

AppRemover™ Customer Snapshot

Catawba College

About Customer

Established in 1851, Catawba College is one of the oldest colleges in the United States. Located in the historic city of Salisbury, North Carolina, Catawba is a private, four-year college with 1,305 students and 300 faculty and staff.

Customer Challenges

Catawba College provides high speed network access to approximately 1305 students. To protect the network from user PCs infected with malware, the college uses a proprietary network access control solution based on FreeRadius to allow only PCs running an approved endpoint security solution to touch the network. Recently the college decided to implement Kaspersky Anti-Virus for Workstations as the approved standard. Implementing Kaspersky as the standard would require the uninstallation of a wide variety of security applications already used by students to avoid operating system instability associated with driver collisions of multiple security applications installed on the same PC.

The college wanted to avoid requiring students to manually uninstall legacy applications, as previous migrations had resulted in a high level of support calls for its 2-person dedicated help desk staff. In addition, the college determined that neither the standard Windows uninstall utility nor Kaspersky was robust and reliable enough to detect and completely uninstall the wide variety of endpoint security applications on user PCs.

OPSWAT Solution

Students attempting to connect to the college network are first required to install a custom installer that all students ran to verify themselves against the Catawba College residential network access controller, based on FreeRadius and Kaspersky.

AppRemover CLI is a command line utility that can be integrated to other applications, with or without GUI. AppRemover completely uninstalls legacy security applications without requiring the user to perform any special steps such as rebooting, providing a user name and password, or running in Safe Mode. Uninstall by AppRemover CLI is complete, meaning information frequently left behind by using either the standard Windows uninstall utility or utilities provided by the legacy security application vendor is removed by AppRemover. In the case of security applications this additional cleanup by AppRemover is a powerful feature because information left behind by the legacy security application may waste resources (e.g. CPU and disk space), report incorrect status to the Windows Security Center (e.g. reporting an antivirus is installed and running when that is not the case), and even prevent the stable install of the replacement security application. Catawba's integration leveraged an application exclusion feature which permitted students already running Kaspersky to keep it, and also to keep any security applications lacking real time protection drivers (which would not conflict with Kaspersky drivers).

Results

725 PCs transitioned during a short period from roughly 12 legacy security applications to Kaspersky. Migration process is done every semester, but the typical rush period is at the beginning of the Fall semester. Fewer help desk inquiries were received than in previous semesters, despite the rush period.

For more information please contact sales@opswat.com

"With limited IT staff resources it was important that the detection and uninstallation procedures we required came in an easily deployable, error-free package. AppRemover delivered a high quality, lightweight and robust solution to the problems involved with transitioning to a single application from the myriad of security programs installed by our user base."

Adam Sewell, network administrator,
Catawba College

Industry

Higher Education

IT Environment

High speed wireless network servicing 725 mainly student owned laptops and personal computers

Challenges

Transition users from various legacy endpoint security solutions to Kaspersky Anti-Virus for Workstations while minimizing user issues for dedicated help desk staff of 2

Powered by OPSWAT

AppRemover Command Line Utility (CLI) integrated into a custom installer that all students ran to verify themselves against the Catawba College residential network access controller, based on FreeRadius and Kaspersky.

Results

- Smooth uninstall of a wide variety of endpoint security applications with minimal college IT staff support intervention
- A more secure networking environment for users
- Reduced help desk inquiries compared to previous years

