

Nerdio Offboarding Guide

A guide for disengaging Nerdio from WVD based environments



Purpose

Nerdio offers a way to provision, manage and optimize virtual desktop-based IT environments in Azure using Microsoft Windows Virtual Desktop (WVD). Once a new environment has been provisioned in Azure, called a Nerdio for Azure (NFA) account, IT administrators can then use Nerdio Admin Portal (NAP) to manage and optimize the IT environment.

Nerdio and Nerdio Admin Portal are not on the critical path for running WVD desktops in Azure. A Managed Service Provider (MSP) or IT administrator may log in to Azure management portal directly to manage Azure resources. Any modifications applied to the Azure resources will be automatically picked up by Nerdio and displayed in NAP.

MSPs can go a step further and completely remove Nerdio from the picture. This guide provides steps to disengage Nerdio from WVD based IT environments.

Audience

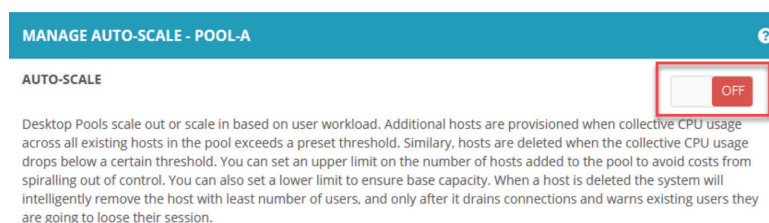
This guide is geared towards technical staff at MSPs and IT administrators that are familiar with NAP, Azure and WVD in general. Some experience managing virtual desktops, networking infrastructure and IT systems is assumed.

Migration guide

The process to remove Nerdio from an existing Nerdio environment can be accomplished with three easy steps and should generally take less than an hour.

Step I – Disable Auto-scaling of WVD Host Pools in NAP

- Log in to NAP as an administrator.
- Navigate to your customer's NFA account.
- Click SERVERS from the main menu and scroll down to MANAGE DESKTOP POOLS section.
- For each Desktop Pool, disable auto-scale from the "Manage auto-scale" screen by simply sliding Auto-scale button to OFF:



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Step II – Destroy NFA Account

- Log in to NAP as an administrator.
- Locate your customer's NFA account and click Destroy button from action menu, right under the Login button.
- Keep the first check box unchecked
- Select "Keep" for Office 365

DESTROY ACCOUNT 5048

Are you sure you want to permanently delete account **nerdio1**? We will release and delete the domain **5048.nerdio.net** from Office 365, and delete the account from NAP.

You are destroying an IT environment. Please select options below carefully. Contact support if you have any questions.

☐ Additionally, empty out Azure subscription **nerdio1** in tenant **nerdio1.onmicrosoft.com**. Note that this is an irreversible process and can result in significant data loss. We will delete ALL Azure resources, including servers, desktops, backups and data in the NerdioUnivRG resource group.

AZURE TENANT: **nerdio1.onmicrosoft.com**
SUBSCRIPTION NAME:
SUBSCRIPTION ID: **73431ef6-cf54-4e50-a20f-1963e58970a4**
RESOURCE GROUP: **NerdioUnivRG**
RESTORE POINT RESOURCE GROUP: **Do not delete**

Enter AZURE to confirm selection

☒ Keep, but rename, all Office 365 resources in tenant **nerdio1.onmicrosoft.com** that are using the domain **5048.nerdio.net**, including users, groups and shared mailboxes.

☐ Delete all Office 365 resources in tenant **nerdio1.onmicrosoft.com** that are using the domain **5048.nerdio.net**, including users, groups and shared mailboxes. Note that we will empty the recycle bin. This is an irreversible process and can result in significant data loss.

Enter O365 to confirm selection

Cancel Confirm

- Confirm your selections and click **Confirm** button.
- Monitor progress of Destroy task and move to next step once account has been destroyed.

Step III – Delete Nerdio admin users in Azure AD

- Login to Azure management portal.
- Navigate to Azure Active Directory > Users.
- Locate user **NerdioAzureAdminXXXX**. Delete the user.
- Locate user **NerdioO365AdminXXXX**. Delete the user.