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# Setup Guide Automation AIS-M365 CRM Sync v2.1

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Updated: Date 2020-12-23

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## 1 Installation Guide

### 1.1 Pre-installation instructions

Before the module is uninstalled, changed, or repaired, make sure that config files in the Directory and web config file with related message Tracking folder in inetpub are backed up properly.

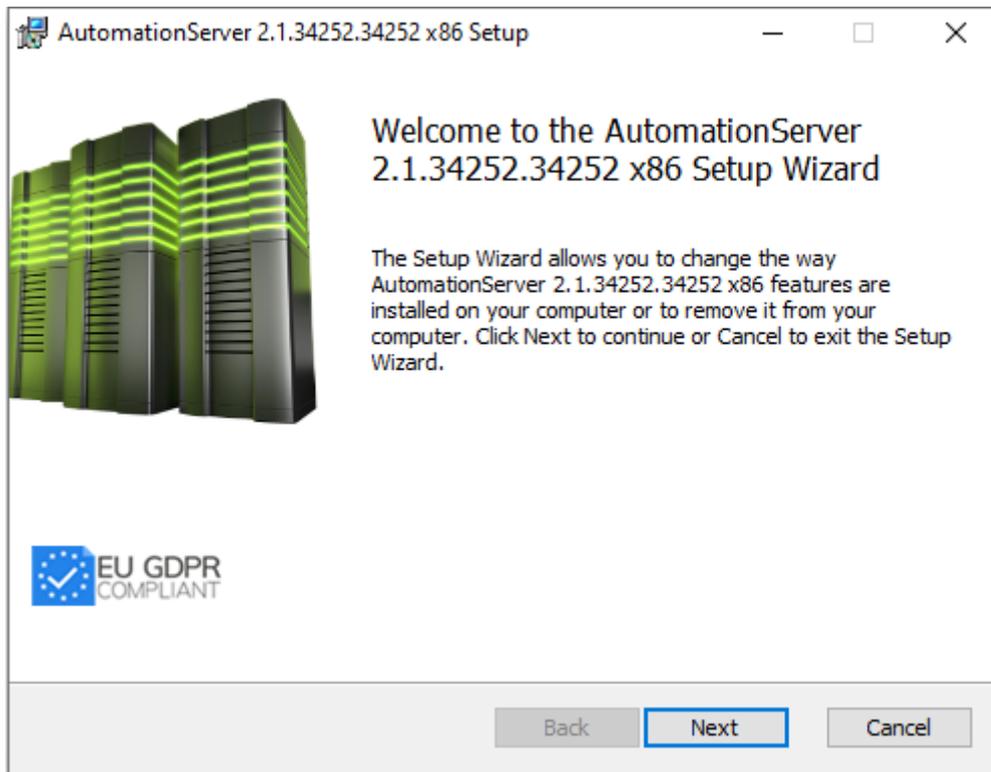


Figure 1 – Setup Wizard

The Automation Server is installed through an MSI package. Run the .msi file and follow the installation wizard. Review the license agreement and accept it, click “Next”.

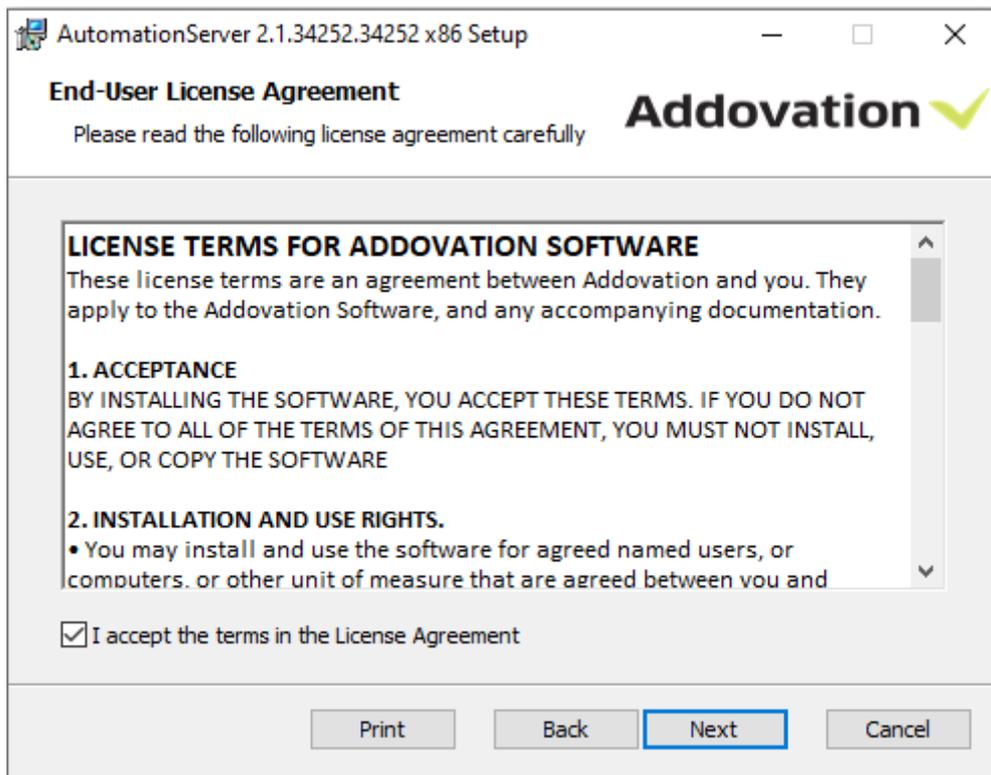


Figure 2 – End-User License Agreement

## 1.2 Environmental Configuration

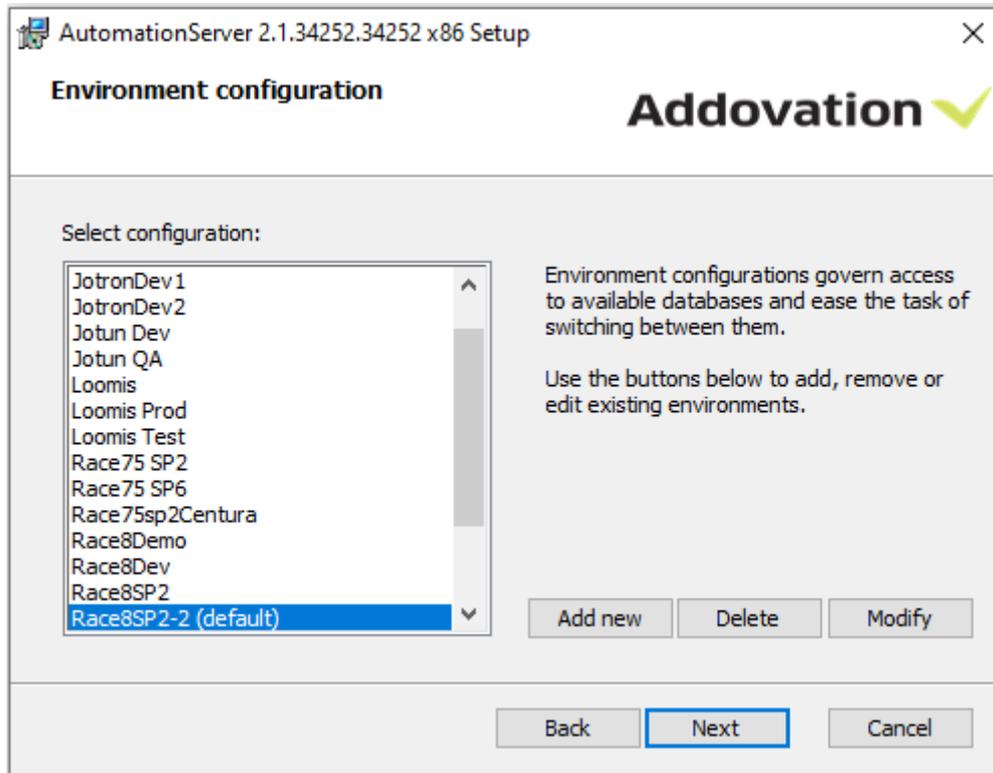


Figure 3 – Environmental Configuration

When installing the software for the first time, you will need to specify which environment(s) you wish to be able to connect to. You do this by clicking the Add new button. When upgrading to a new version, or modifying an existing installation, you may choose to retain the current settings and simply click Next or make changes to the environment configuration by clicking Modify.

You will be able to choose between the environments in the AIS login dialog, from any of the supported MS Office applications.

## 1.3 Configuration Settings

The configuration settings allow you to customize your installation.

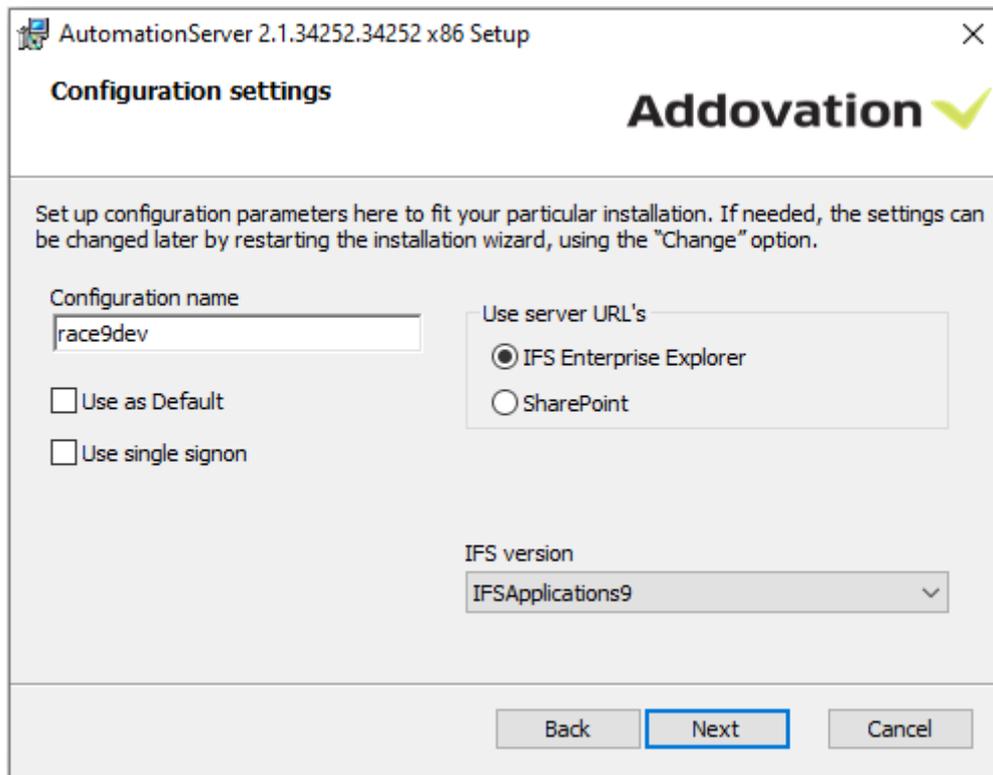


Figure 4 - Configuration Settings

**Configuration name:** Choose a name that describes the configuration (e.g. Race 8 demo), if it should be the default logon choice, and whether IFS is configured for single sign-on.

**Server URLs:** Select the server URL of your choice

**IFS Version:** Choose your IFS version

If you are not sure what options to check, leave the default values. You can change the values temporarily from within the application at any time.

To add a new environment, you need to specify the address to IFS Extended Server (e.g. server1:58080), the Application owner (e.g. IFSAPP) and the IFS portal (e.g. <http://race75sp6:58080/>).

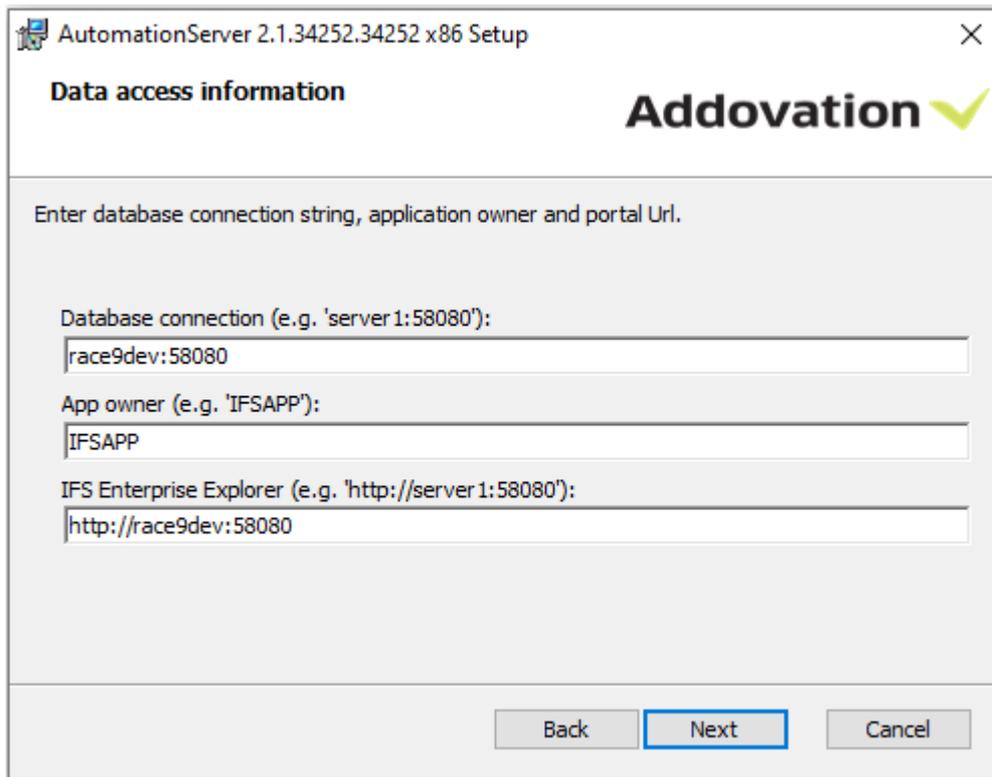


Figure 5 - Data Access Information

The Database connection must use the prefix HTTP or HTTPS (in lower-case).

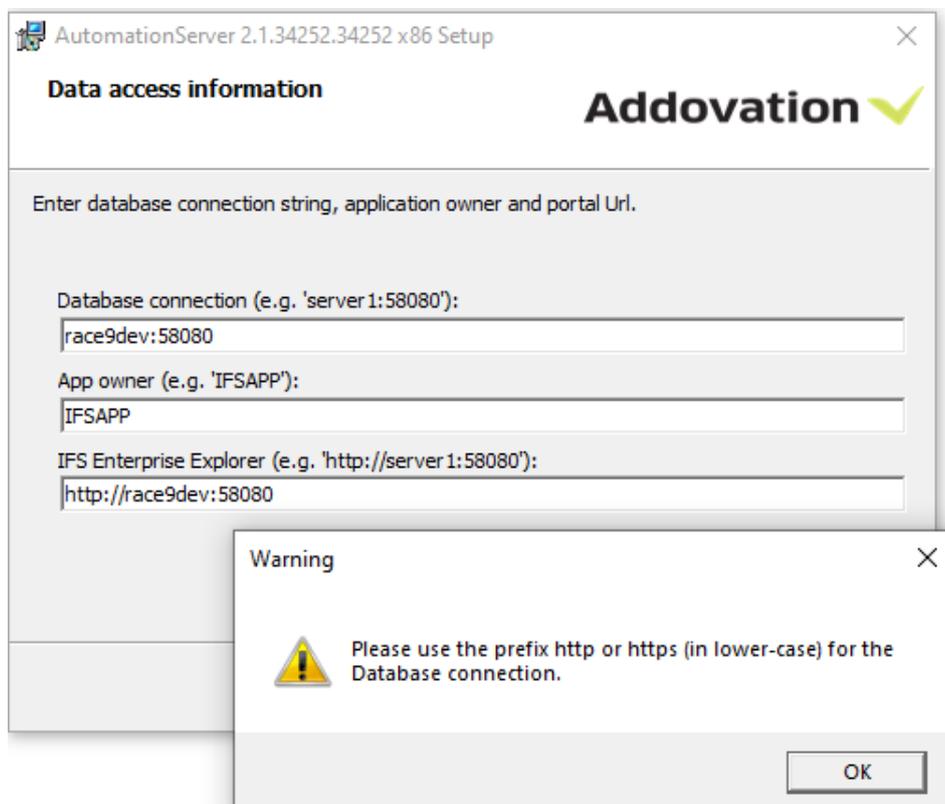


Figure 6 - Data Access Information

AutomationServer 2.1.34252.34252 x86 Setup

**Data access information**

**Addovation ✓**

Enter database connection string, application owner and portal Url.

Database connection (e.g. 'server1:58080'):

App owner (e.g. 'IFSAPP'):

IFS Enterprise Explorer (e.g. 'http://server1:58080'):

Back Next Cancel

Figure 7 - Data Access Information

## 1.4 Additional Settings

In the Additional Settings dialog, you can define a symbol that exclude classes and formats with this particular symbol. This field is defaulted to the asterisk symbol. You can also define the Document Search URL in this dialog.

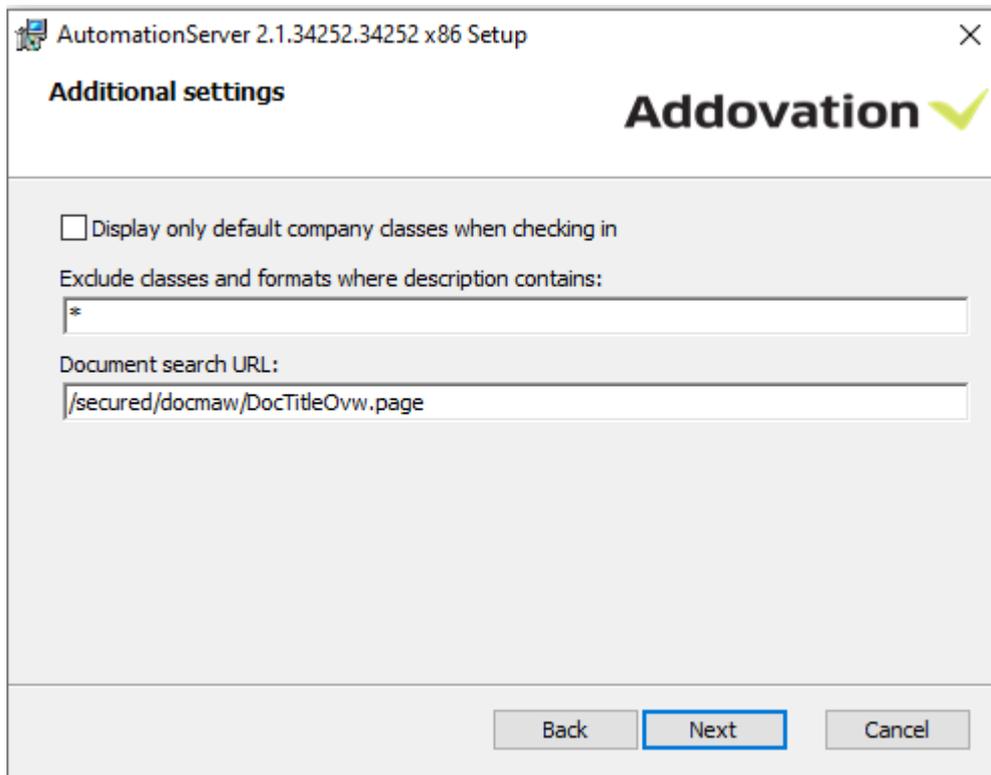
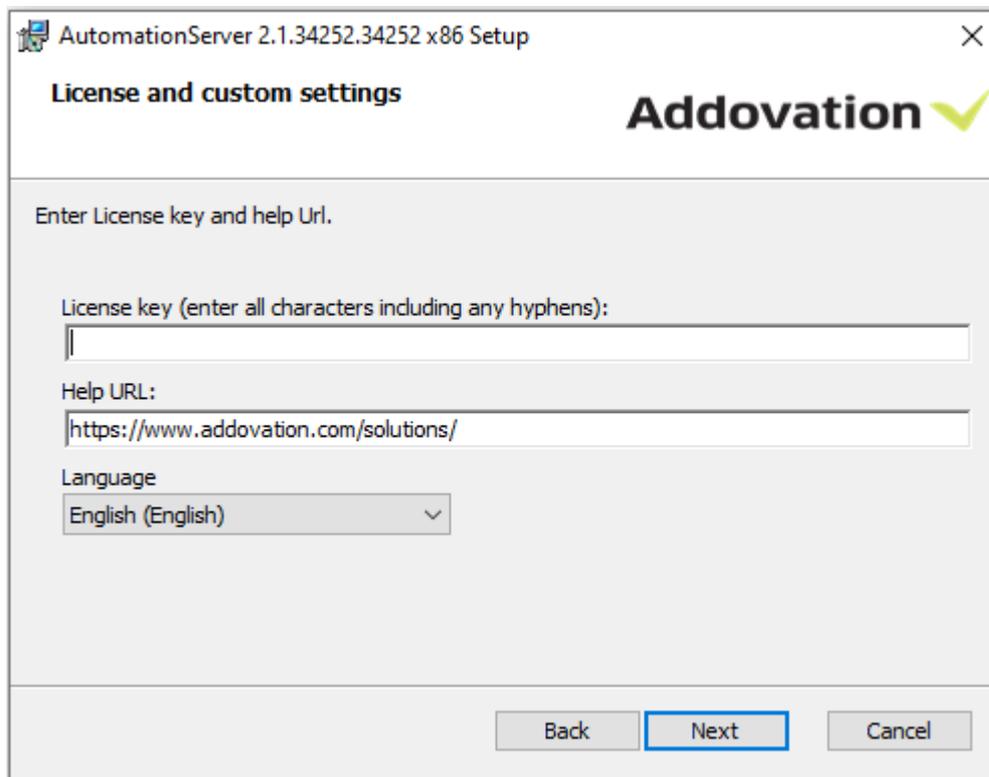


Figure 8 – Additional Settings

## 1.5 License Key

You will have received a license key from Addovation upon purchase of the AIS. Please enter the license key during the configuration of the software.



The screenshot shows a Windows installation window titled "AutomationServer 2.1.34252.34252 x86 Setup". The window has a close button in the top right corner. Below the title bar, the text "License and custom settings" is displayed on the left, and the "Addovation ✓" logo is on the right. The main area of the window contains the instruction "Enter License key and help Url." followed by three input fields: "License key (enter all characters including any hyphens):" with an empty text box, "Help URL:" with a text box containing "https://www.addovation.com/solutions/", and "Language" with a dropdown menu showing "English (English)". At the bottom of the window, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

Figure 9 - License and custom settings

In the Help URL field, you can specify what the help symbol in the AIS will point to. Included in the AIS is an online user documentation. The link is normally already filled in, so if you don't want to provide your own information, you can leave it as is.

When you have entered the correct license key, you will receive a validation listing the products and their date of expiry.

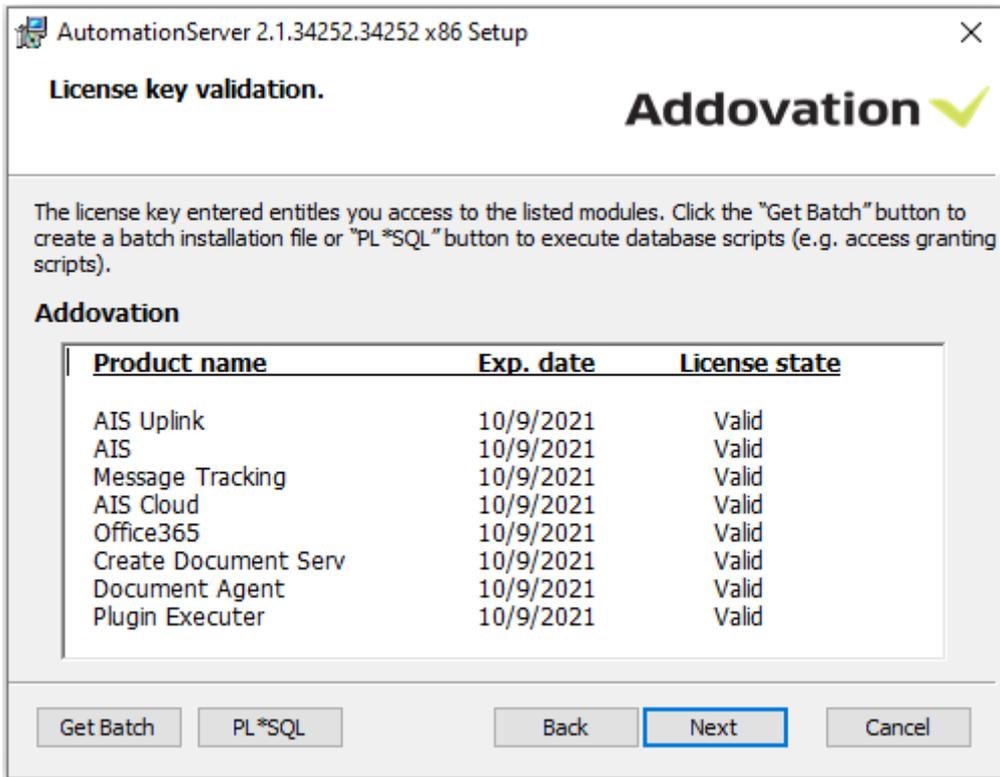


Figure 10 – License key validation

## 1.6 Simple distribution – ‘Get batch’

The ‘Get batch’ option allows you to install the software on several machines, without having to enter your settings multiple times.

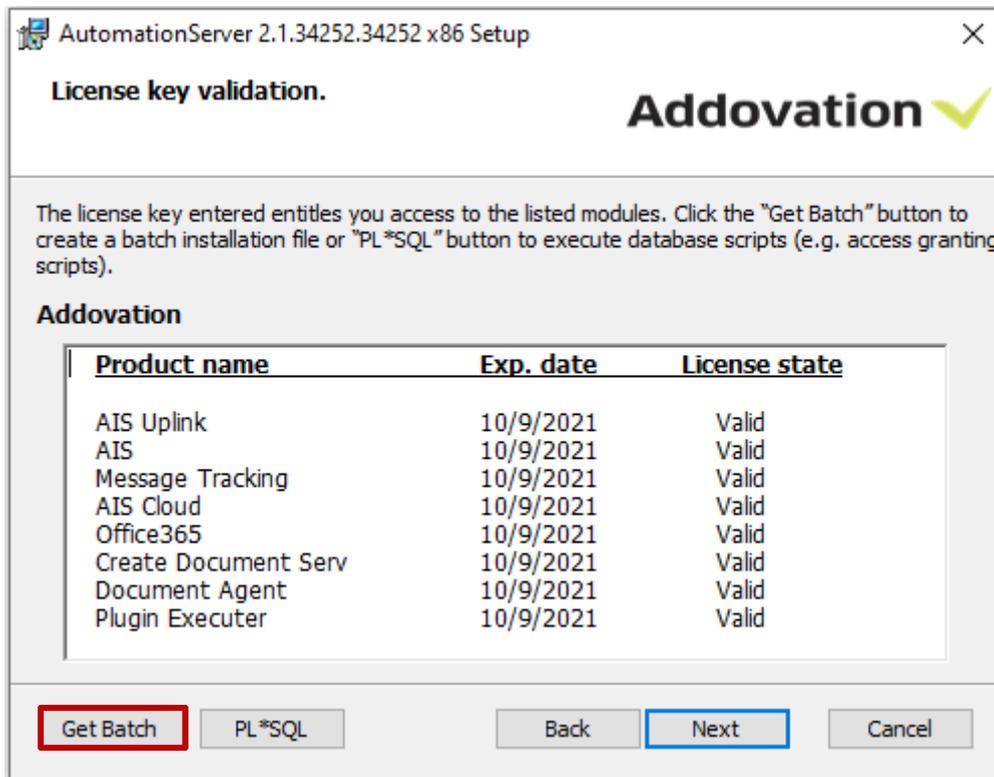


Figure 11 – Get Batch

When you click on the button ‘Get Batch’, a .bat file is created, which will launch the .msi using the settings you defined in the current installation.

Observe the following with generating the batch file:

- The batch file must be executed by a user having administrator rights
- If you experience problems running from a network drive, try to copy the installation file to a local drive
- The batch file created can only be used to install 32 bit or 64-bit version, depending on the installation file.

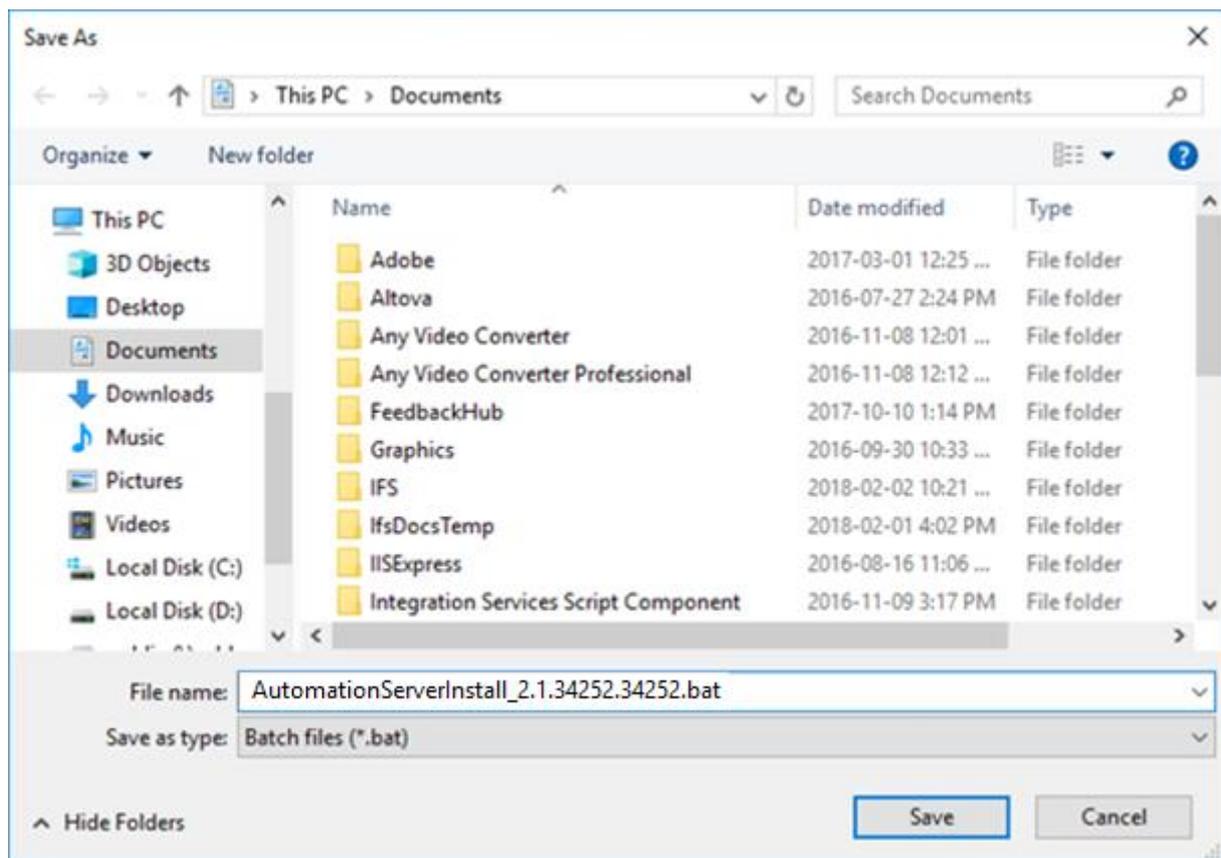


Figure 12 – Save batch file

A .bat file and a .PS1 file is generated at your chosen location.

When you want to distribute the software to other computers, download the .msi, the.bat and the .PS1 file to the chosen computer. Open the .bat file and right click 'run as administrator'. The installation file will then run with your chosen parameters, installing AIS on the computer.

## 1.7 Automatic installation of scripts – PL\*SQL

If this is the first time you run the AIS installation, you need to run the PL\*SQL function.

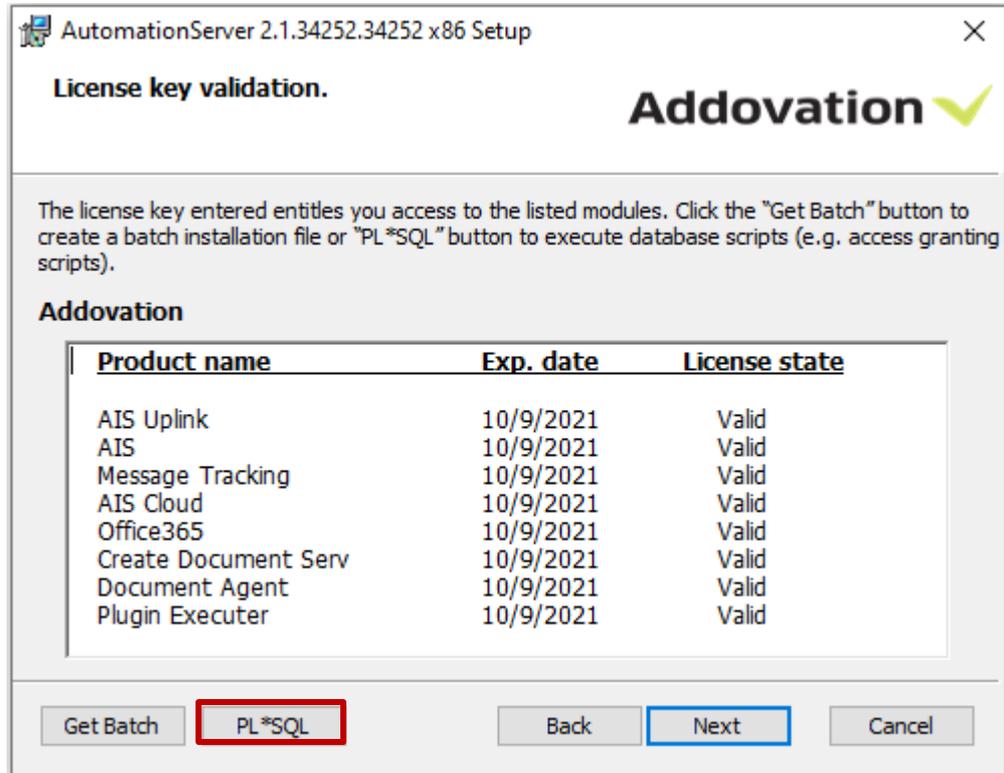


Figure 13 – PL\*SQL script

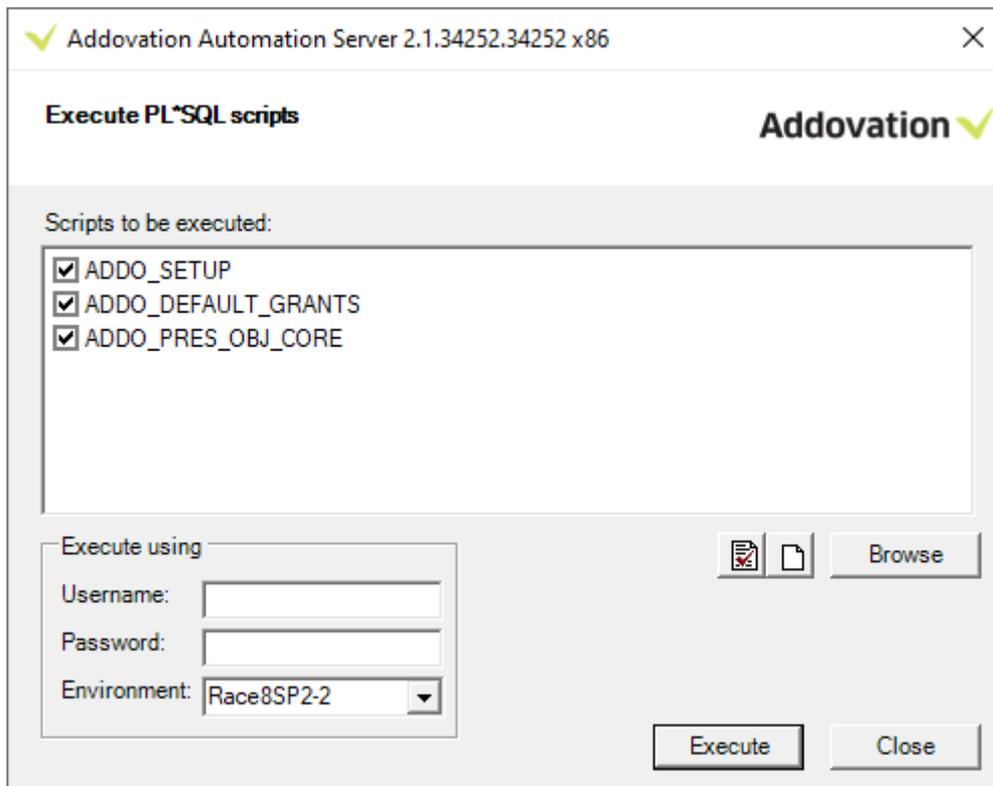


Figure 14 – Execute PL\*SQL scripts

Click on the PL\*SQL button and type in your username and password (Usually IFSAPP or IFSADM) and the environment where you would like to install the scripts.

If you have scripts saved to your drive, you can browse for these using the 'browse' button. Click 'Execute' to run the scripts and to give the necessary access and grants. The wizard will confirm that the scripts were run successfully. You may have to enter parameters for some of the scripts

## 1.8 Customized setup

Under 'custom setup' you can select the way the features are to be installed for the various MS Office components. Click on the icons in the tree list to adjust the installation for the components.

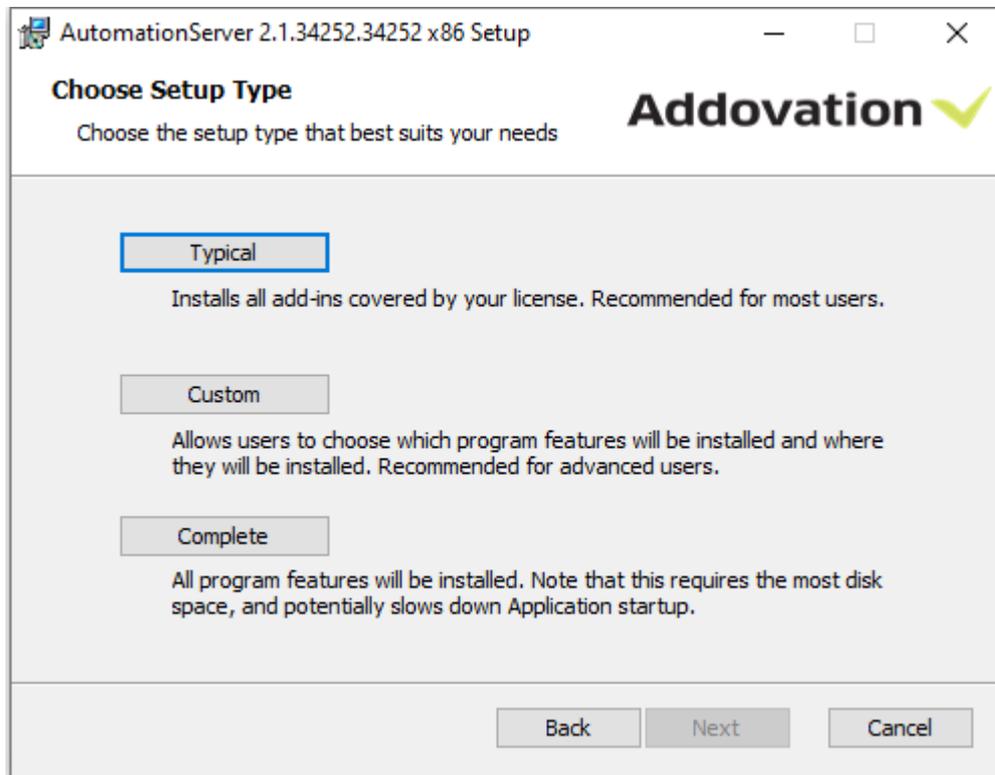


Figure 15 – Setup Types

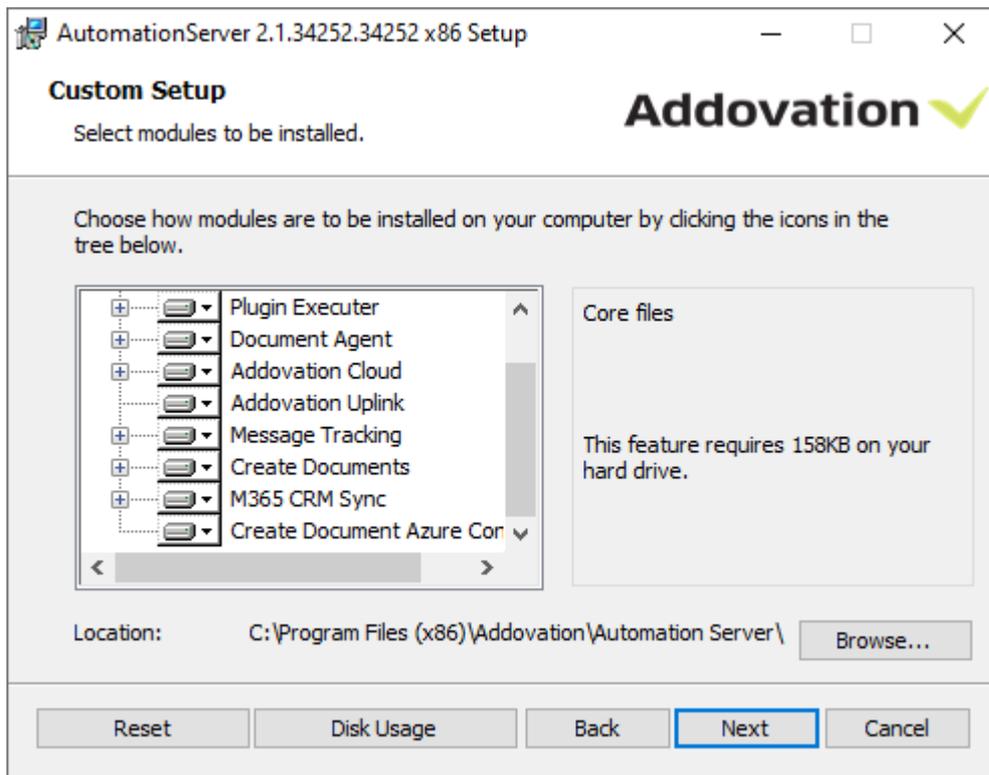


Figure 16 – Custom Setup

## Components

- IFS to SQL Server Plugin
- Plugin Executer
- Document Agent  
Reads files or emails from configured folder or mailbox and does stuff like create work orders or other IFS items.
- Addovation Cloud
- Addovation Uplink
- Message Tracking
- Create Documents
- M365 CRM Sync
- Create Document Azure Consumer

## Location

Always try to use default location if possible. It's easier to find the folders if they are where they should be.

## 1.9 Disk Space Requirements

According to the selected features in the above step, disk space requirement is calculated and displayed in the Required Column. You can see this by pressing the Disk Usage.

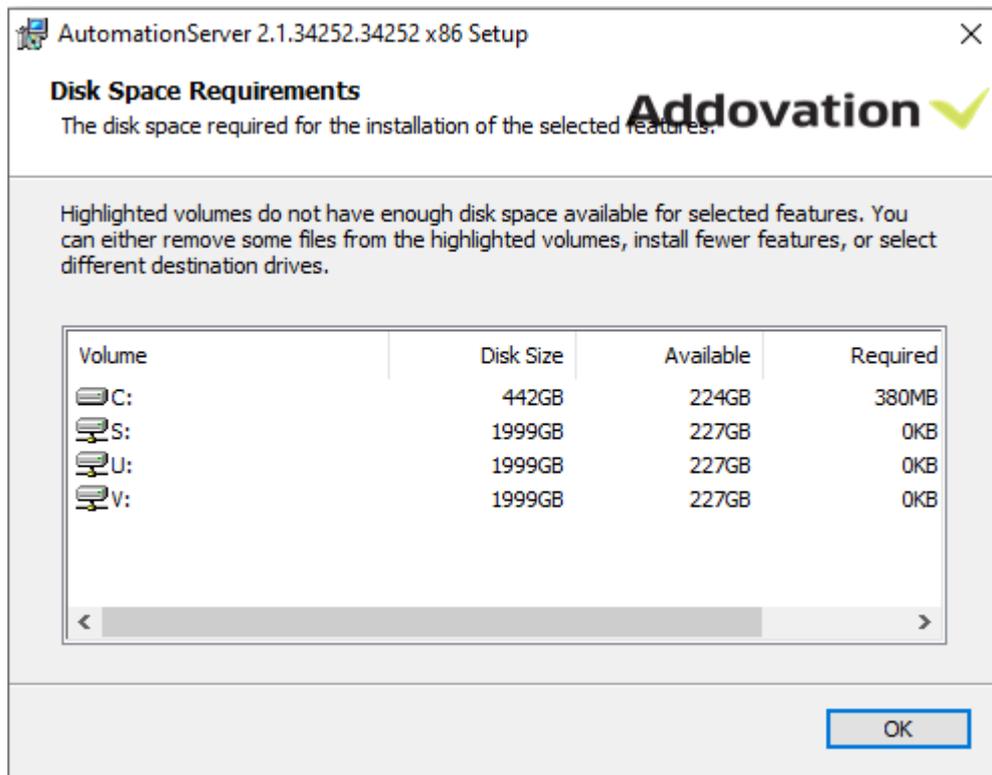


Figure 17 – Disk Space Requirements

## 1.10 Ready to Install

After adjusting the disk space as per the need in your local machine you can complete the installation

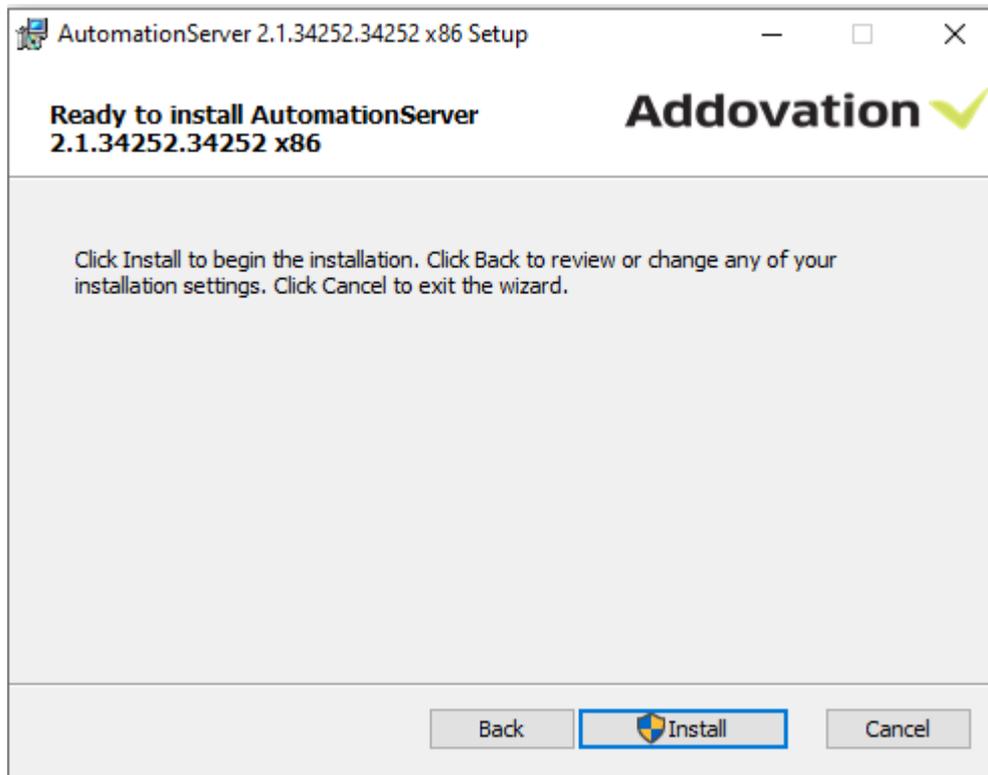


Figure 18 - Install

Message Tracking web site is not be able to install/upgrade without IIS. Setup will exit after giving below warning message.

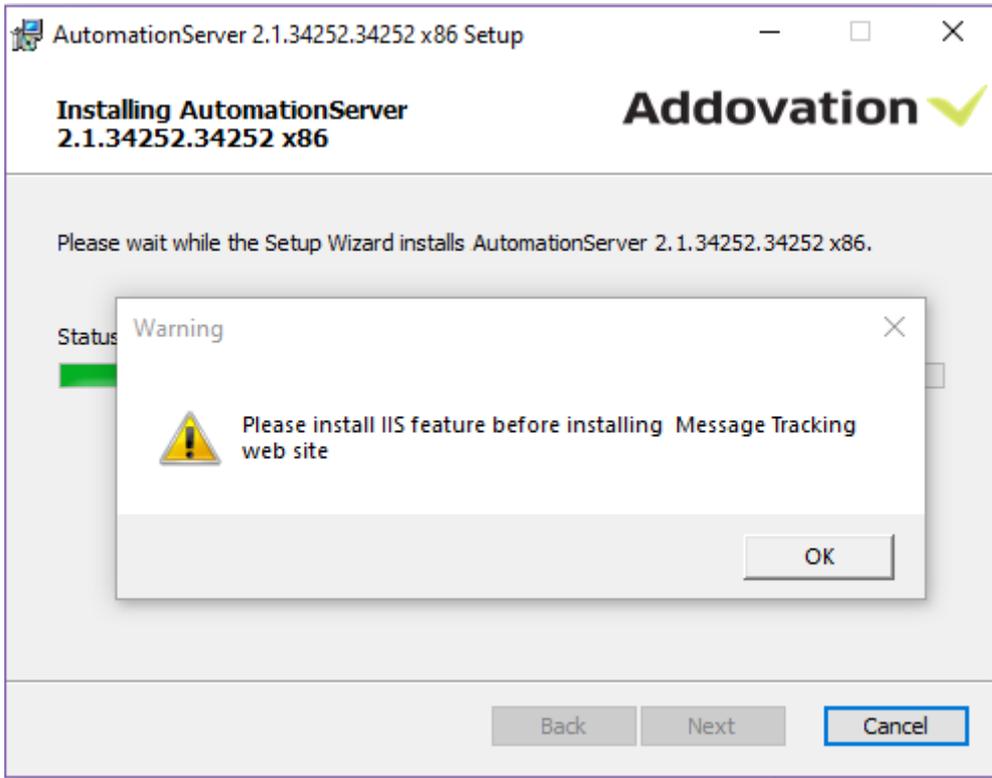


Figure 19 - IIS requirement

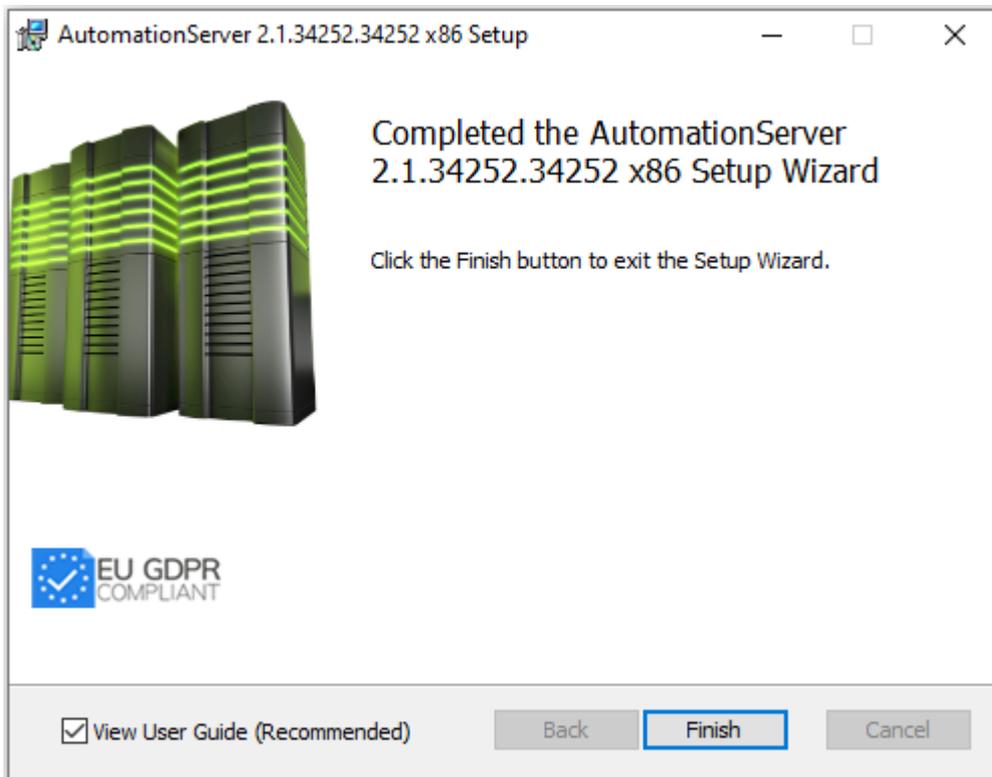


Figure 20 - Finish

## 2 Upgrade

### 2.1 Missing Keys/values

When an upgrade is done from a version before renaming of M365CRMSync (Ex: version with O365CRMSync To version with M365CRMSync), If new key/values are added to the config file, the new key/values will not be included in the ‘\_servie\_id.config’ file.

So, it is recommended to compare “Addo.AIS.M365CRMSync.Daemon.exe.config file with “Addo.AIS.M365CRMSync.Daemon.exe\_**servie\_id**.config” for any changes in key/values pairs in config. If there are missing pairs, those key/values should be included manually in the “Addo.AIS.M365CRMSync.Daemon.exe\_**servie\_id**.config” file before the following steps to be executed.

### 2.2 Upgrading from old version to Automation Server 2.1.33794.33794 or higher version.

**Multiple services creation** facility has been introduced with released version, Automation Server 1.1.18.27828. After an upgrade using Automation Server 2.1.33794.33794 or higher, the previous default config file will be backed up to the new folder from the old folder and old folder will be removed.

But follow below steps to get service worked without any conflict.

- Assume that user has old config file, “Office365IFSSyncDaemon.exe.config”. It will be copied to the new folder (Ex: ‘M365CRMSync’) and renamed as “Addo.AIS.M365CRMSync.Daemon.exe.config”.
  1. Delete the old service (using SC DELETE command as described later in this document).
  2. Provide a value for ‘ServiceID’ in the config file.
  3. Install the service.

### 2.3 Upgrading using a version between 1.1.18.27828 & 2.0.0.32580 to Automation Server 2.1.33794.33794 or higher version.

Because of the changes done for the name of M365 CRM Sync module, folder names also have been changed occasionally as follows.

1. O365CRMIntegration
2. O365CRMSync
3. M365CRMSync

After an upgrade, the previous config files will be backed up to the new folder from the old folder and old folder will be removed. But follow below steps to get service worked without any conflict.

- Assume that user has old config file, “Addo.AIS.O365CRMIntegration.Daemon\_App10.exe.config”. It will be copied to the new ‘M365CRMSync’ and renamed as “Addo.AIS. M365CRMSync.Daemon\_App10.exe.config”.
  1. Delete the old service (using SC DELETE command as described later in this document).

2. Get a copy of that old config file to a separate folder/place and rename the old config file to “Addo.AIS.M365CRMSync.Daemon.exe.config” and replace existing file in M365CRMSync folder (Ex: “C:\Program Files (x86)\Addovation\Automation Server\M365CRMSync”.)
3. Install the service.

**Important:**

**If the installed M365 CRM Sync service doesn't work at any point, due to any technical reason, service should be uninstalled and installed again.**

## **2.4 Upgrading old versions to Automation Server 2.1. 33715 or higher.**

While performing an upgrade, environments and license key should be added again, due to the fact that previously configured environments won't be available during and after the upgrade.

## 3 Message Tracking

Addovation Message Tracking is a common platform for all supervision and message logging.

The integration solution for Microsoft 365 will log all user's synchronizations in Message Tracking. If something goes wrong in any user's sync, mail alerts will be sent to a configurable mail address.

The integration is a flexible solution. Configuration can be done per customer.

Login to Message Tracking should be done by an administrator.



The screenshot shows a web interface for the 'AUTOMATION SERVER'. At the top right, the text 'AUTOMATION SERVER' is displayed. Below this, the text 'Log in.' is centered. Underneath, there are two input fields: 'Email' and 'Password'. Below the 'Password' field is a 'Log in' button. In the bottom right corner, there is a copyright notice: '© 2018, Addovation - Automation Server Dashboard' and a version number: 'Version: 1.1.0.16641'.

Figure 21 – Message tracking Login

## 3.1 Setup 'O365' message category

- Admin-> MESSAGE CATEGORIES
- Register the message category 'O365IFS'

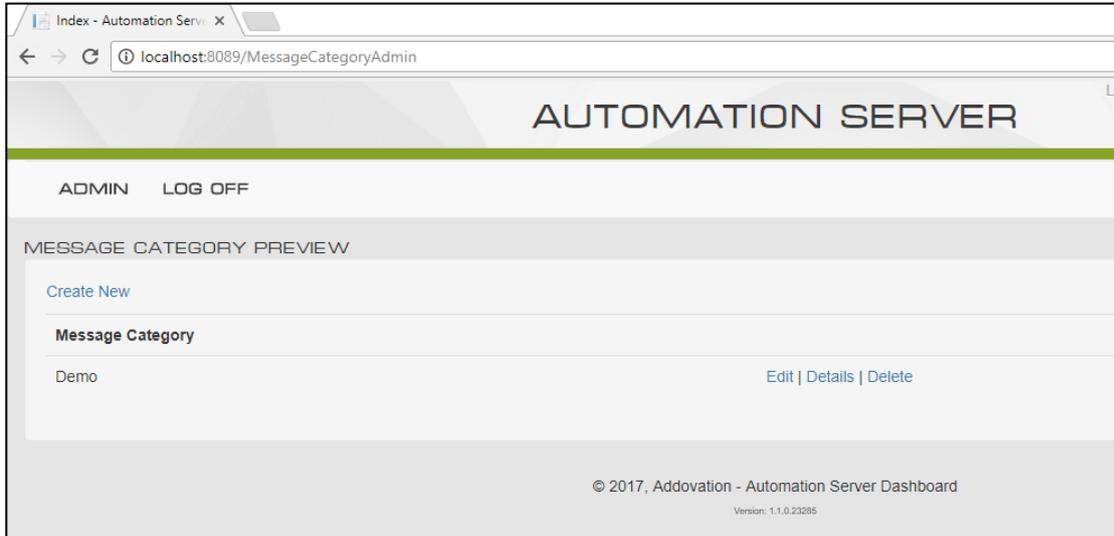


Figure 22 - Message category

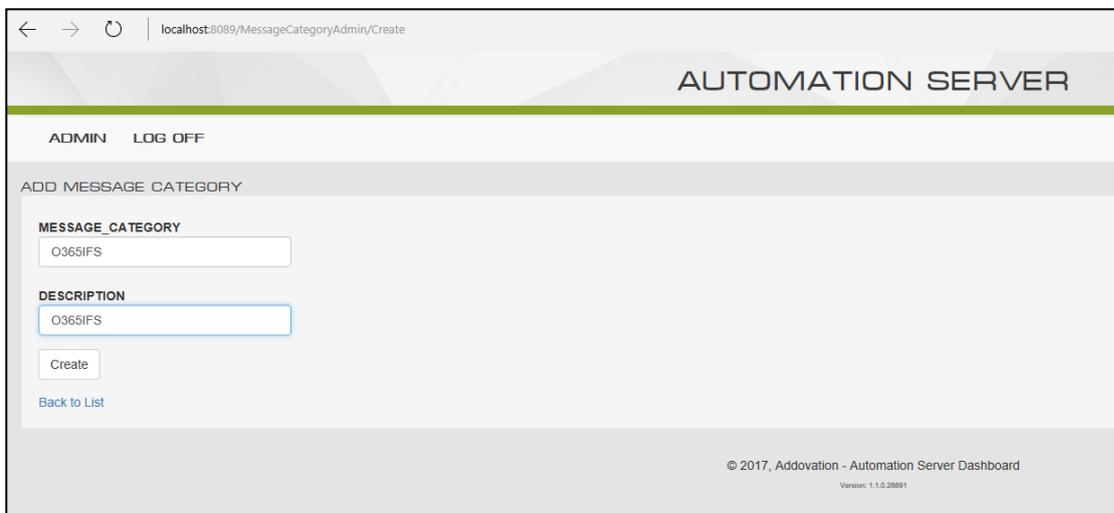


Figure 23- Create message category

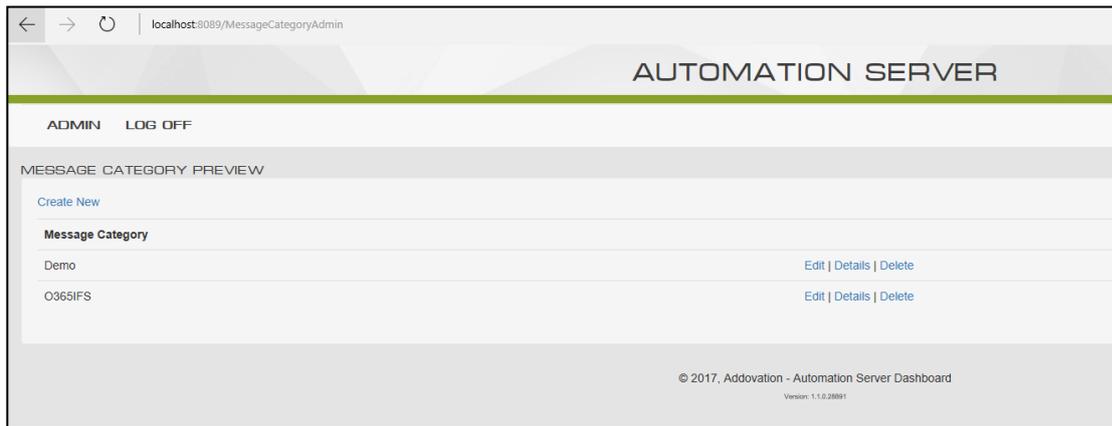


Figure 24 - Message category

- Go to Admin -> Users -> click on 'Edit' (Edit the admin user)

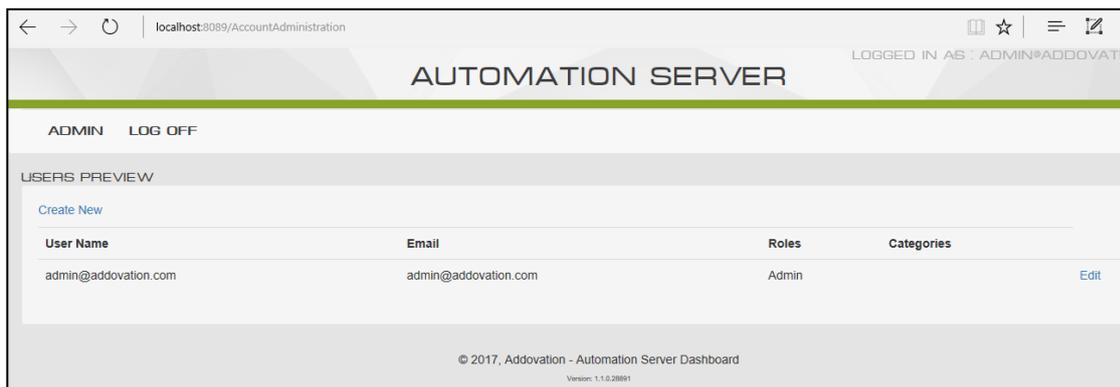


Figure 25 – Edit user

- Add the 'O365IFS' category to the user & Save
- Now the menu is extended.

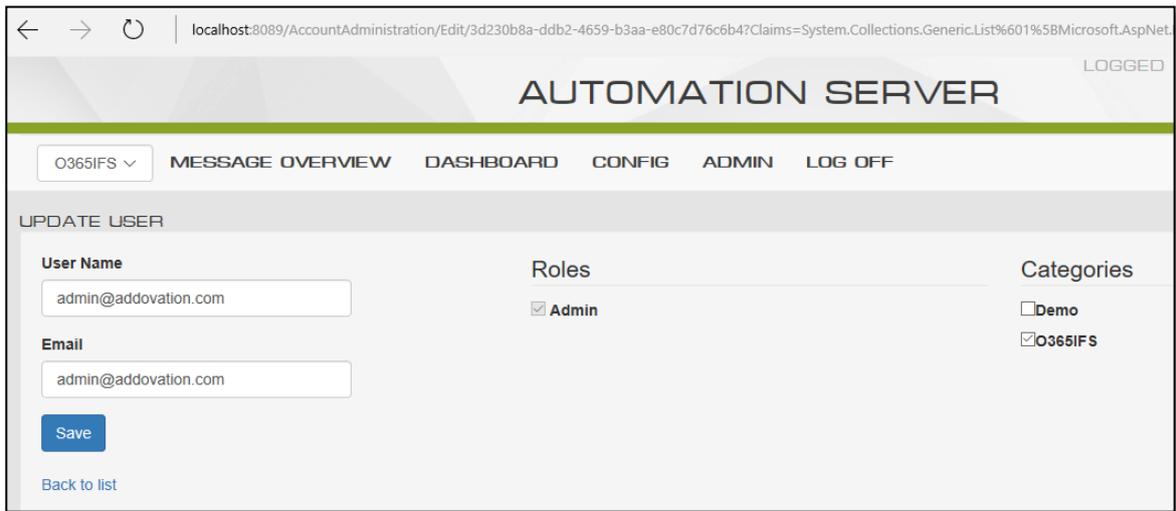


Figure 26 – Edit user

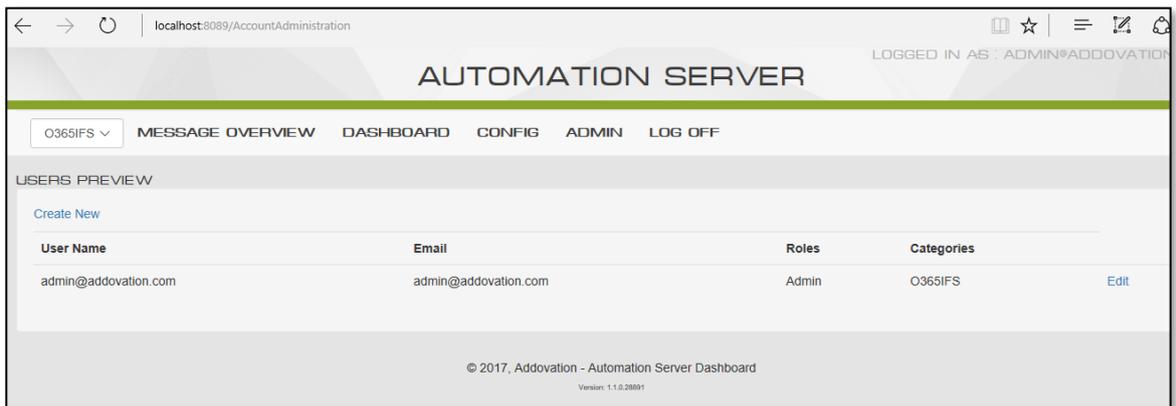
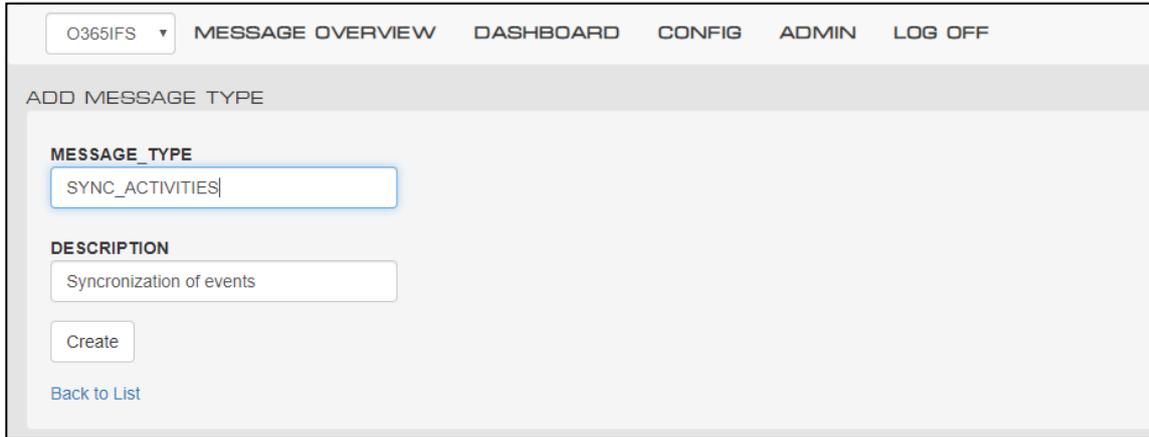


Figure 27 – Add O365IFS

## 3.2 Setup Category Type/s

- Admin-> MESSAGE TYPES



0365IFS MESSAGE OVERVIEW DASHBOARD CONFIG ADMIN LOG OFF

ADD MESSAGE TYPE

MESSAGE\_TYPE  
SYNC\_ACTIVITIES

DESCRIPTION  
Synchronization of events

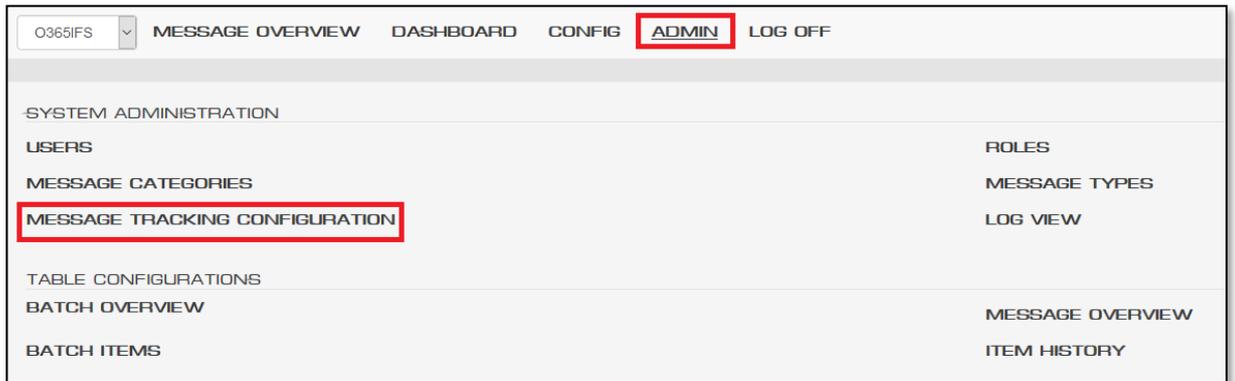
Create

[Back to List](#)

Figure 28 - Category Type/s

## 3.3 Setup basic data for message tracking service.

- Open Message Tracking Dashboard
- Go to 'admin' page and select 'Message Tracking Configuration'



0365IFS MESSAGE OVERVIEW DASHBOARD CONFIG ADMIN LOG OFF

SYSTEM ADMINISTRATION

USERS ROLES

MESSAGE CATEGORIES MESSAGE TYPES

MESSAGE TRACKING CONFIGURATION LOG VIEW

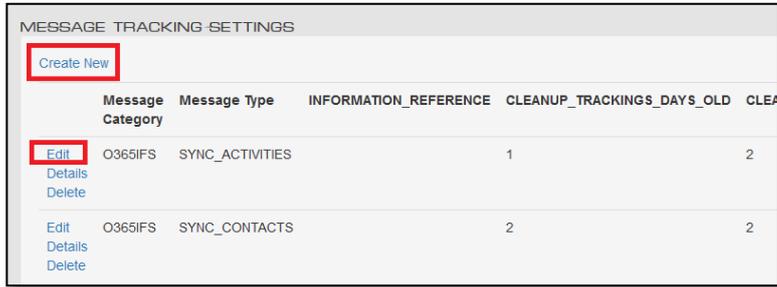
TABLE CONFIGURATIONS

BATCH OVERVIEW MESSAGE OVERVIEW

BATCH ITEMS ITEM HISTORY

Figure 29 - Message Tracking Configuration

- Create New or Edit basic data for the given Message Type



MESSAGE TRACKING SETTINGS					
	Message Category	Message Type	INFORMATION_REFERENCE	CLEANUP_TRACKINGS_DAYS_OLD	CLEANUP_DAYS_NEW
<a href="#">Create New</a>					
<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>	0365IFS	SYNC_ACTIVITIES		1	2
<a href="#">Edit</a> <a href="#">Details</a> <a href="#">Delete</a>	0365IFS	SYNC_CONTACTS		2	2

Figure 30 - Basic data

O365IFS MESSAGE OVERVIEW DASHBOARD CONFIG ADMIN LOG OFF

UPDATE MESSAGE TRACKING SETTINGS

MESSAGE\_TRACKING\_CONFIG\_TAB

---

**MESSAGE\_TYPE**  
SYNC\_ACTIVITIES

**MESSAGE\_CATEGORY**  
O365IFS

**INFORMATION\_REFERENCE**

**CLEANUP\_TRACKINGS\_DAYS\_OLD**

**CLEANUP\_MESSAGES\_DAYS\_OLD**

**CLEANUP\_ERR\_TRACKINGS\_DAYS\_OLD**

**CLEANUP\_ERR\_MESSAGES\_DAYS\_OLD**

**REPROCESS\_LOCATION**

**REPROCESS\_RIGHTS**  
NONE

**CLEANUP\_ALERTS\_DAYS\_OLD**

[Back to List](#)

Figure 31 – Message tracking basic data

## 4 Setup Azure Portal AD App Registration setup

To use role-based access control within only one organization, it needs to register an Azure Active Directory application, service principle and assign the required permission. The registration gives an 'Application ID'. It will be used to work with M365 CRM Sync service.

### 4.1 Create an Azure Active Directory application.

1. Sign into the azure account & select 'Azure Active Directory'.

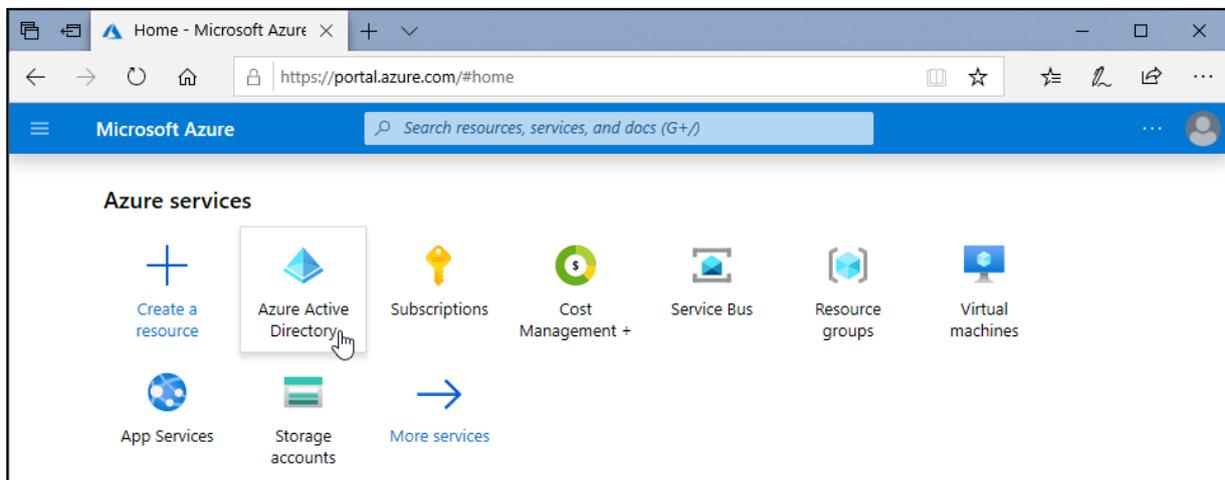


Figure 32 - Azure Active Directory

2. It will be redirected to the overview page.

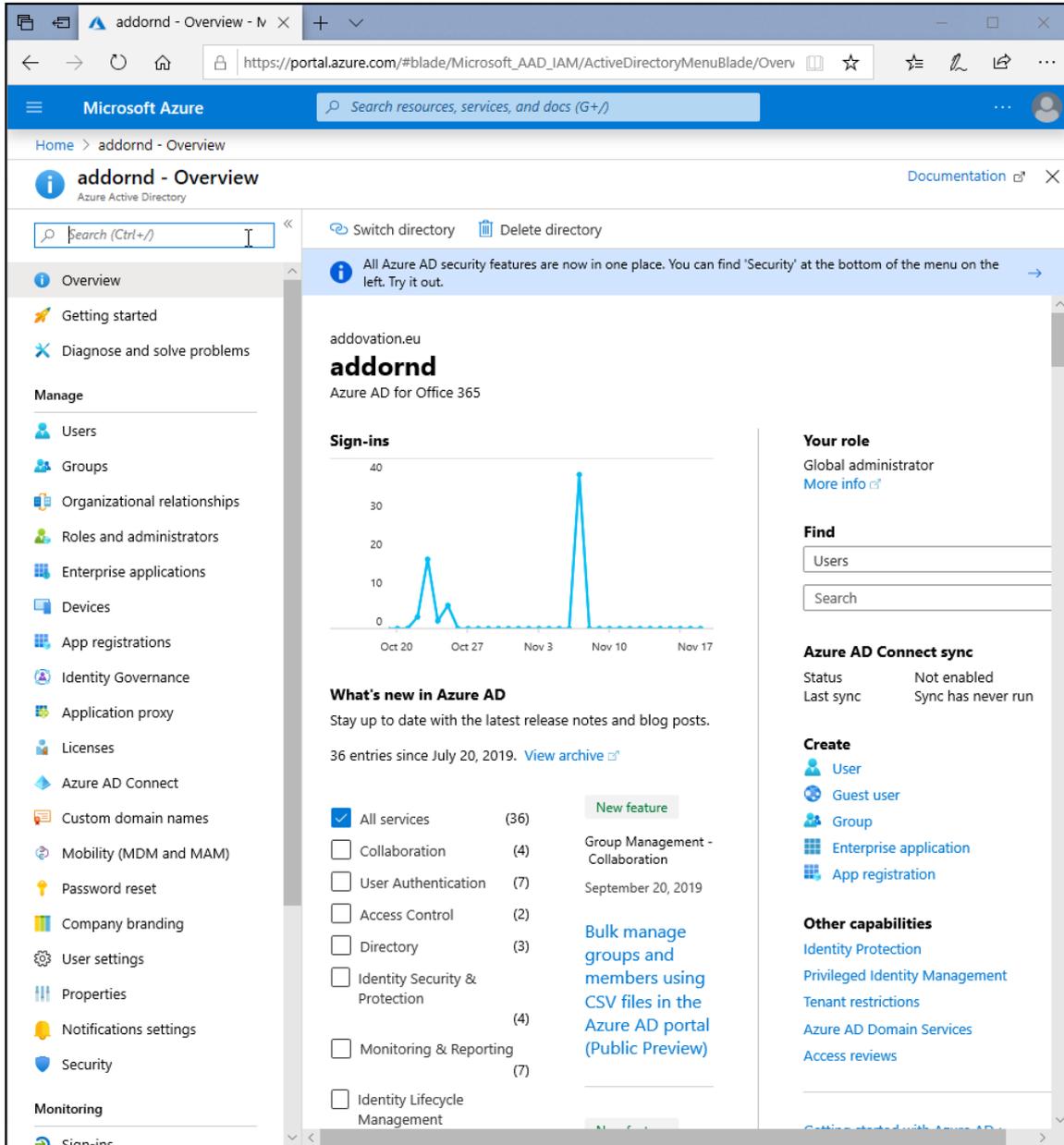


Figure 33 - Overview

3. Select 'App Registrations' from the menu.

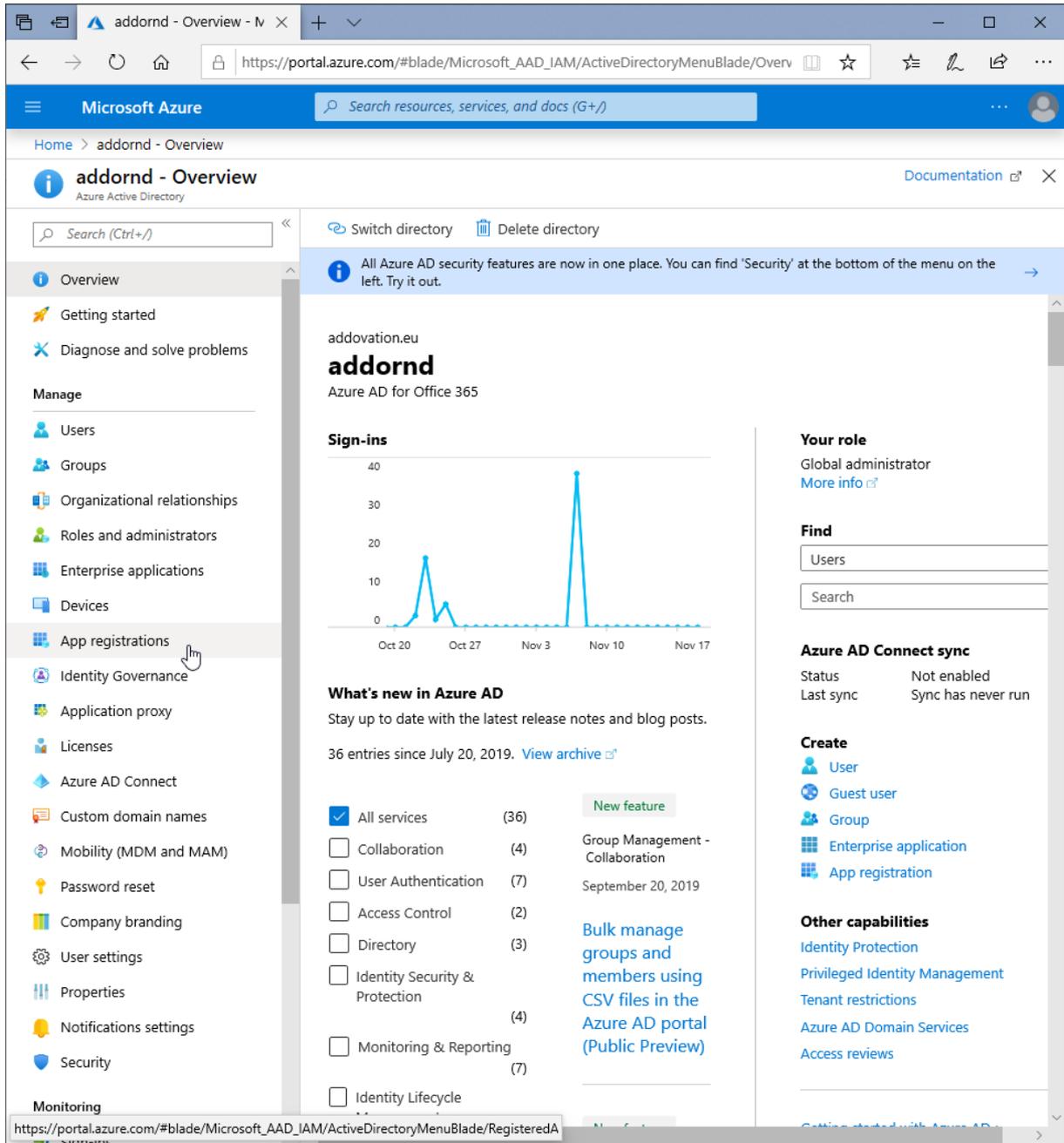


Figure 34 - App Registrations

4. You can find the already created 'Owned Applications' here.

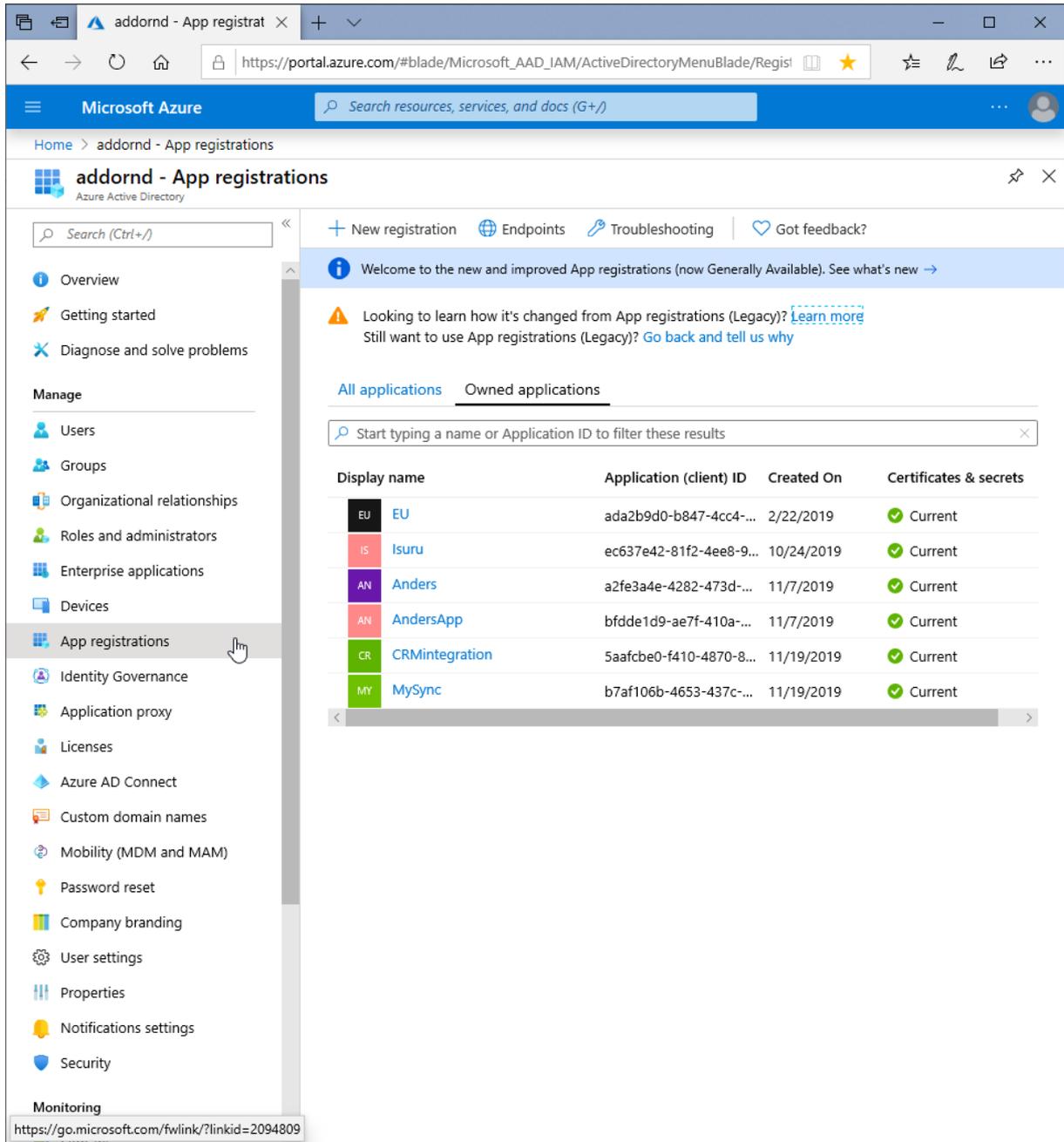


Figure 35 - Owned Applications

5. Click 'New Registration' to register a new application.

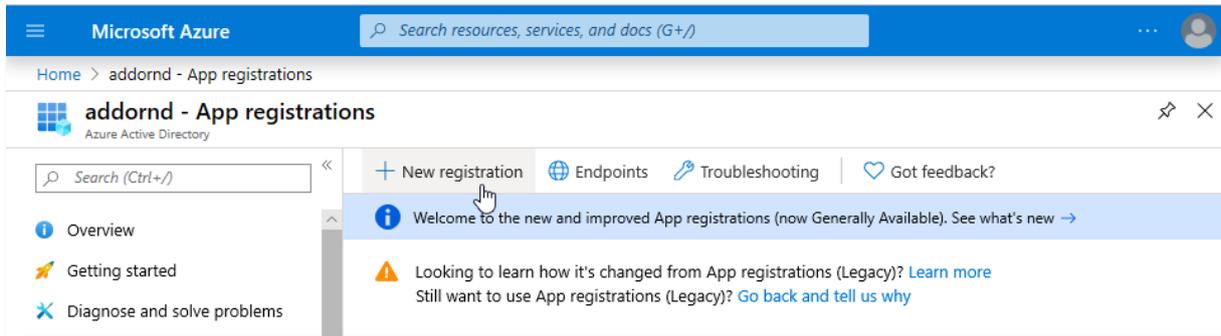


Figure 36 - New Registration

6. Provide an application name.

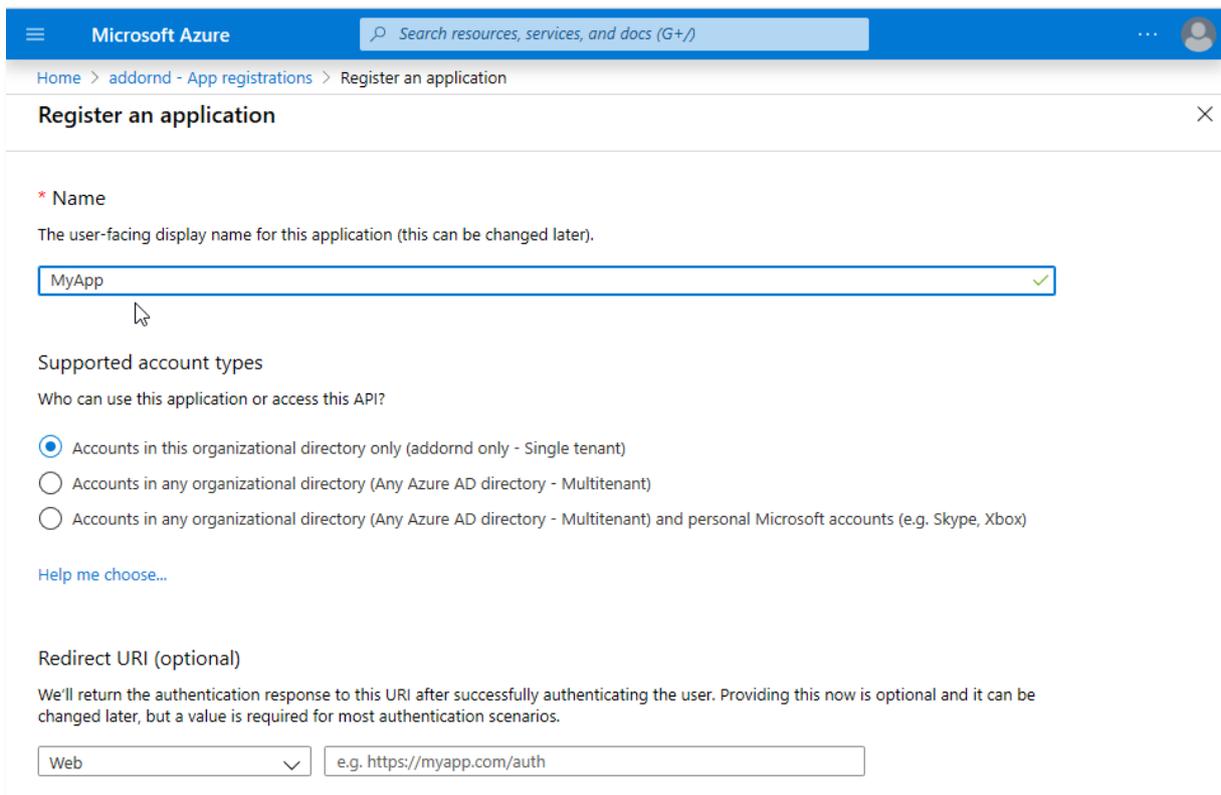
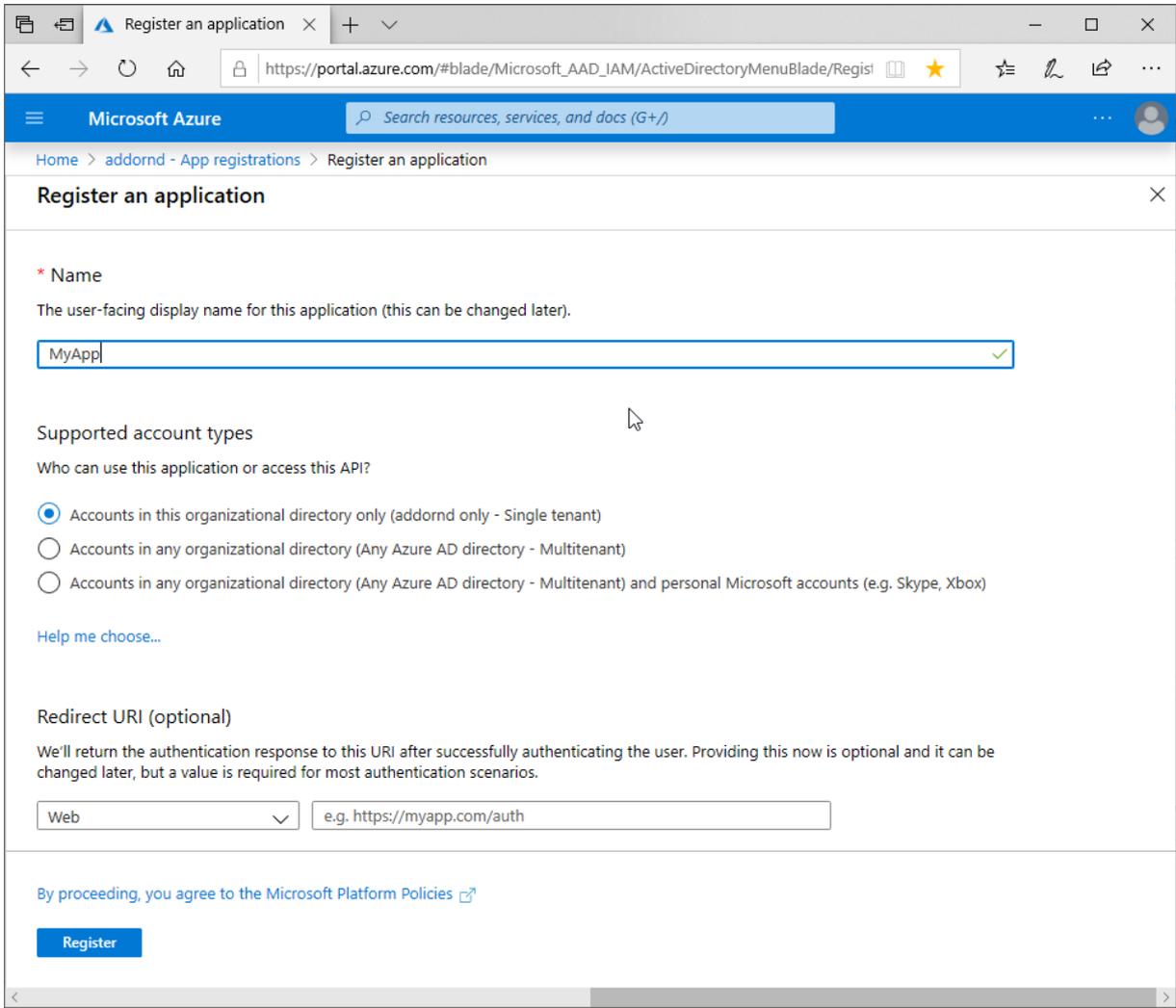


Figure 37 - Application name

7. Select a supported account type, which determines who can use the application. In this case select 'Accounts in this organizational directory only'.



Register an application

Home > addornd - App registrations > Register an application

**Register an application**

**\* Name**  
The user-facing display name for this application (this can be changed later).

MyApp

**Supported account types**  
Who can use this application or access this API?

Accounts in this organizational directory only (addornd only - Single tenant)

Accounts in any organizational directory (Any Azure AD directory - Multitenant)

Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)

[Help me choose...](#)

**Redirect URI (optional)**  
We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web e.g. https://myapp.com/auth

[By proceeding, you agree to the Microsoft Platform Policies](#)

**Register**

Figure 38- Accounts in this organizational directory only

8. Provide a redirect URI of the location where the authorization server sends the user once the application has been successfully authorized and granted an authorization code or access token. The authorization server sends the code or token to the redirect URI.
  - a. URI must begin with the 'https'. 'http' can be used for localhost URIs (an exception for certain scenarios).
  - b. URI should be case-sensitive. Case should be matched the case of the URL path of the application.
  - c. Maximum of 256 characters can be used for each redirect URI.

### Register an application

The user-facing display name for this application (this can be changed later).

#### Supported account types

Who can use this application or access this API?

- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

#### Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web  

Figure 39- Redirect URI

### **Important**

Applications running under credentials with administrator privileges can be very powerful, so please be sure to keep the application's ID and secret credentials in a secure location.

9. In 'Overview' you can find created application information.

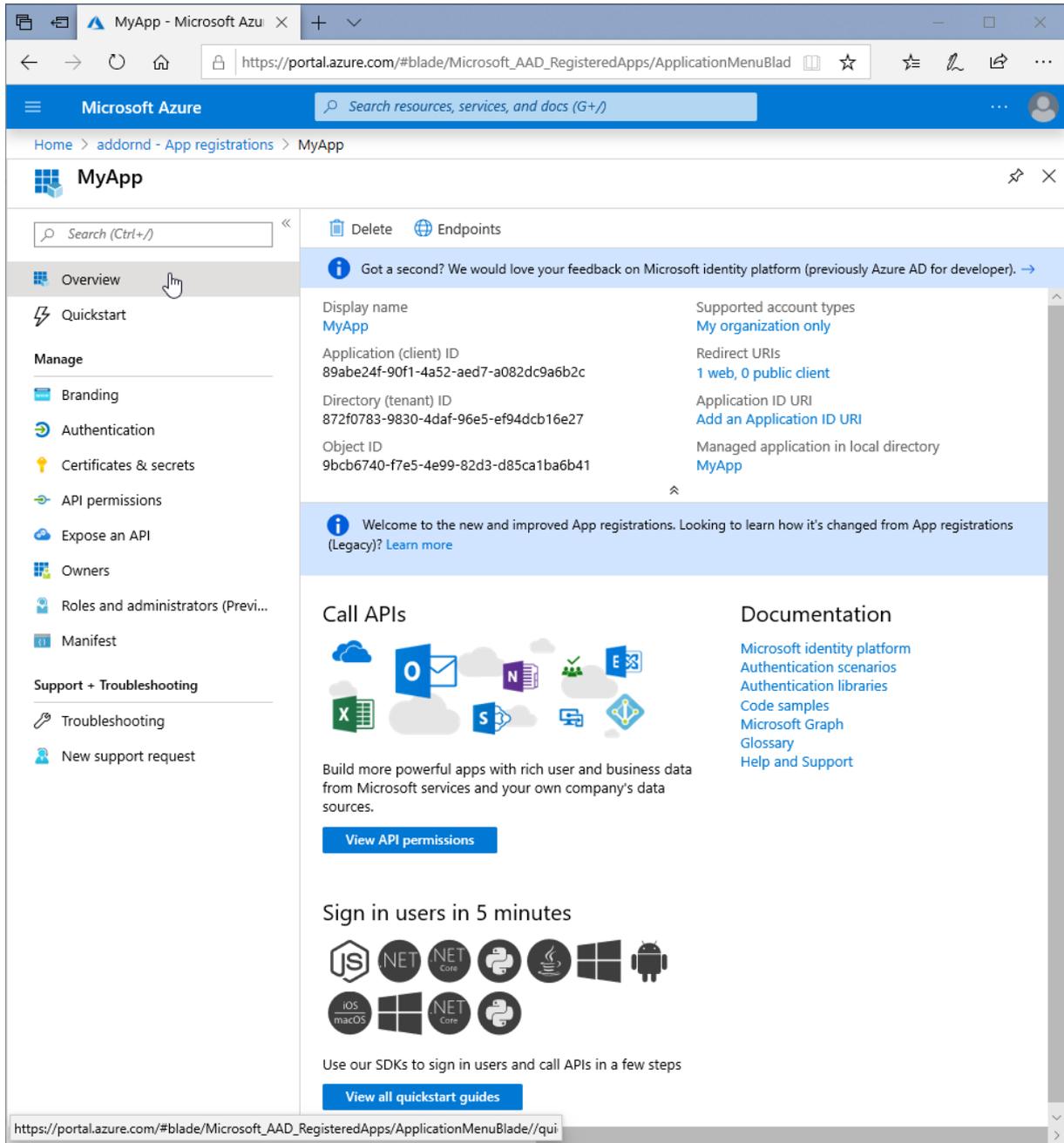


Figure 40 - Overview

10. Copy and keep the Application(client) ID saved in a secure location.

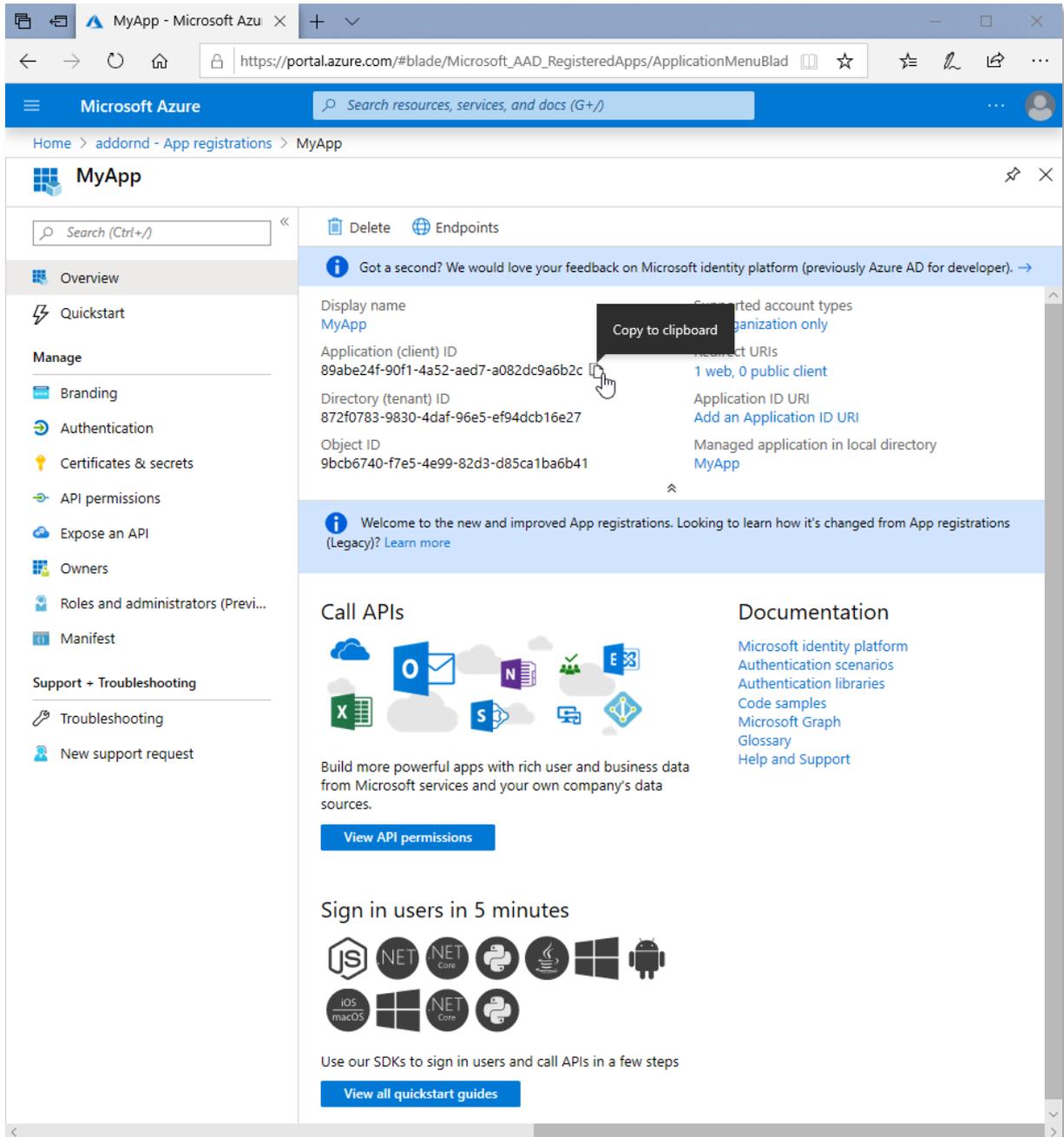


Figure 41- Application(client) ID

## 4.2 Grant Permission

1. For Microsoft365 CRM Sync you will need to grant access to specific APIs.

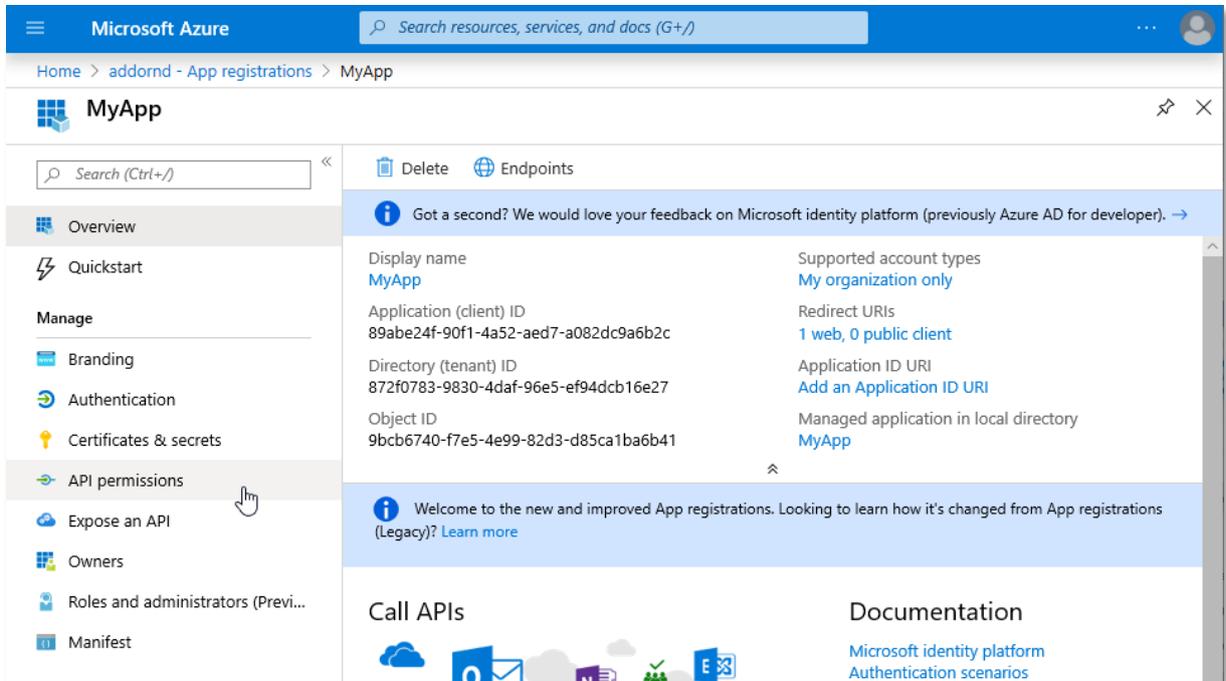


Figure 42 - Grant Permission

2. Go to 'API Permission' & click 'Add a Permission'.

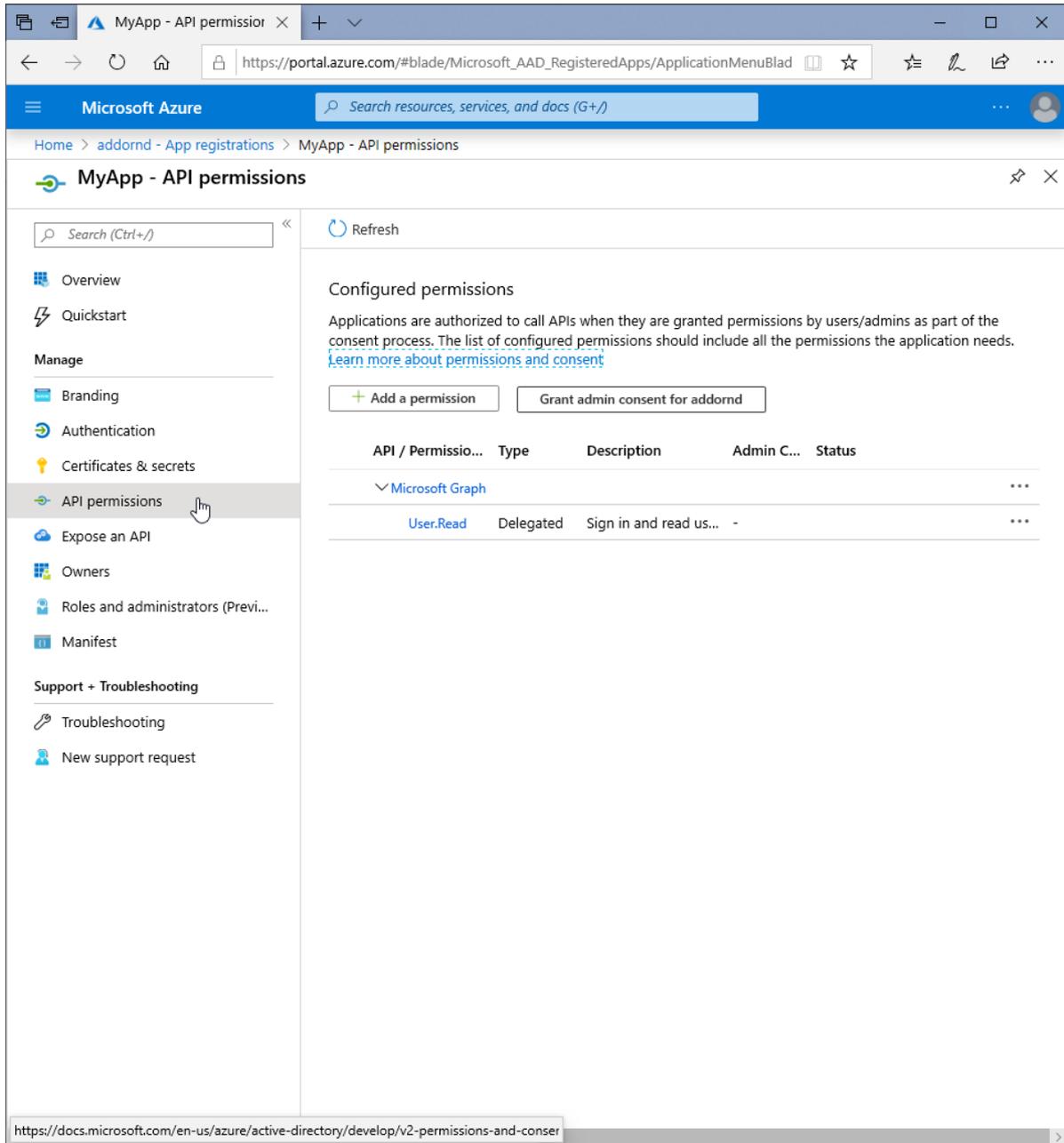


Figure 43- API Permission

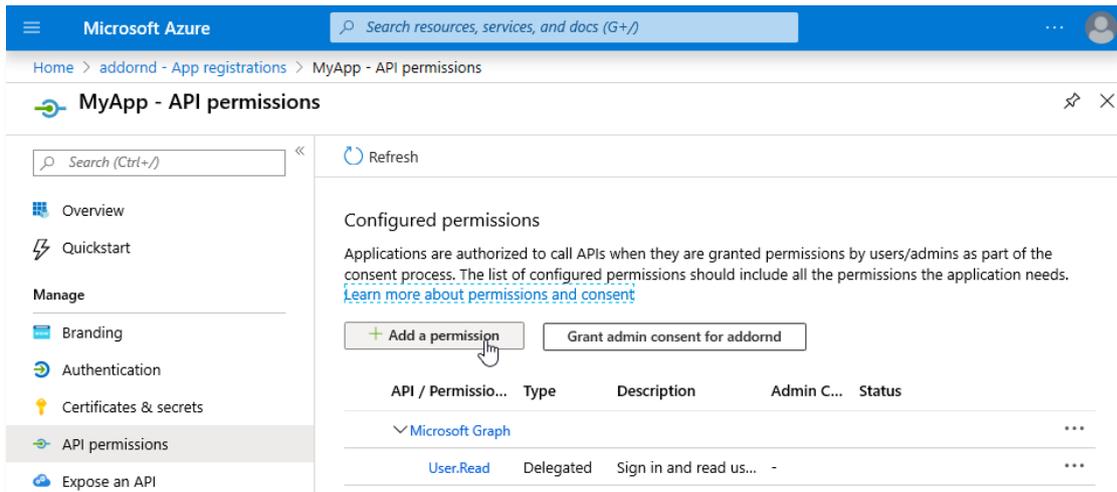


Figure 44 - Add a permission

3. On the Request API permission page, select 'Microsoft Graph'

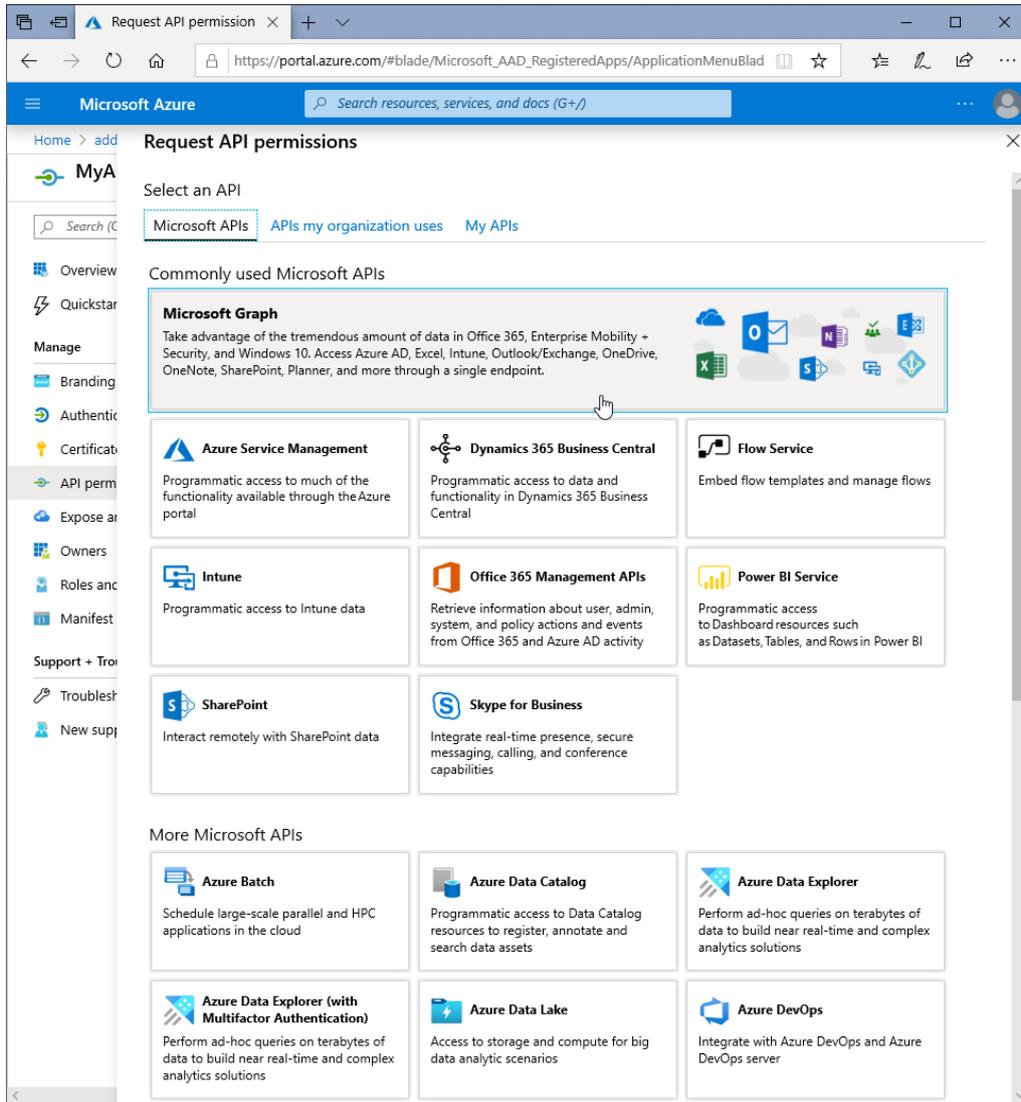


Figure 45 - Microsoft Graph

#### 4. Select 'Application Permission'.

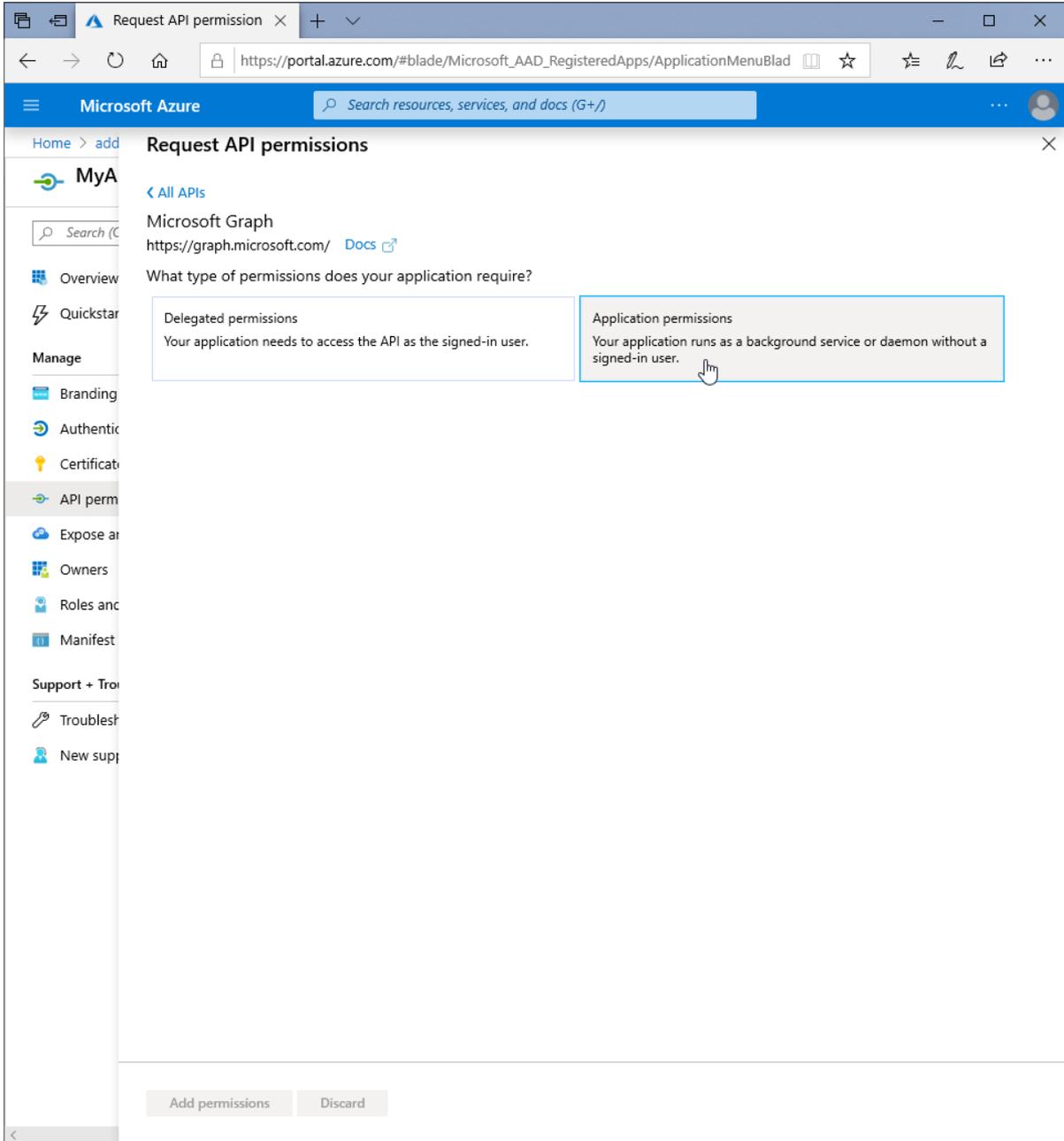


Figure 46 - Application Permission

5. Search for permissions you require to add to the application.

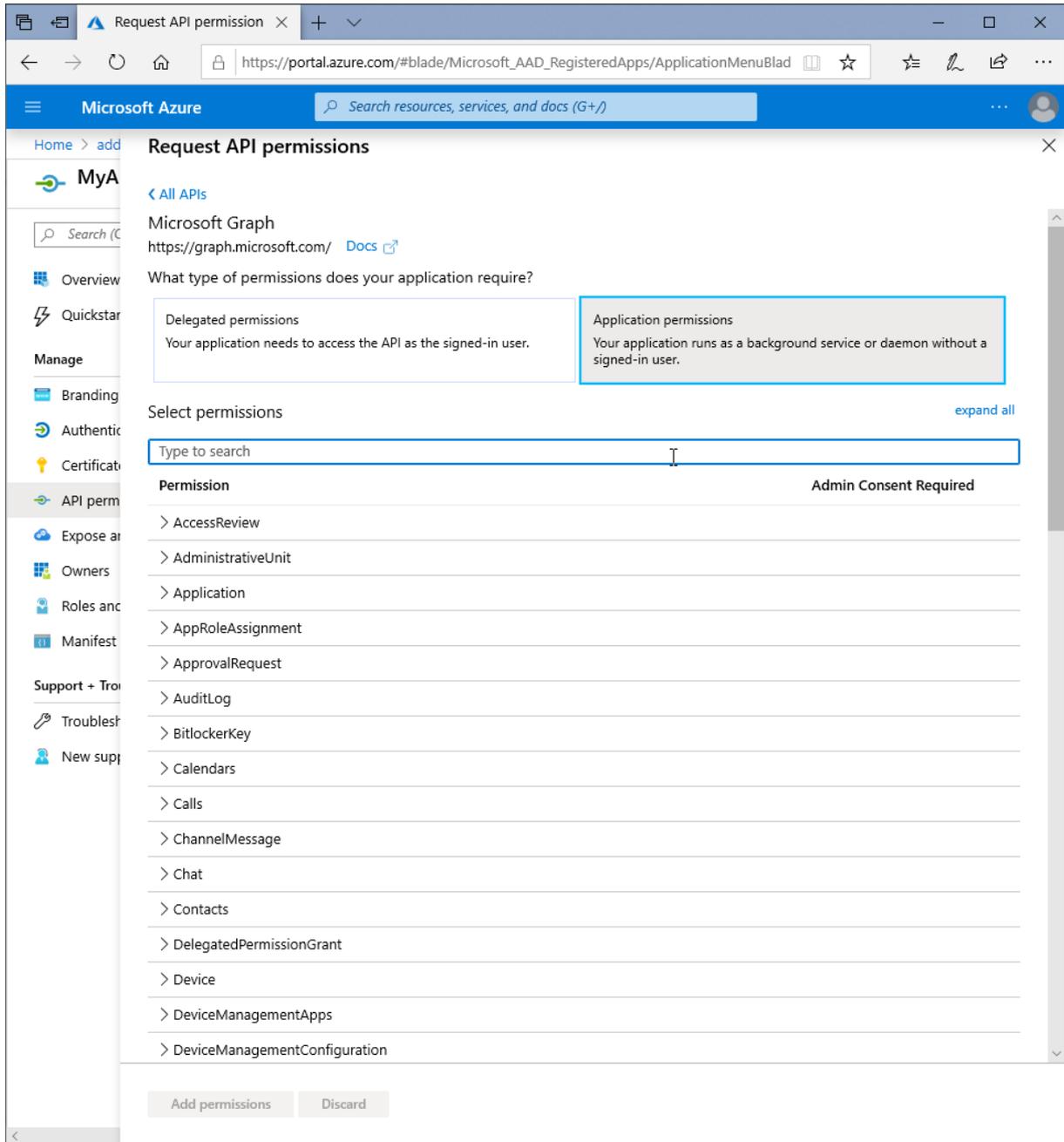


Figure 47 - Application Permission

For Example: 'mail' and under 'Mail' check 'Mail.Read' & 'Mail.Send'.

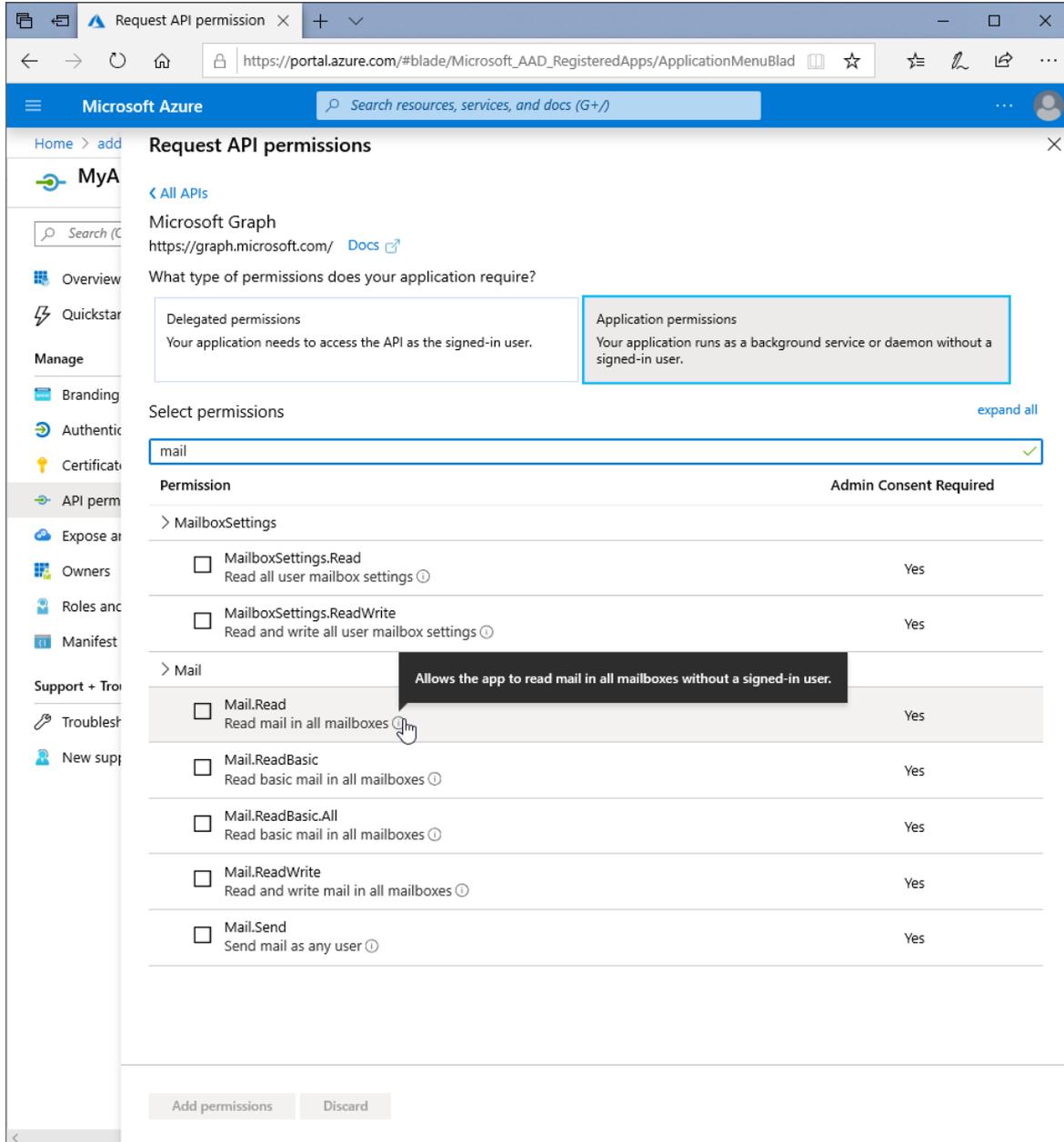


Figure 48 - Application Permission

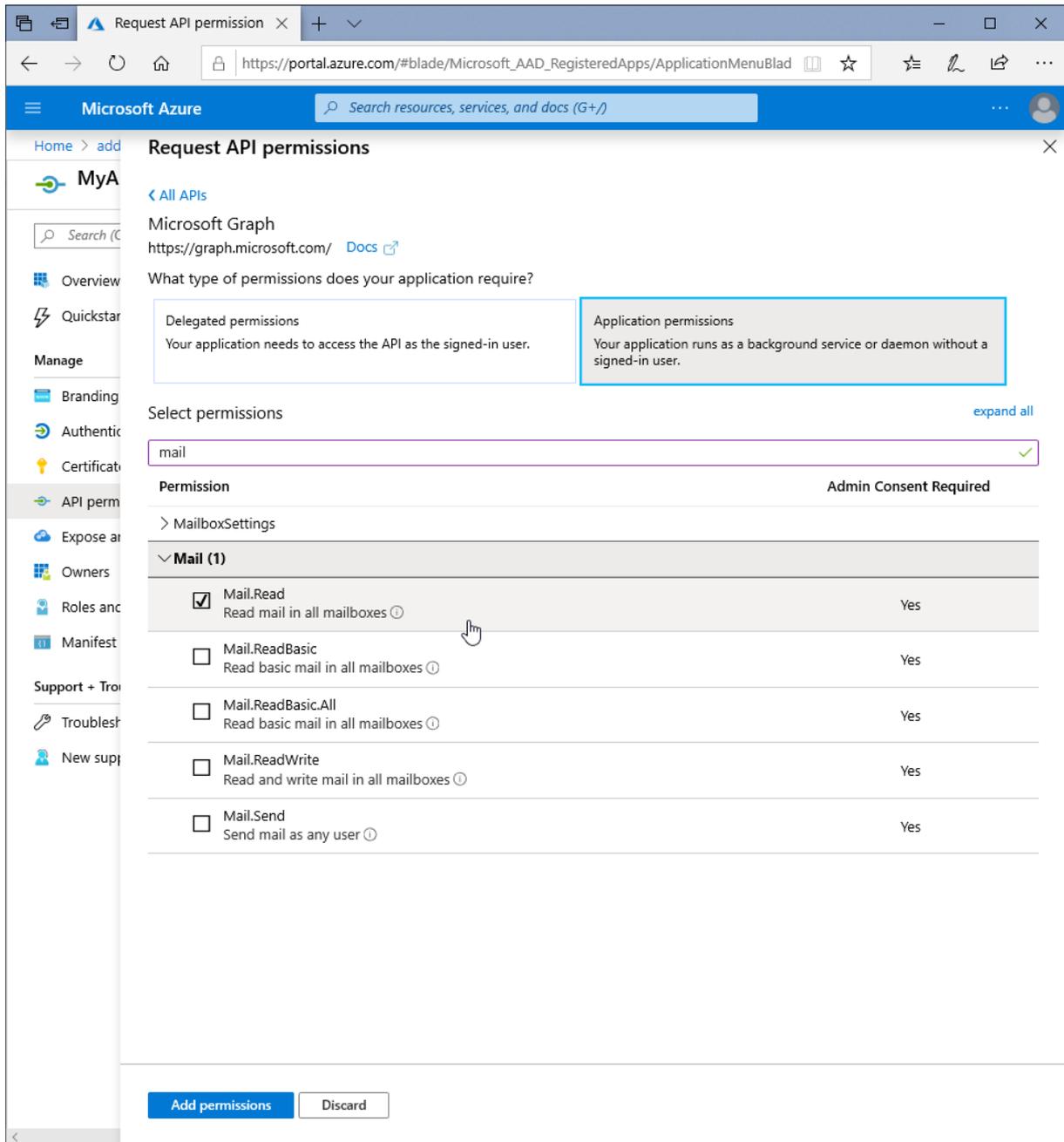


Figure 49 - Add Permissions

And select 'Add Permissions'.

6. Permissions are not granted or effective yet.

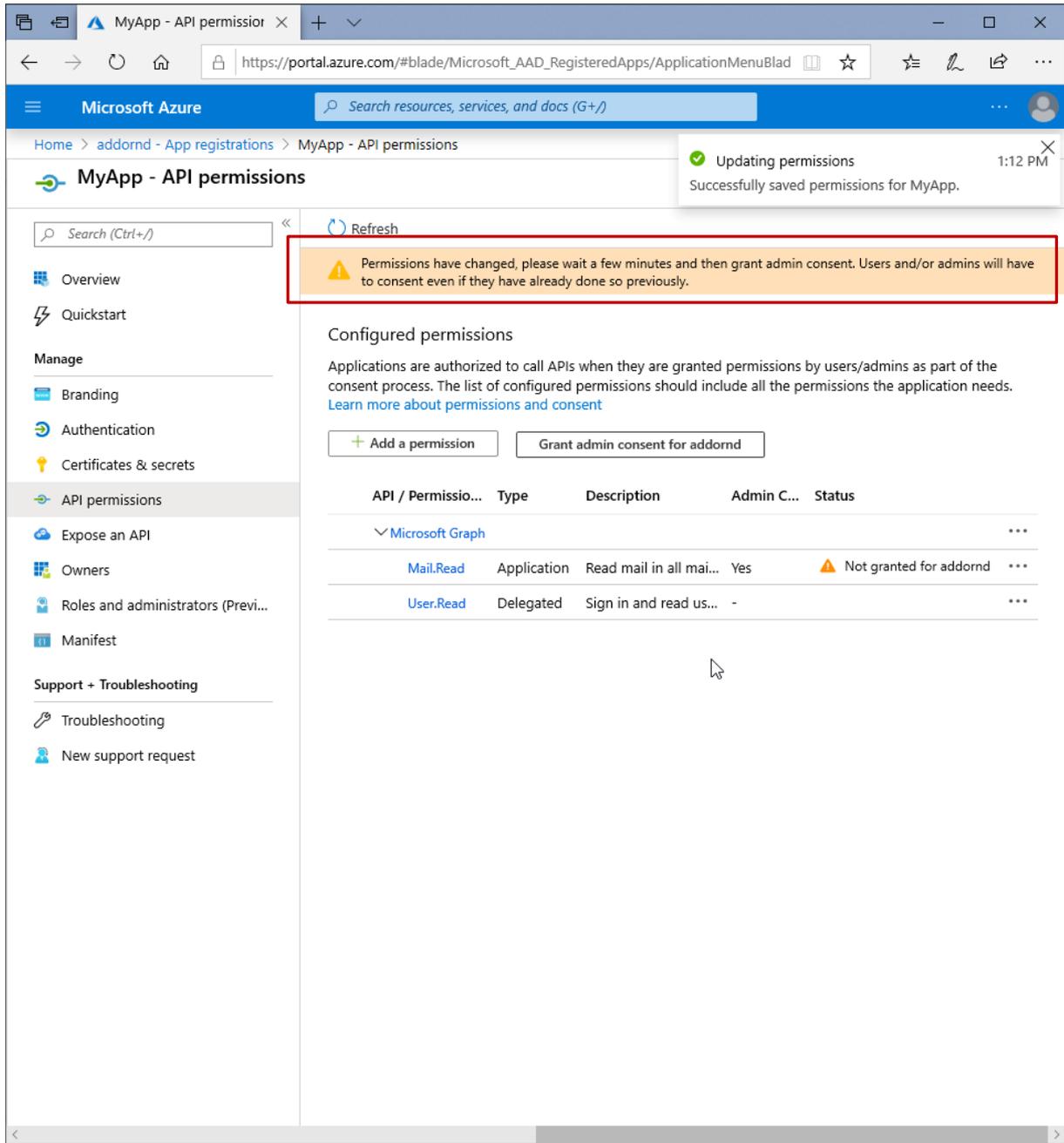


Figure 50 – Configure permissions

7. Select 'Grant admin consent' since admin consent may not be shown immediately after consent has been granted.

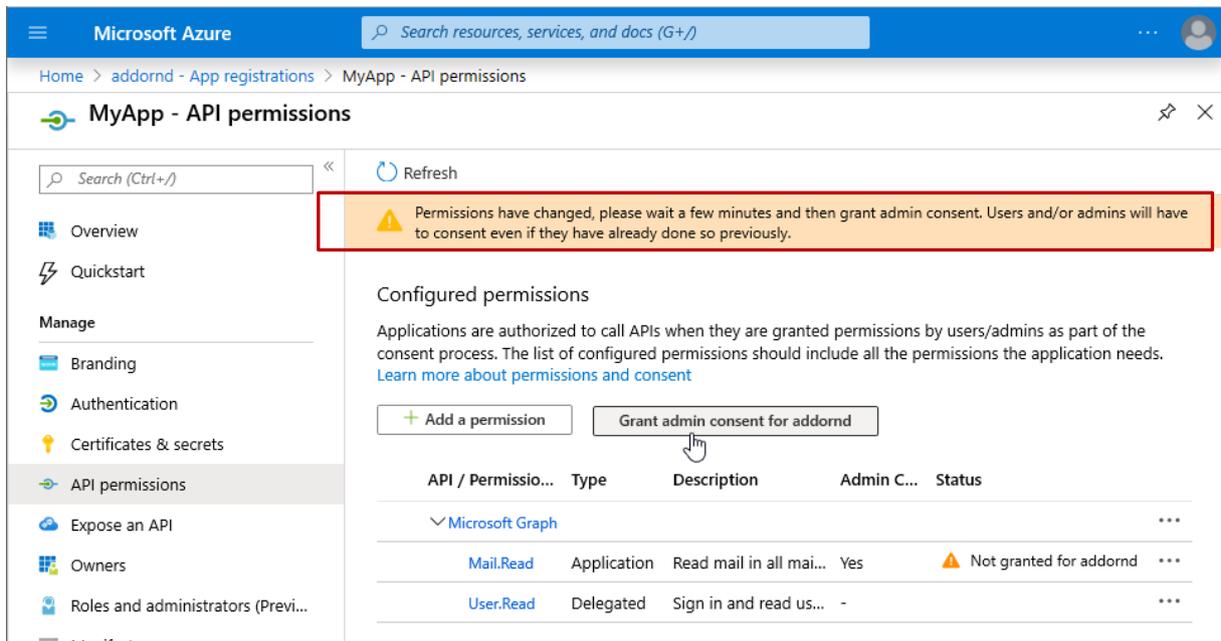


Figure 51 - Grant admin consent

8. Sign into the relevant account.

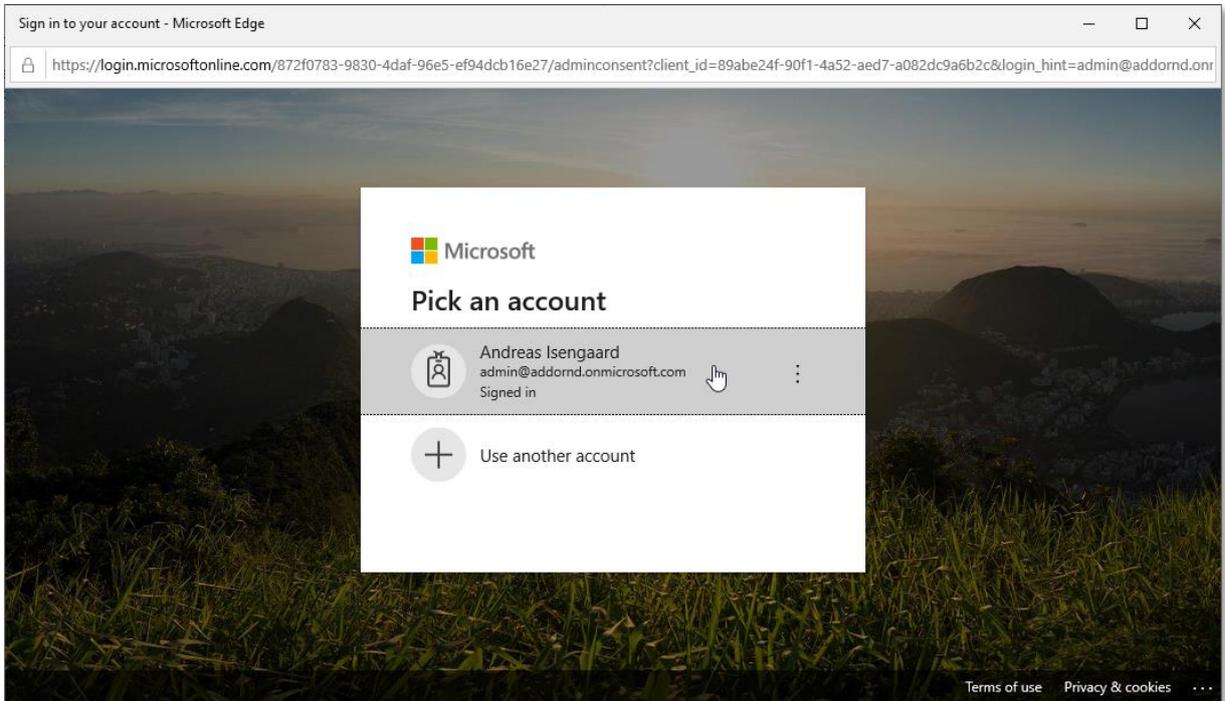


Figure 52 – Sign in

9. This prompt will grant the app access to the requested data on behalf of the entire tenant.

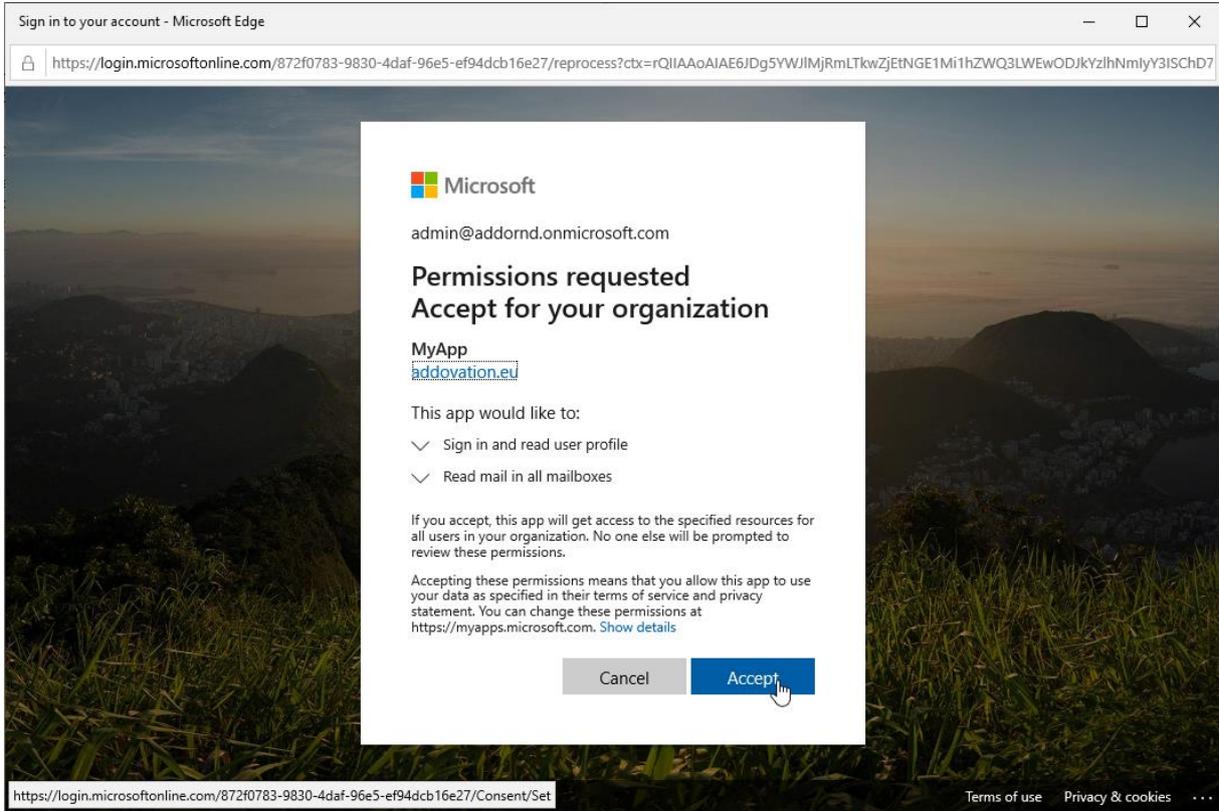


Figure 53 – Accept

- You may notice that admin consent may not be shown immediately after consent has been granted. You have to wait few minutes to see the latest consented permissions.

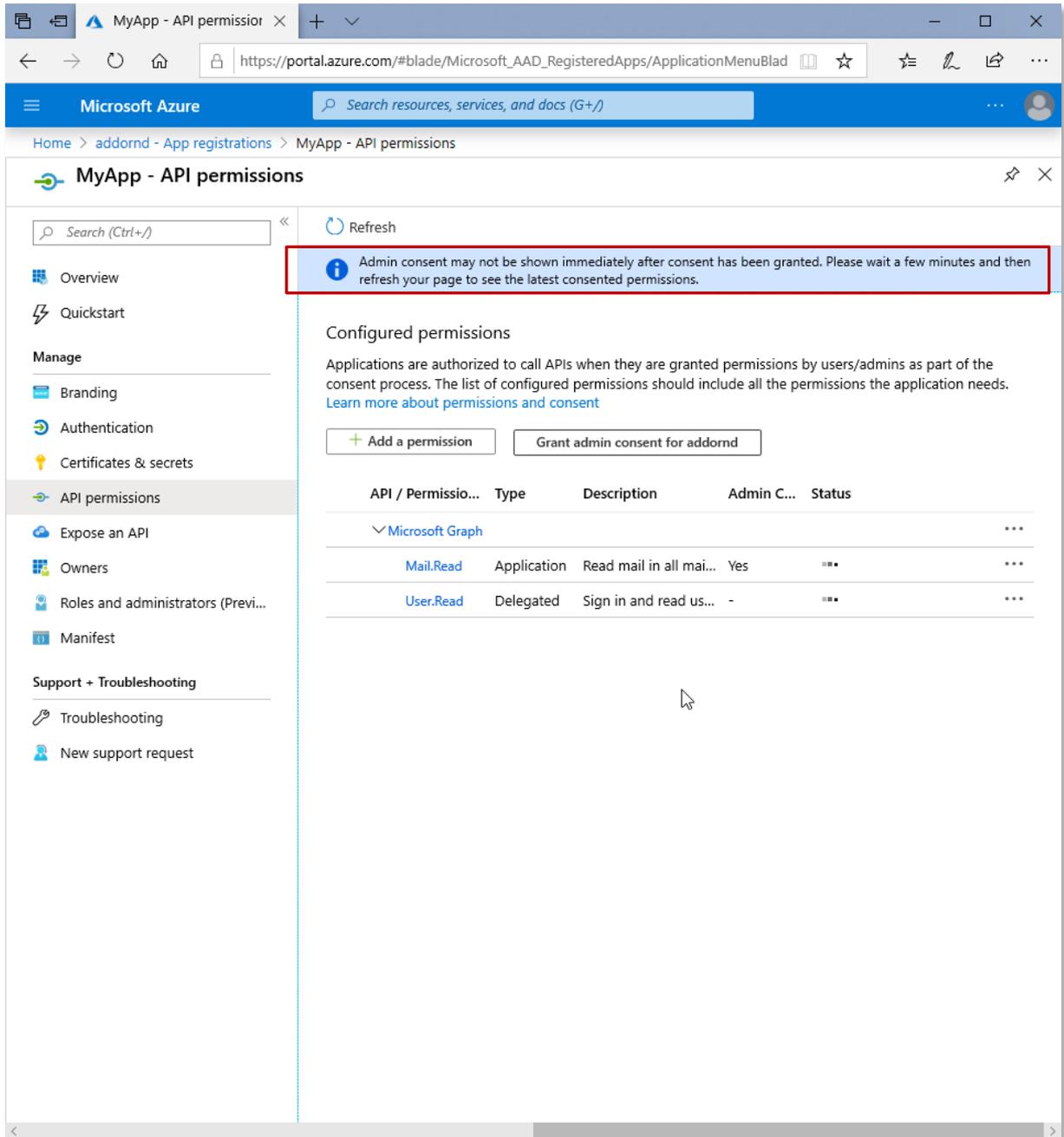


Figure 54 - Consented permissions

11. To Get your application secret ID, select 'Certificates and Secrets' on the API application page.

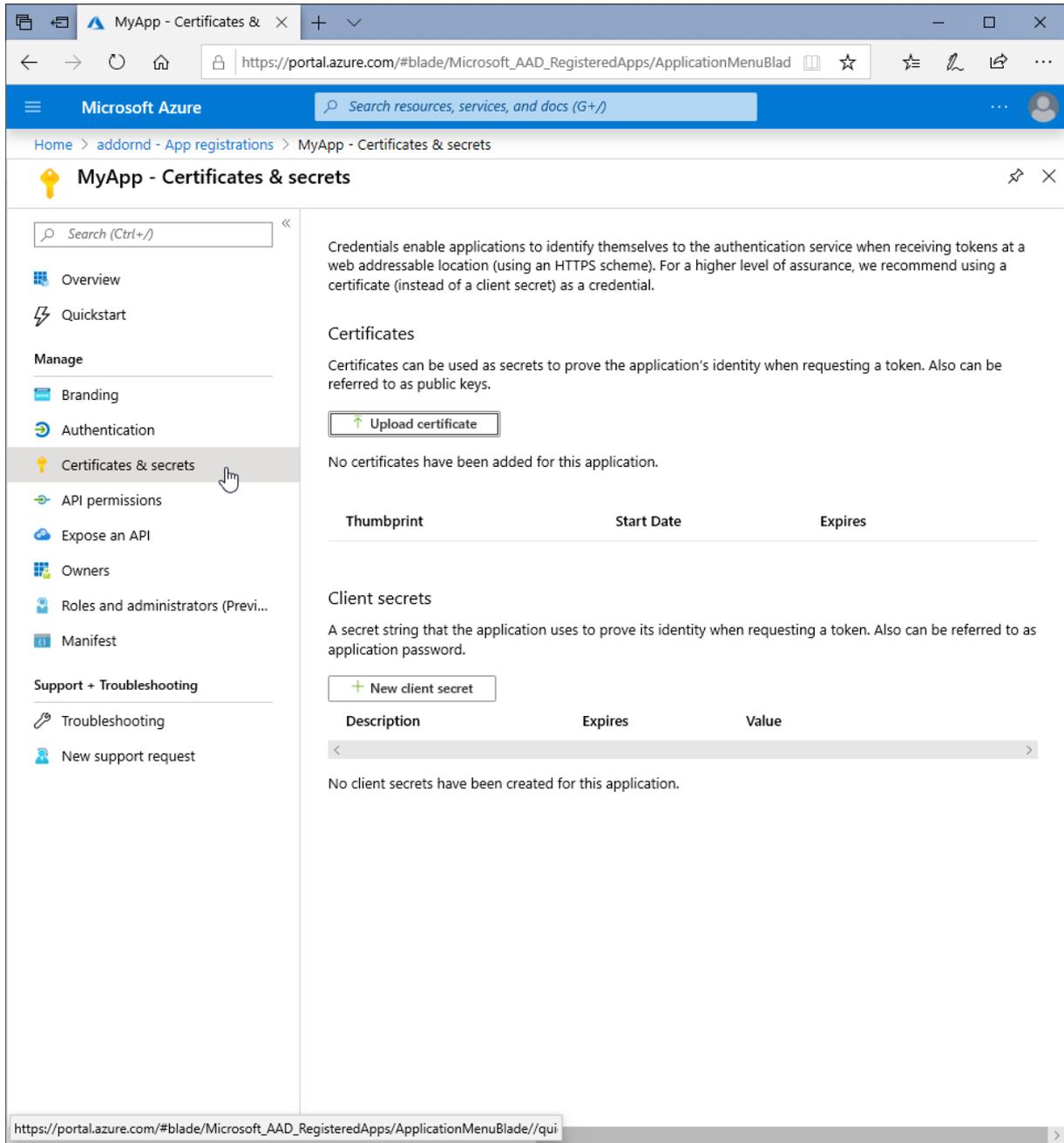
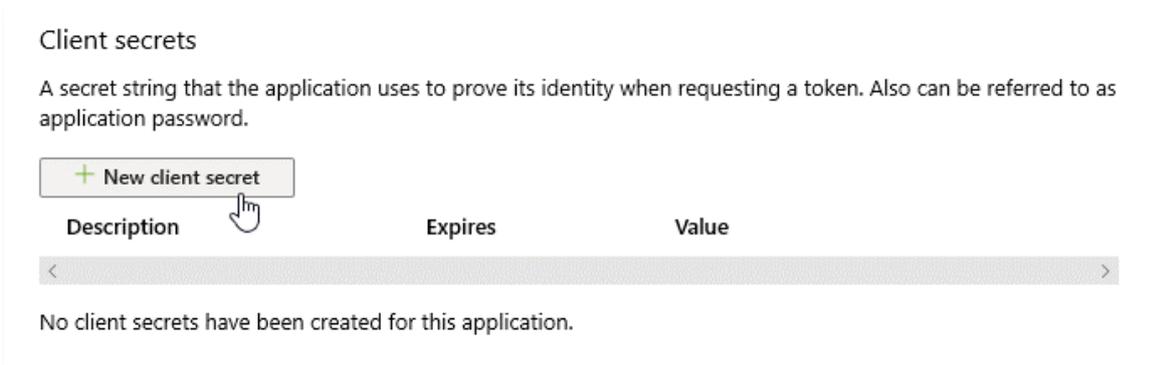


Figure 55 - Certificates and Secrets

## 12. Select 'New Client Secret'



Client secrets

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

[+ New client secret](#)

Description	Expires	Value
No client secrets have been created for this application.		

Figure 56 - New Client Secret

13. Type the description as you require and select the 'Expire' option and 'Add'.

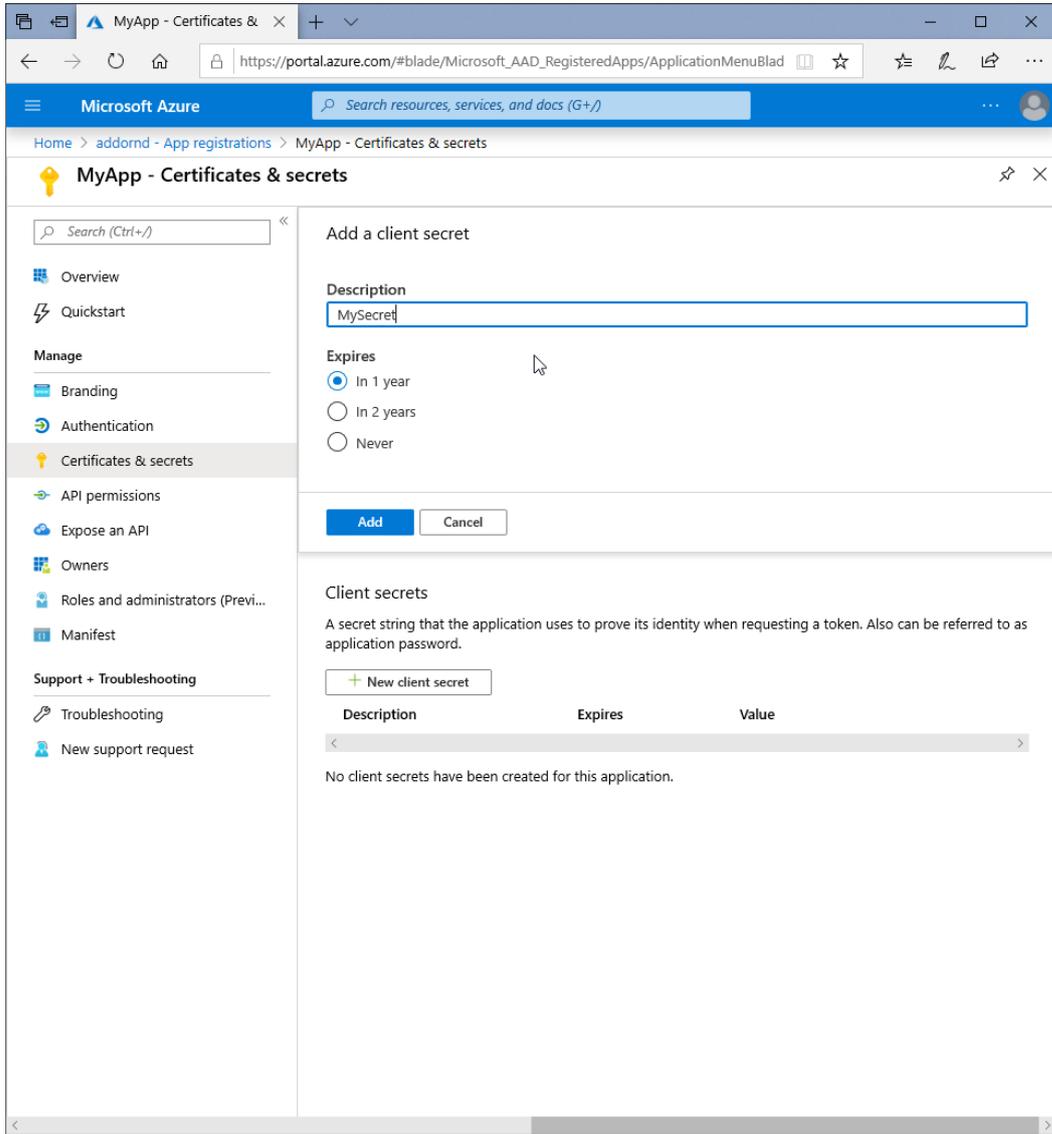


Figure 57 – Description

14. Copy and keep the key value saved in a secure location.

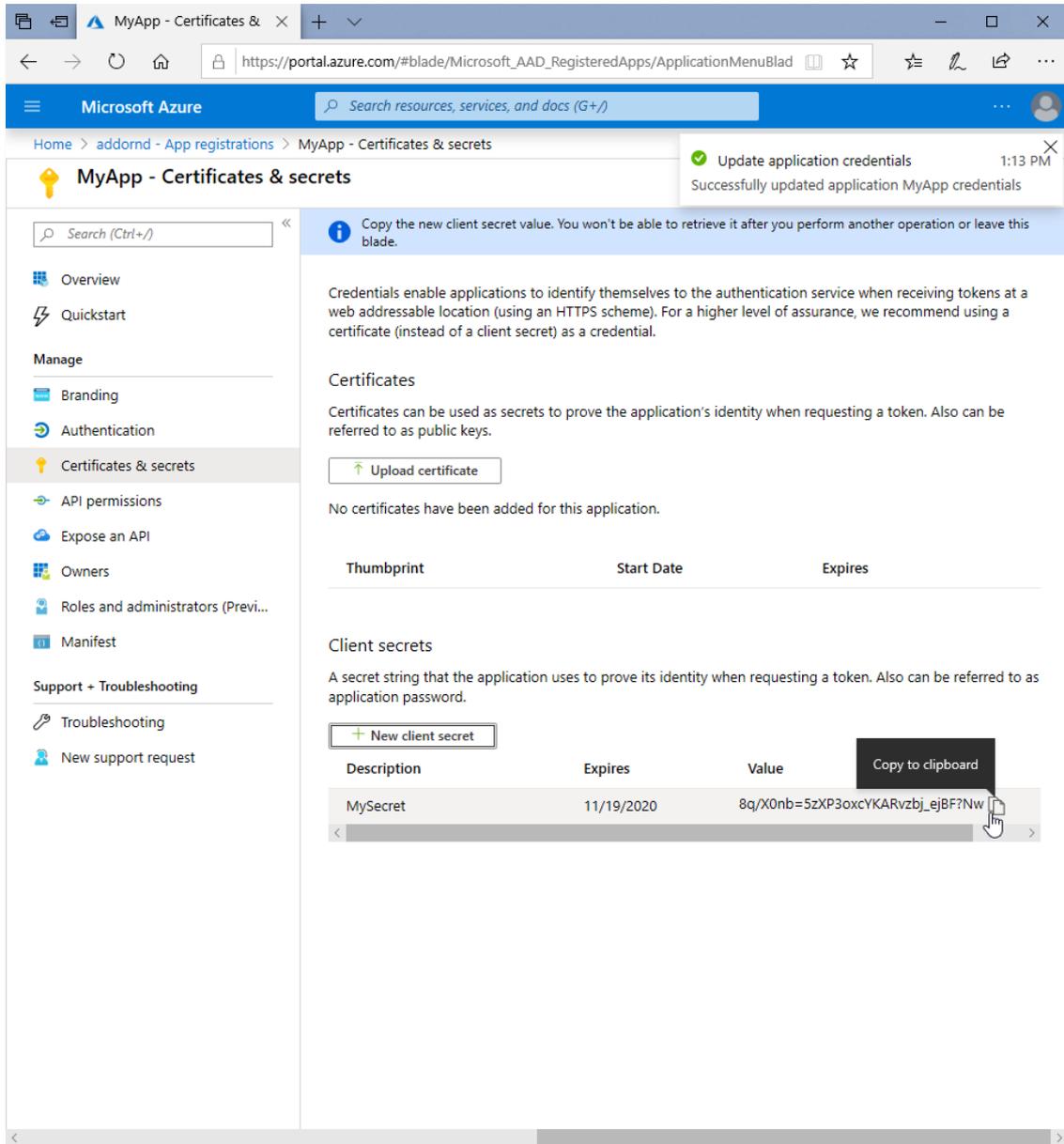


Figure 58 - Copy and keep

**Client secrets**

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

[+ New client secret](#)

Description	Expires	Value	Copy to clipboard
MySecret	11/19/2020	8q/X0nb=5zXP3oxcYKARvzbj_ejBF?Nw	

Figure 59 – Client secret

## 5 Microsoft365 CRM Sync Service- IFS Instance/s

➤ Program shortcuts

Go to -> Start -> Programs -> Addovation ->M365CRMSync

M365 CRM Sync Daemon Service

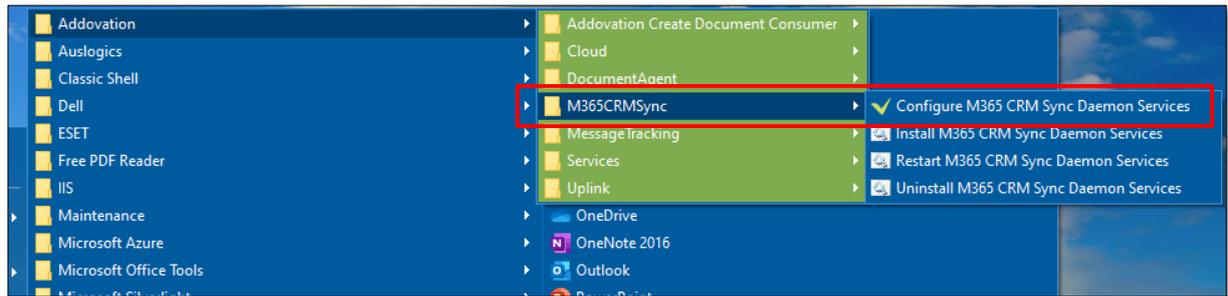
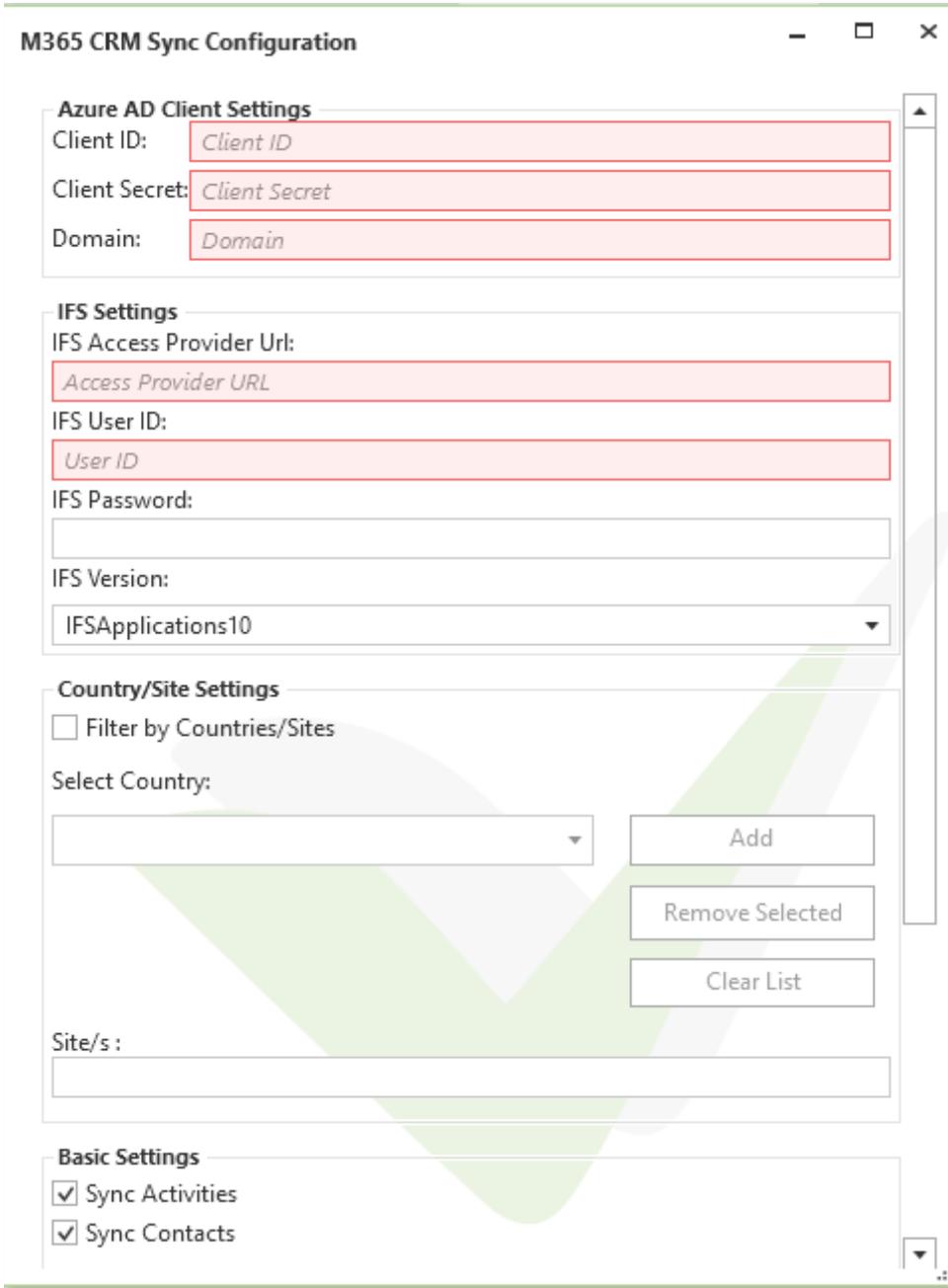


Figure 60 - M365CRMSync shortcut

## 5.1 How to configure the M365 CRM Sync

Go to Start-> Programs-> Addovation-> M365CRMSync -> Configure M365 CRM Sync Daemon Services



The screenshot shows the 'M365 CRM Sync Configuration' window with the following sections:

- Azure AD Client Settings**
  - Client ID:
  - Client Secret:
  - Domain:
- IFS Settings**
  - IFS Access Provider Url:
  - IFS User ID:
  - IFS Password:
  - IFS Version:
- Country/Site Settings**
  - Filter by Countries/Sites
  - Select Country:
  - 
  - 
  - 
  - Site/s:
- Basic Settings**
  - Sync Activities
  - Sync Contacts

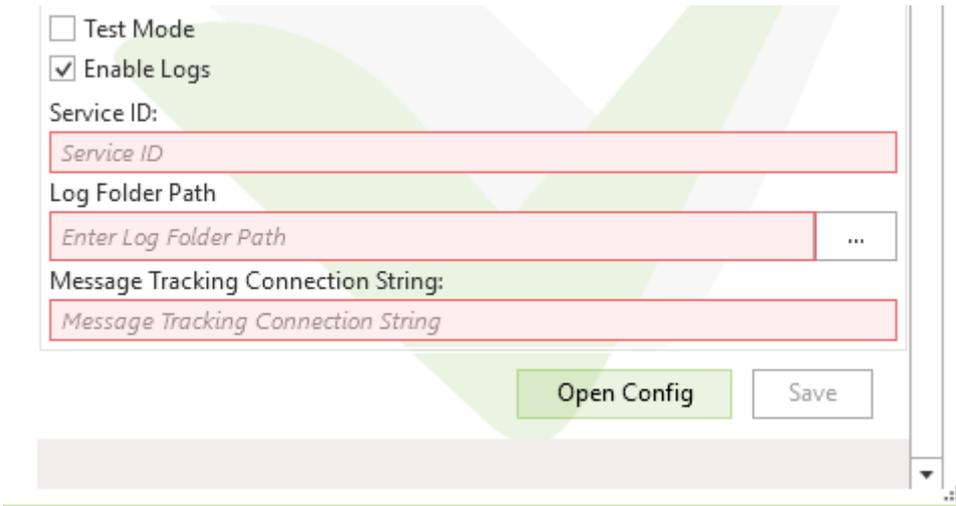


Figure 61 - M365 CRM Sync configuration

- Click 'Open Config' & select the 'Addo.AIS.M365CRMSync.Daemon.exe.config' configuration file
  - C:\Program Files (x86)\Addovation\Automation Server\ Addo.AIS.M365CRMSync

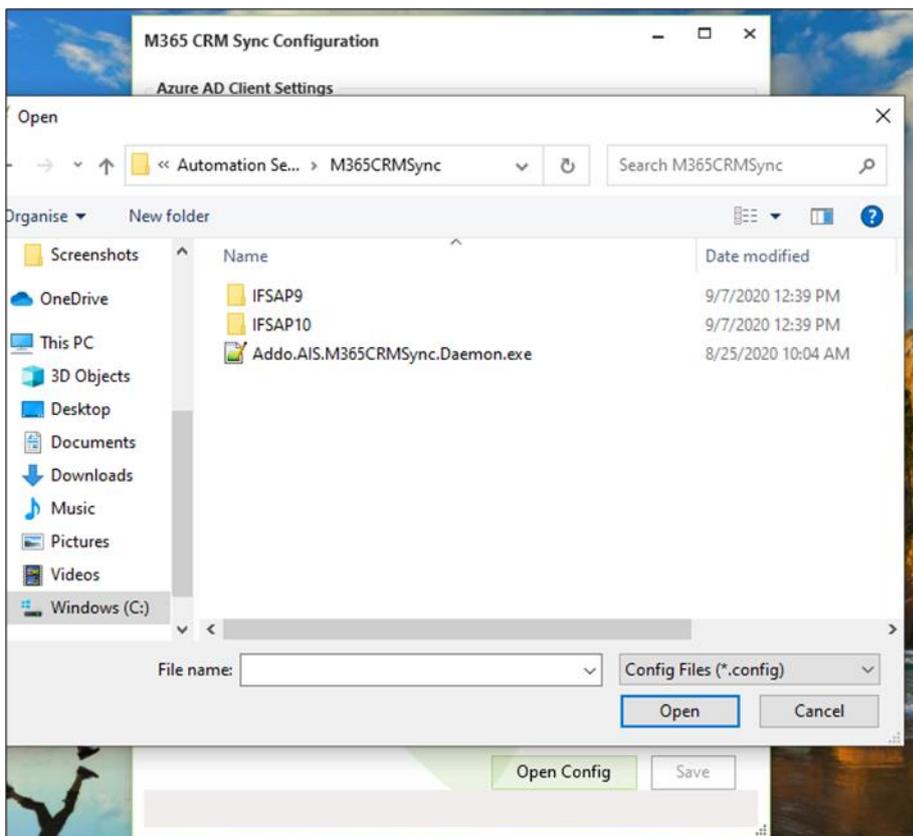
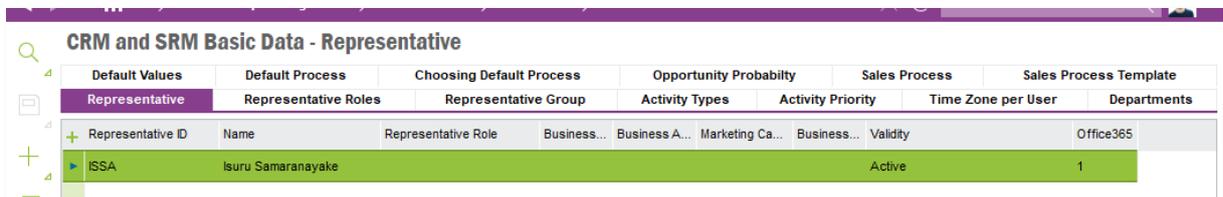


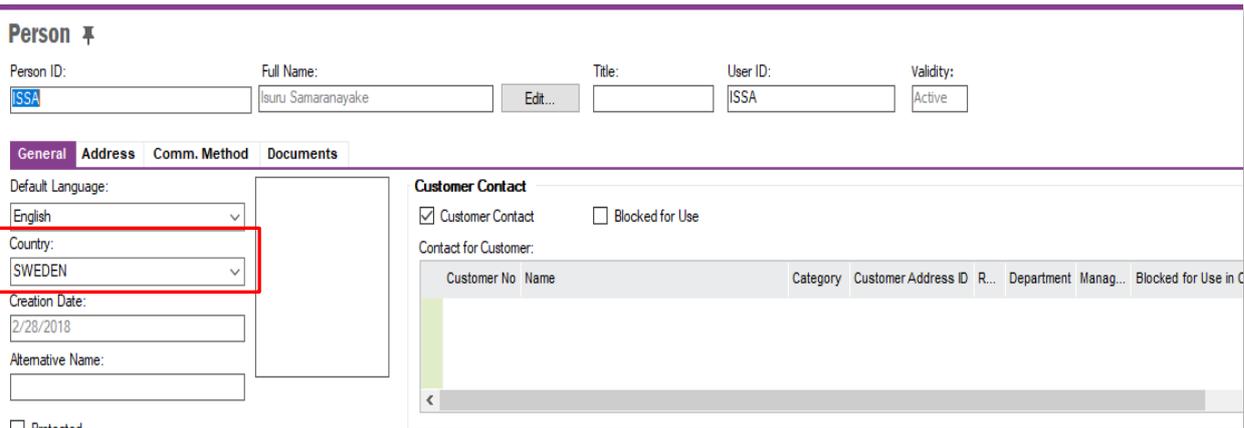
Figure 62 – Open config

Configurations are loaded, now you can change the data.

- **Client ID:** The Azure AD client id assigned in the Azure AD application-setup
- **Client Secret:** The client secret assigned in the Azure AD application-setup
- **Domain:** The company’s domain
- **IFS Settings:**
  - **IFS Access Provide Url:** Url to IFS Application Server
  - **IFS User ID:** User ID for IFS app
  - **IFS Password:** password
  - **IFS Version:** IFS version (9/10)
- **Country/Site Settings**
  - **Filter by Country/Site:** This check box enables filtering by creating services according to the Main representative’s country or site settings in IFS (Country defined in the PERSON window).



Representative ID	Name	Representative Role	Business...	Business A...	Marketing Ca...	Business...	Validity	Office365
ISSA	Isuru Samaranayake						Active	1



Person ID:  Full Name:  Title:  User ID:  Validity:

General | Address | Comm. Method | Documents

Default Language:

Country:

Creation Date:

Alternative Name:

Protected

**Customer Contact**

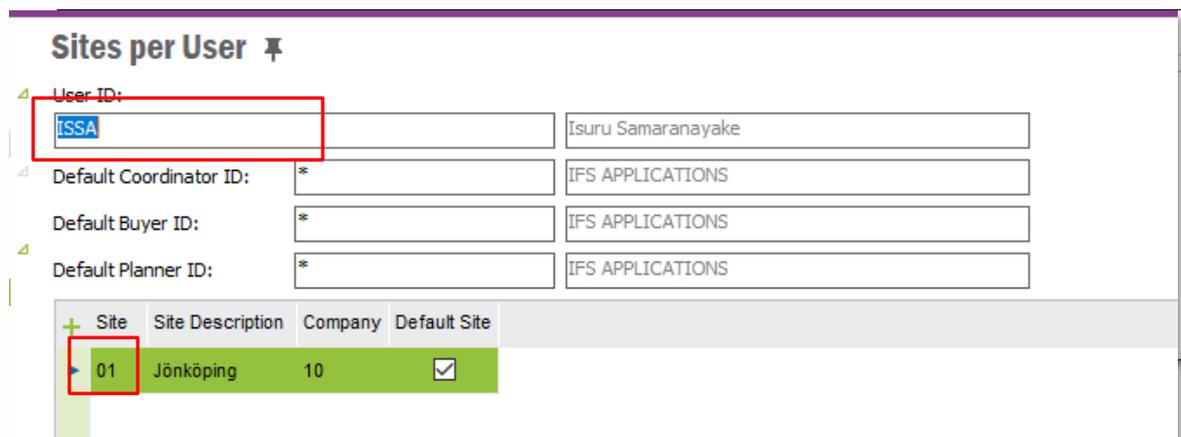
Customer Contact  Blocked for Use

Contact for Customer:

Customer No	Name	Category	CustomerAddress ID	R...	Department	Manag...	Blocked for Use in C
[Empty table body]							

Figure 63 – Open config

- **Select Country:** The main representative’s country should be included in selected country list. User will be able to click ‘Add’ to add countries one by one.
  - o Select the country which you want to remove and click on ‘Remove Selected’ to remove it from list
  - o Click ‘Clear’ to remove the all countries selected in the list.
- **Site/s:** Sites related to the main representative should be included. (Site/s defined in the SITES PER USER window)



- **Basic Settings:**

- **Sync Activities:** If you tick this, activities will be synced between IFS and O365.
- **Sync Contacts:** If you tick this, contacts will be synced between IFS and O365.  
**If both are ticked, activities and contacts will be synced.**  
**Its mandatory to tick at least one of above to get service worked.**
- **Test Mode:** If you tick this check box data will not sync & it will only test data. So, you need to untick this check box
- **Enable Logs:** Select this check box to enable logging.
- **Service ID:** Providing an ID for multiple services (Ex. App9, App10)
- **Log Folder Path:** Select a folder for logs, Then the configurations will automatically create a folder structure inside the log folder (as below image).

### Important

When an upgrade is done from a version before renaming of M365CRMSync (Ex: version with O365CRMSync To version with M365CRMSync), If new key/values are added to the config file, the new key/values will not be included in the 'servie\_id.config' file and 'Addo.AIS.M365CRMSync.Daemon.exe.config' file.

So, it is recommended to compare "Addo.AIS.M365CRMSync.Daemon.exe.config file with "Addo.AIS.M365CRMSync.Daemon.exe\_servie\_id.config" for any changes in key/values pairs in config. If there are missing pairs, those key/values should be included manually in the "Addo.AIS.M365CRMSync.Daemon.exe\_servie\_id.config" file.

If user needs to change values in config file per se,

- Stop the related service
- Do the changes in related 'servie\_id.config' file  
(Ex:Addo.AIS.M365CRMSync.Daemon\_APP10.exe.config)
- Start the service

## 5.2 How to Install, Restart, Uninstall the M365 CRM Sync Daemon Service

Go to Start-> Programs->Addovation->M365CRMSync->

- Install M365 CRM Sync Daemon Services
- Restart M365 CRM Sync Daemon Services
- Uninstall M365 CRM Sync Daemon Services

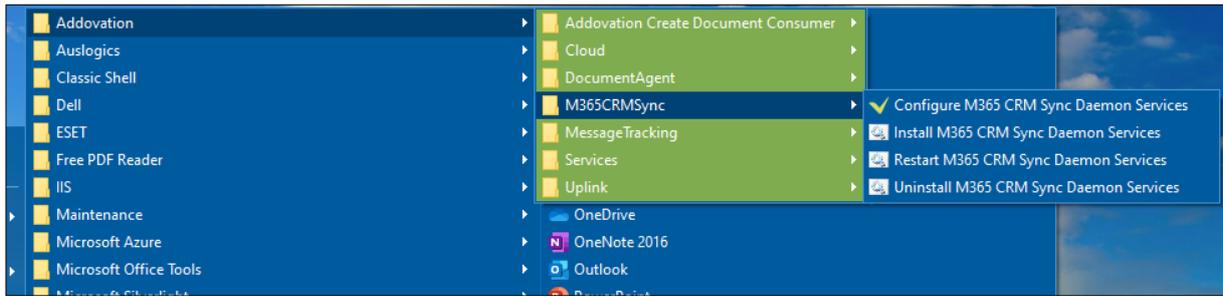


Figure 64 - M365 CRM Sync Daemon Service

Name	Description	Status	Startup type	Log On As
ActiveX Installer (AxInstSV)	Provides Us...		Manual	Local Syste...
Addovation Message Tracking Service (app10)	Message Tra...	Running	Automatic	Local Syste...
Addovation O365 CRM Sync Service (APP10-addovation.com)	Sync betwe...	Running	Manual	Local Syste...
Addovation Services	Processing ...		Automatic	Local Syste...

Figure 65 - M365 CRM Sync Daemon Service

### 5.2.1 Multiple Services

Multiple services can be created as below image.

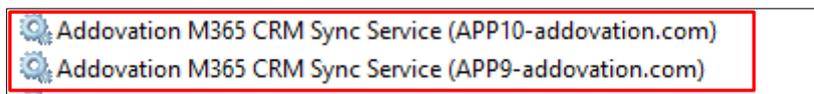
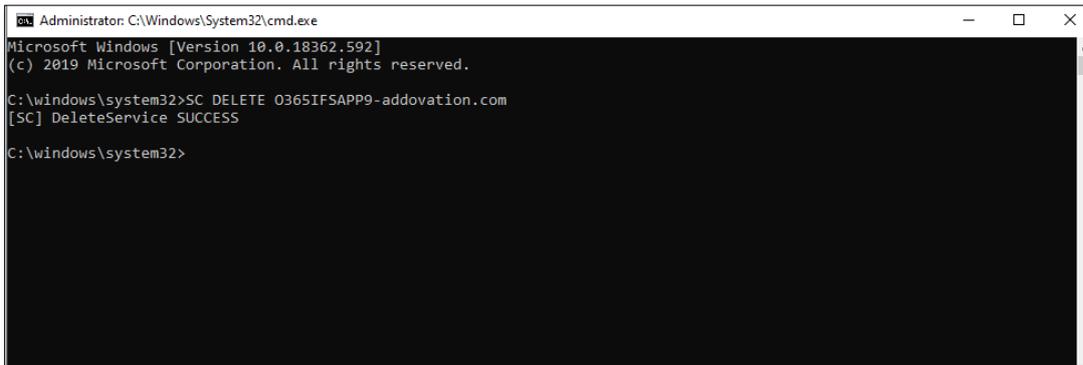


Figure 66 - Multiple Services

Important: When Multiple services are being used , 'sc delete' command can be used to uninstall services.



```
Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 10.0.18362.592]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\windows\system32>SC DELETE 0365IFSAPP9-addovation.com
[SC] DeleteService SUCCESS

C:\windows\system32>
```

Figure 67- Uninstall services