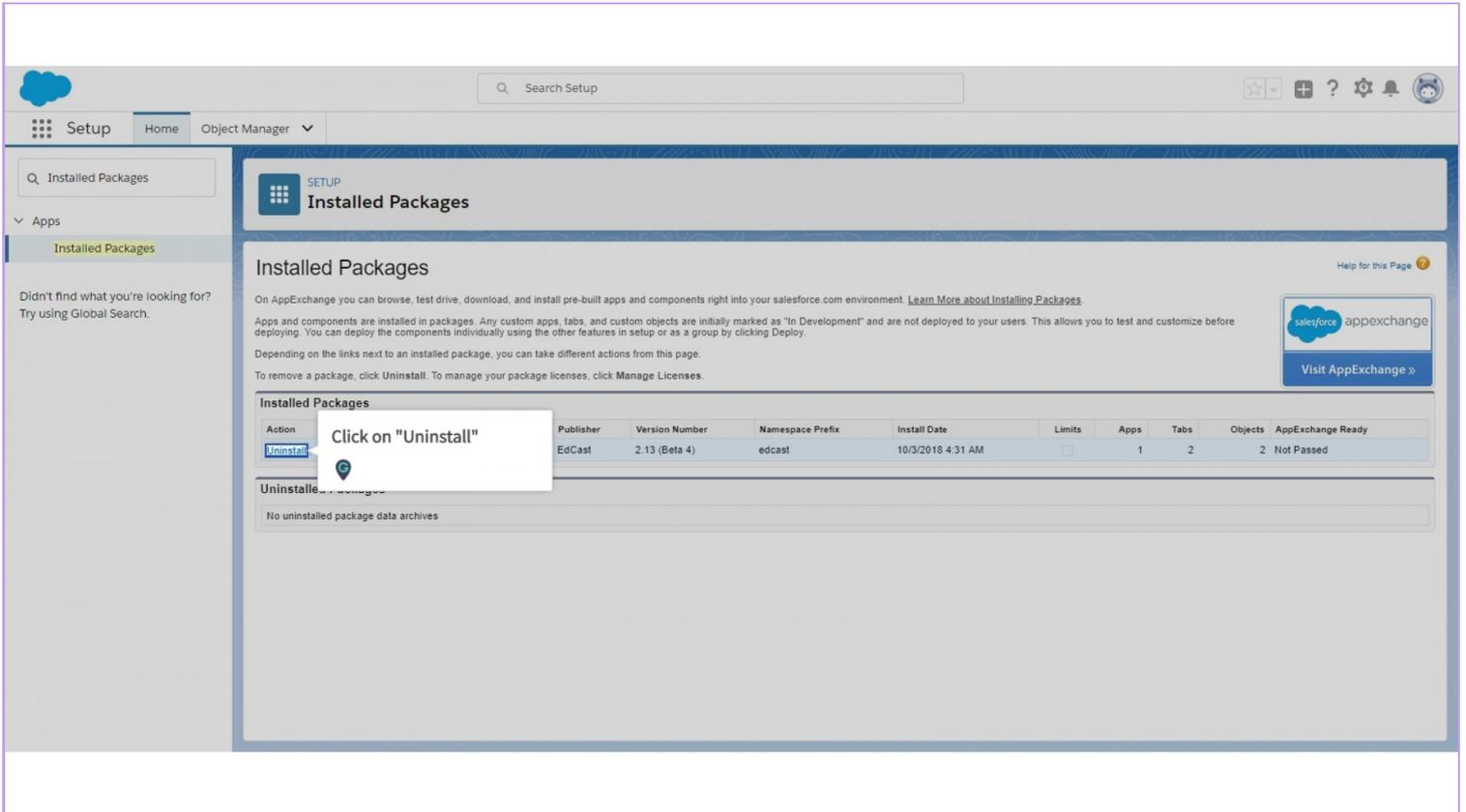
Package Name	Namespace Prefix	Install Date	Limits	Apps	Tabs	Objects	AppExchange Ready
<a href="#">EdCast for Salesforce</a>	edcast	10/3/2018 4:31 AM	<input type="checkbox"/>	1	2	2	Not Passed

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

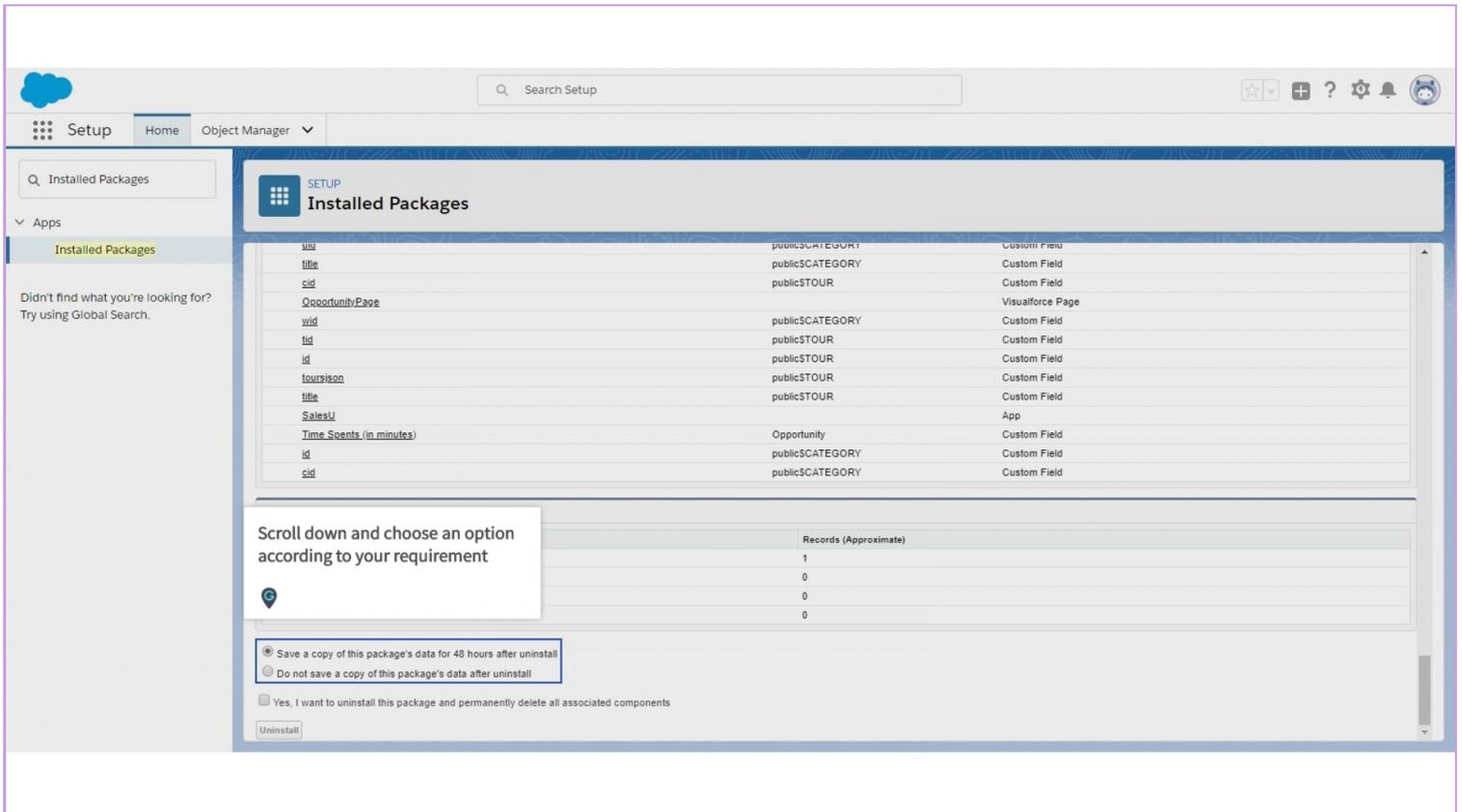
# Step: 07

Click on "Uninstall"



## Step: 08

Scroll down and choose an option according to your requirement



The screenshot shows the Salesforce Setup interface for 'Installed Packages'. The left sidebar contains a search bar for 'Installed Packages' and a list of 'Apps' with 'Installed Packages' selected. The main content area displays a table of installed packages with columns for 'API Name', 'Category', and 'Component Name'. A callout box with a magnifying glass icon and the text 'Scroll down and choose an option according to your requirement' is positioned over the table. Below the table, there are radio buttons for data retention options and a checkbox for permanent deletion, followed by an 'Uninstall' button.

API Name	Category	Component Name
pubSCATEGORY1	publicSCATEGORY	Custom Field
pubSTOUR	publicSTOUR	Custom Field
OpportunityPage	publicSCATEGORY	Visualforce Page
wid	publicSCATEGORY	Custom Field
fid	publicSTOUR	Custom Field
id	publicSTOUR	Custom Field
tourisison	publicSTOUR	Custom Field
title	publicSTOUR	Custom Field
SalesU	publicSTOUR	App
Time Scents (in minutes)	Opportunity	Custom Field
id	publicSCATEGORY	Custom Field
cid	publicSCATEGORY	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 displays the Salesforce Setup interface for '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

The background interface shows a table of installed packages with the following columns: ID, Name, and Type. The data rows are as follows:

ID	Name	Type
publicCATEGORY1	publicCATEGORY1	Custom Field
publicCATEGORY2	publicCATEGORY2	Custom Field
publicSTOUR	publicSTOUR	Custom Field
OpportunityPage	OpportunityPage	Visualforce Page
publicCATEGORY3	publicCATEGORY3	Custom Field
publicSTOUR	publicSTOUR	Custom Field
Opportunity	Opportunity	Custom Field
publicCATEGORY4	publicCATEGORY4	Custom Field
publicCATEGORY5	publicCATEGORY5	Custom Field

Below the table, there is a section for 'Custom Object Data' with a table showing 'Records (Approximate)'. The data is as follows:

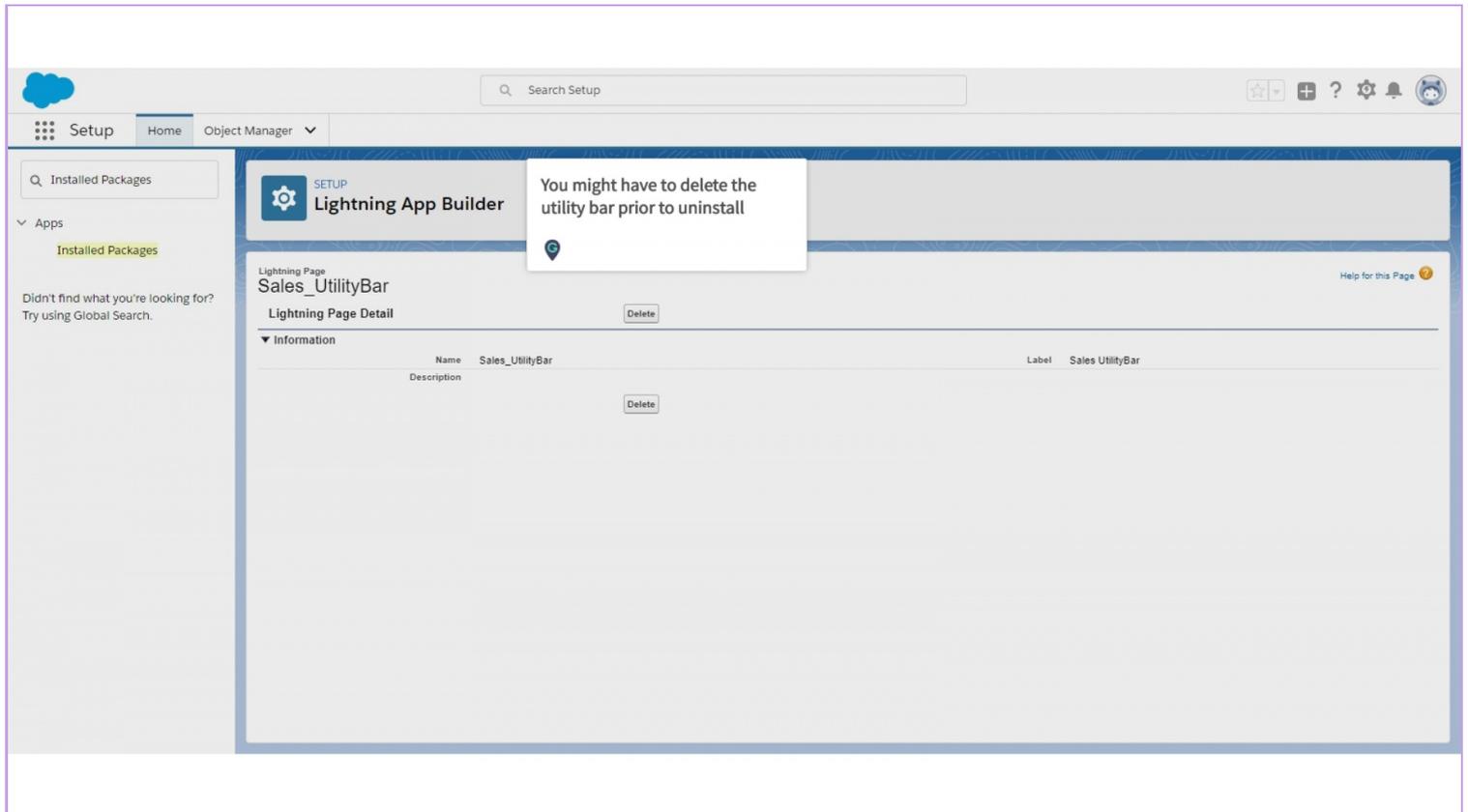
Records (Approximate)
1
0
0
0

At the bottom of the page, there is a checkbox labeled 'Yes, I want to uninstall this package and permanently delete all associated components' and an 'Uninstall' button.



## 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". A central warning message reads: "You might have to delete the utility bar prior to uninstall". Below this, the "Sales\_UtilityBar" Lightning Page is displayed with a "Delete" button. The "Information" section shows the following details:

Name	Label
Sales_UtilityBar	Sales UtilityBar

The interface also includes a left sidebar with "Installed Packages" and "Apps" sections, and a bottom right corner with a "Help for this Page" icon.

# 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 is a search bar for 'Installed Packages' and a list of 'Apps' with 'Installed Packages' selected. The main content area is titled 'App Manager' and shows 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 top right of the app details. The app details include:

- Connected App Detail**: Edit Policies, Uninstall
- System Info**:

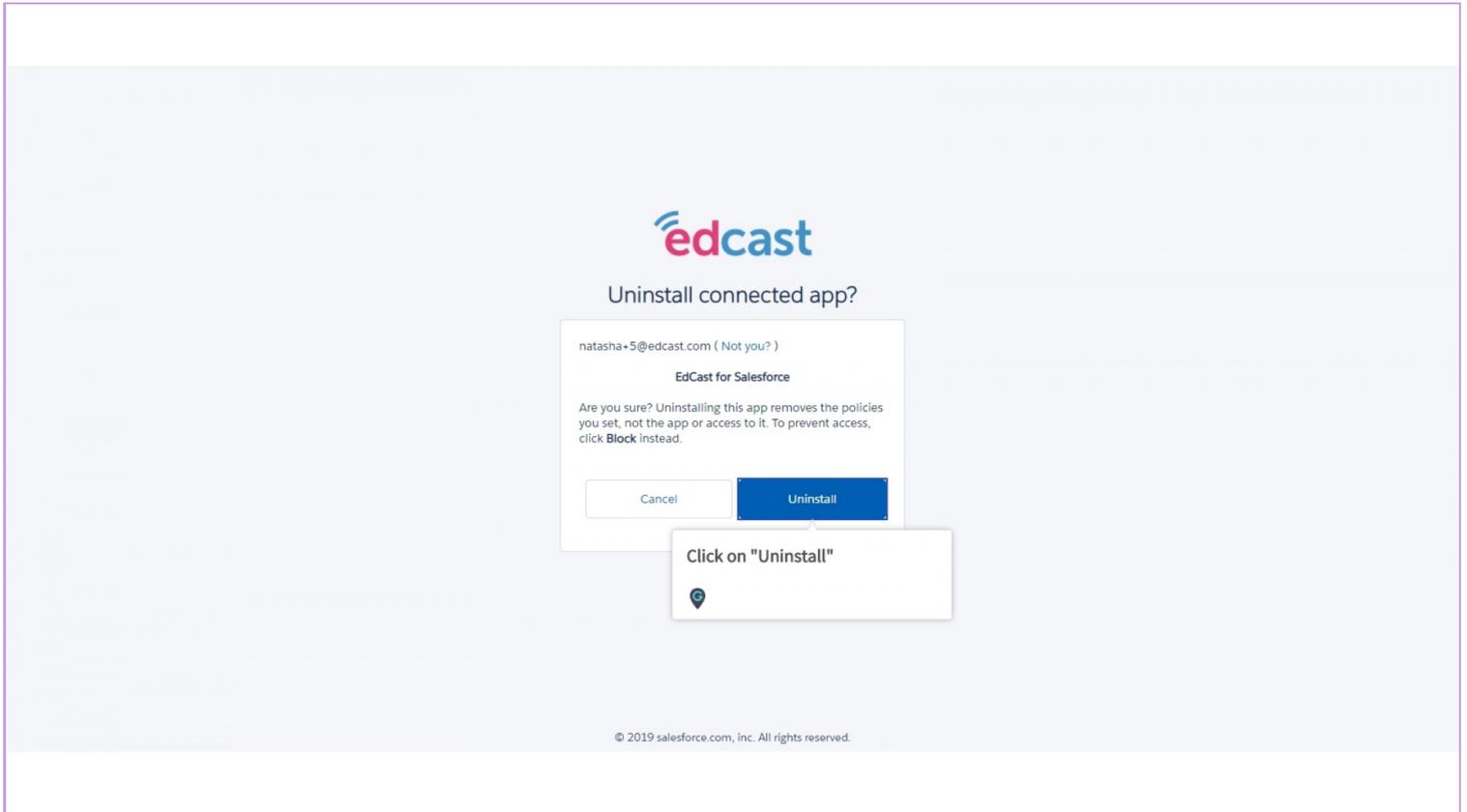
Installed By	<a href="#">Natalsha Saxena</a>	Installed Date	10/3/2018 4:31 AM
Last Modified By	<a href="#">Natalsha Saxena</a>	Last Modified Date	10/3/2018 10:11 PM
- Basic Information**: Info URL, Start URL, Mobile Start URL
- OAuth policies**:

Permitted Users	All users may self-authorize	IP Relaxation	Enforce IP restrictions
Usage	<a href="#">View OAuth Usage</a>	Refresh Token Policy	Immediately expire refresh token
Single Logout	Single Logout disabled		

This application has permission to: Access your basic information
- 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	<a href="#">MyGuide</a>	Component is in use by another component in your organization: <a href="#">Sales_UtilityBar</a>

A callout box is overlaid on the table, pointing to the "Sales\_UtilityBar" link in the problem description. The callout box contains the text: "Click on 'Sales\_UtilityBar'" and "You have to delete the utility bar that you configured earlier".

## Step: 15

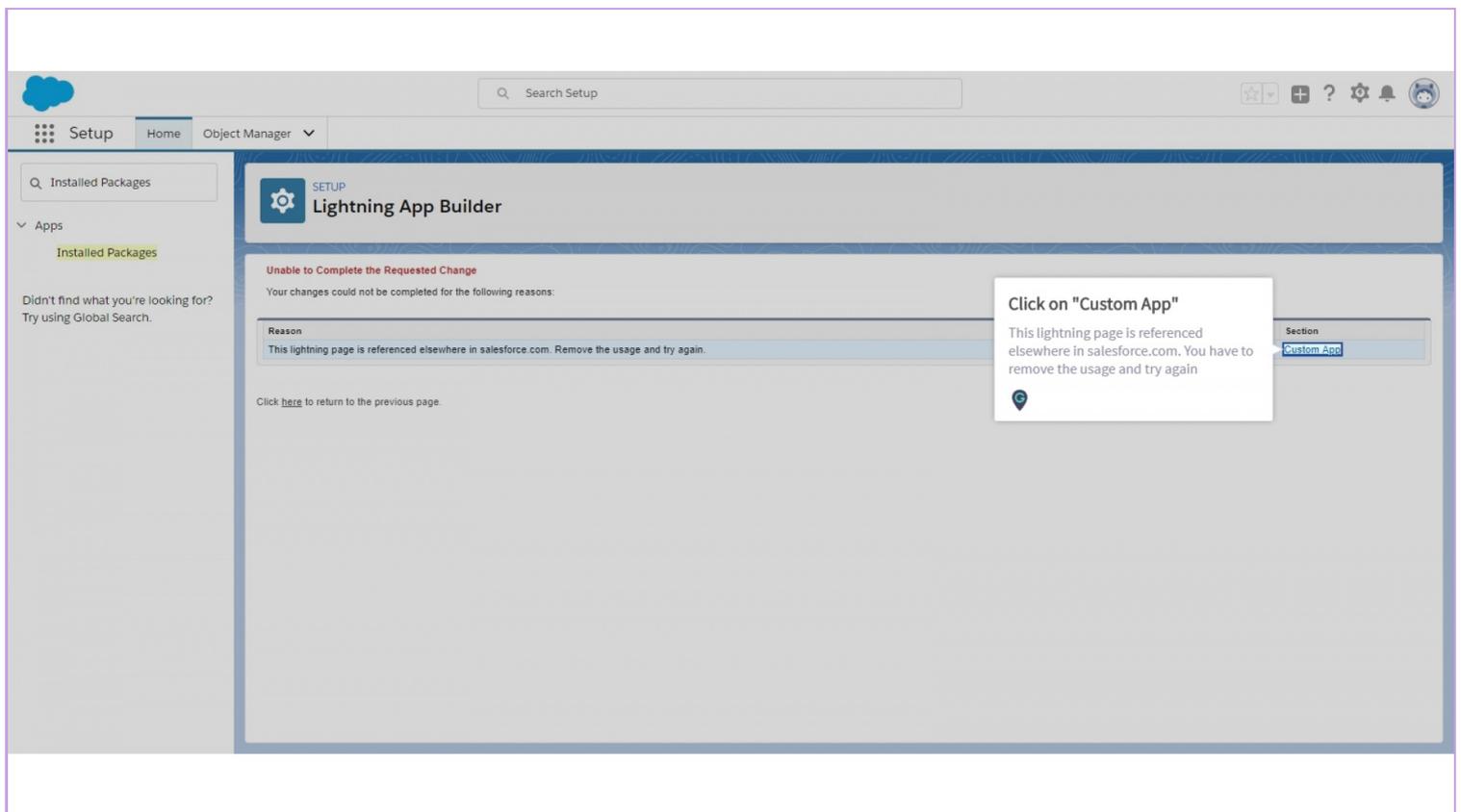
Click "Delete"

The screenshot shows the Salesforce Lightning App Builder interface. The top navigation bar includes the Salesforce logo, a search bar labeled "Search Setup", and several utility icons. Below the navigation bar, the "Setup" menu is open, showing "Home" and "Object Manager". The main content area displays the "Sales\_UtilityBar" Lightning Page. A "Delete" button is visible in the top right corner of the page detail view. A callout box with the text "Click 'Delete'" and a location pin icon is positioned over the "Delete" button. The left sidebar shows "Installed Packages" and "Apps" sections.

## 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 main content area displays an error message: "Unable to Complete the Requested Change". Below this, it states: "Your changes could not be completed for the following reasons:" followed by a table with one row:

Reason
This lightning page is referenced elsewhere in salesforce.com. Remove the usage and try again.

Below the table, it says: "Click [here](#) to return to the previous page." A callout box on the right side of the screen contains the text: "Click on 'Custom App'" followed by "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 and a "Custom App" button.

# Step: 17

Select the application in which you had set the utility bar

The screenshot shows the '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 shows the details of the applications.

APP NAME	DEVELOPER NAME	DESCRIPTION	LAST MODIFIED	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 left sidebar contains navigation options like 'Setup Home', 'Lightning Experience', and 'ADMINISTRATION'. The main content area displays a table of 18 installed apps. A callout box with the text 'Click on "Edit"' points to the 'Edit' button in the actions column of the table.

APP NAME	DEVELOPER NAME	DESCRIPTION	LAST MODIFIED	APP TYPE	VISIBILITY	ACTIONS
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 12:13 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		⌵

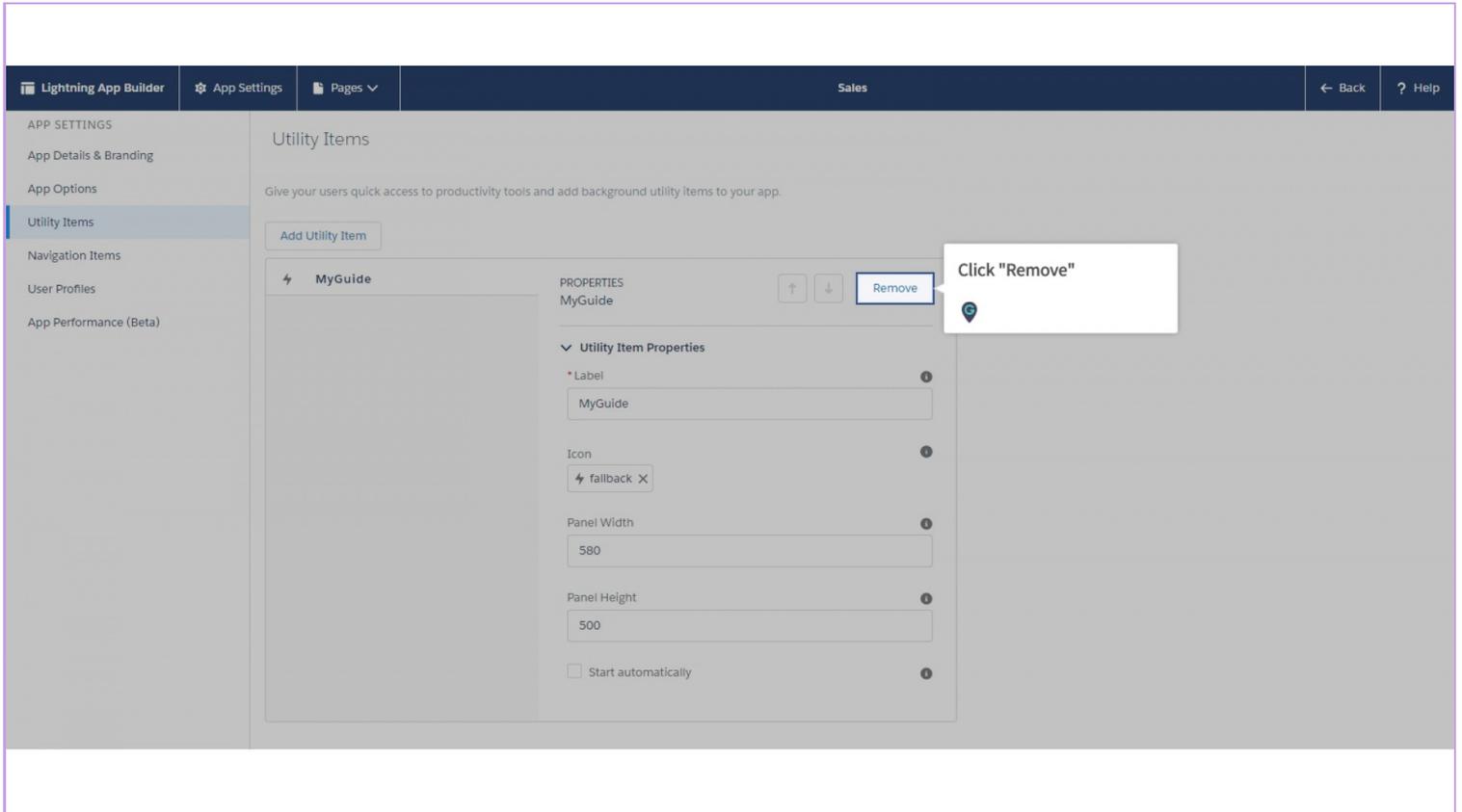
## Step: 19

### Click on "Utility Items"

The screenshot displays the Lightning App Builder interface. The top navigation bar includes 'Lightning App Builder', 'App Settings', 'Pages', and 'Sales'. The left sidebar lists 'APP SETTINGS' with sub-items: 'App Details & Branding', 'App Options', 'Utility Items', 'Navigation Items', 'User Profiles', and 'App Performance (Beta)'. The 'Utility Items' item is highlighted with a blue border. A white callout box with a blue location pin icon and the text 'Click on "Utility Items"' points to this item. The main content area is titled 'App Details & Branding' and contains fields for 'App Name' (Sales), 'Developer Name' (LightningSales), and 'Description' (Manage your sales process with accounts, leads, opportunities, and more). The 'App Branding' section includes an 'Image' upload field, a 'Primary Color Hex Value' dropdown set to '#0070D2', and an 'Org Theme Options' checkbox. The 'App Launcher Preview' shows a mobile app icon and the text 'Sales Manage your sales process with accounts, leads, opport...'. The top right of the interface has 'Back' and 'Help' buttons.

# Step: 20

## Click "Remove"



## Step: 21

### Click on "Save"

The screenshot shows 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' categories: 'App Details & Branding', 'App Options', 'Utility Items' (highlighted), '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 background utility items to your app.' Below this is an 'Add Utility Item' button. A large grey box contains the text: 'The utility bar is a fixed footer that opens components in docked panels.' Below this text is a screenshot of a mobile app interface showing a utility bar at the bottom with icons for phone, lightning bolt, refresh, and print. Below the screenshot is the text: 'To enable the utility bar for this app, add a utility item.' At the bottom right of the main content area, there are 'Cancel' and 'Save' buttons. A white callout box with a location pin icon and the text 'Click on "Save"' points to the 'Save' button.

## 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', '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 central notification bubble reads: 'Utility bar has been removed and so as the package'. Below the notification, a diagram shows a mobile app interface with a utility bar at the bottom containing icons for phone, lightning bolt, power, and mail. Text below the diagram states: '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](https://myguide.org)