How to Delete a System

Brief overview

WalkMe admins have the ability to delete a <u>System</u> through the <u>Admin Center</u>. Once an admin deletes a System, it enters a soft delete period that lasts for 30 days. During those 30 days, you can restore the system for any reason.

Phase 1:

The following actions happen in this phase:

- 1. All users assigned to this System get disconnected and won't have access to the deleted System
- 2. The System becomes inactive on the extension (if this System has been configured to run using the extension)
 - $\circ\,$ If the System is configured to run using a snippet, your IT team needs to remove the snippet from the site)
- 3. Player side disables WalkMe content from being displayed to the end user
- 4. End user data collection has been terminated

If a system is restored all actions described above are restored as well, **besides** the users that were connected to the system. Those will need to be manually assigned again by an admin.

Phase 2:

30 days after deleting the System, a permanent full deletion cycle takes place automatically. No restore option will be available after this phase is complete.

The following deletion processes happen in this phase:

- 1. User, elements and related objects (User, Element, Automaton, Dom, Ticket, Publish and a few more details related to these). This includes delete from Db & S3 (prebuilt files)
- 2. Lexicon of any user related data (Dictionary, phrases, vocabulary, blocklist and more)
- 3. UII System-related files from UII DB and S3
- 4. All System-related files from the extension
- 5. Any data that has been collected and utilized by Insights (meta data UI, custom reports and more) will be permanently deleted
- 6. System static files from S3 and CDN
- 7. All user historical data



How to delete a System

1. On the Systems page, select the Systems you want to delete

5 Multi-Language	All Systems 🕤 Develop Systems									
Systems										
ylog										
ys		Salestorce Lightning	Salesforce Lightning	Web	Production Test	34	Dec 7th 2021	Limited	0	
πy	~	Oracle Cloud	Oracle Cloud	Web	Production Test	13	Dec 7th 2021	Limited	0	
egrations	~	Ariba	.M. Ariba	Web	Production Text	15	Dec 70/ 2021	Limited	0	
		Concur	Blacktraud	Web	Production Test	23	Oct 18h 2021	Limited	0	
		Workday	Workday	Web	Production Test	25	Oct 5th 2021	Limited	0	
		Default	Custom Type	Web	Production Test.	26	Oct 5th 2021	Limited	2	

2. Click Delete

							Dashboard
							installation
+ Create System						All Systems 🙆 De	Jsers & Roles
							fext & Multi-Language
							Systems
					System	- Name	Activity Log
Sep 18th 2022	3	t +1	Production Test	Web	Outreach	Outreach	API Keys
Aug 22nd 2022	1	t	Production Test	MobileWeb	M Gmail	GmailRonen	Security
Aug 18th 2022	1	t	Production Test	MobileWeb	BlueJeans	BlueJeans	DP Integrations
Aug 8th 2022	1	t	Production Test	MobileWeb	💋 Hotjar	Hotjar	
			Production Test	Web	💋 Hotjar	✓ Hotjar	



Deleting a web System that has a corresponding mobile web System will delete both the web and mobile web Systems. This is because a mobile web System cannot exist without a web System.

3. Confirm you want to delete the System and click **Delete**

te e c	Delete System	×
ш	Deleting this system will immediately:	
L	Disconnect 1 users from the systems	
L.	Disable the system's live WalkMe content	
	Stop end-user data from being collected	
~	The system will be moved to the Deleted Systems tab and can be restored within 30 days , otherwise it will be permanently deleted	
	② Learn More About System Deletion Cancel Delete	

4. A confirmation message will display at the top of the screen once the System has been successfully deleted

How to restore a deleted System

1. Go to the **Deleted Systems** tab



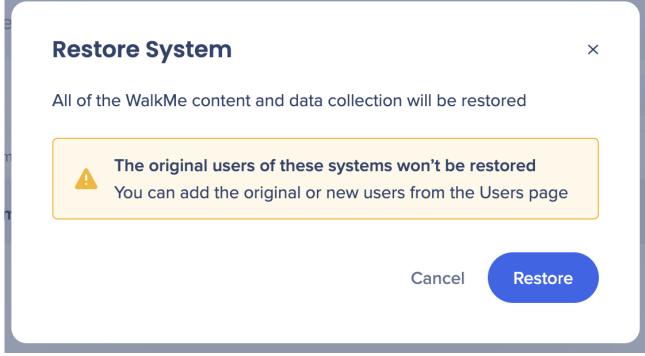
Co WalkMe Admin	Insighta Share			
udmin Goon Inshiboard Soon	Systems Create in modify systems connected to your Account			
sers & Roles nt & Multi-Language	All Systems 1			
stems.	Nore			
tivily Log 4 Keys	BlueJeans	El BlueJeana	Web	October 280: 2022, 11:49:55 am
surity				
Integrations				
	Showing 1 - 1 of 1			Rows per page: 10 ~

2. Select the System(s) you want to restore

Systems				
Create or modify Systems connec	ted to your Account			
All Systems 4 Dele	ted Systems 1			
		Q Search		
✓ Name	System	Platform	Deleted By	
✓ LambdaTest	G LambdaTest	Web		
1 System selected				
			Restore	
Showing 1 - 1 of 1				~

- 3. Click Restore
- 4. Confirm you want to restore the System and click **Restore**





5. A confirmation message will display at the top of the screen once the System has been successfully restored