KNOWLEDGE BASE ARTICLE

How to Remove a Vitextra Solution from SharePoint Online and Microsoft Teams

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Overview

A **SharePoint Framework (SPFx)** product is installed in layers: the package in the **App Catalog**, the app on the sites that use it, the web parts on pages, optionally a **Teams app**, and the API permissions approved for it. Uninstalling means walking back through these layers. **SharePoint** does not do it for you - deleting the package from the App Catalog is one click, but it leaves broken web parts on pages, an orphaned Teams app and approved permissions behind.

This article describes the complete removal of a Vitextra product from a **Microsoft 365 tenant**, in the order that avoids broken pages, and what to do with the data the product created and with the license. The steps are the same for every Vitextra product for **SharePoint Online**; the SharePoint Server products are uninstalled differently, see KB10022. How to Uninstall a Vitextra Product from SharePoint Server.

Note

You do not need to uninstall a product to stop paying for it: cancel the subscription in your Vitextra account, and the web parts stop working when the paid period ends. Uninstall when you want the product out of the tenant.

Before you start

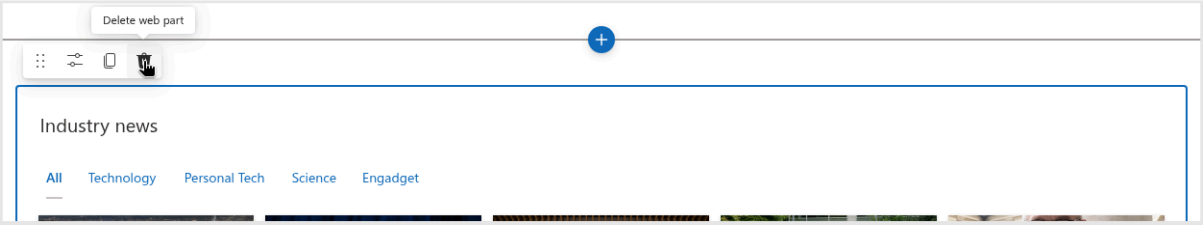
- **Find out where the product is used.** SharePoint has no report of the pages on which a **web part** is used; ask **site** owners, or search the site pages of the intranet for the product name. Tenant-wide deployed web parts may sit on any page of any site.
- **Decide what happens to the data.** Some products keep data in SharePoint lists or in OneDrive (see **Data created by the product** below). Export what you need before you delete it.
- **Required roles.** Site owners can remove web parts and apps from their sites. A **SharePoint Administrator** manages the App Catalog; a **Teams Administrator** manages the Teams app. Manage API access with an appropriately privileged account; see KB10360.

Step 1. Remove the web parts from pages

Start with the pages. If the package is deleted first, every page that still contains the web part shows an error placeholder instead of the content, and page editors see the same placeholder in edit mode.

1 Open the page and click **Edit**.
2 Select the Vitextra web part and click the **Delete web part** (trash) icon in its toolbar.

3 **Republish** the page.



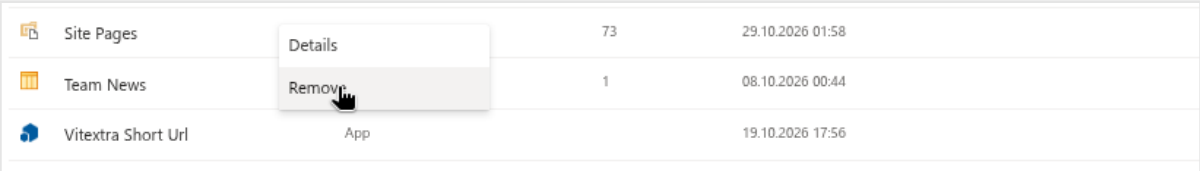
Deleting a web part from a page

Repeat for every page. The settings of a web part are stored in the page, so deleting the web part removes its configuration as well.

Step 2. Remove the app from sites

This step applies only to products that were **added to sites individually** (from **Site contents** → **New** → **App**). Products deployed with **Enable this app and add it to all sites** are not listed in site contents and skip this step.

1 On the site, open **Settings** → **Site contents**.
2 Find the Vitextra app, open its menu (**...**) and click **Remove**.
3 Confirm.



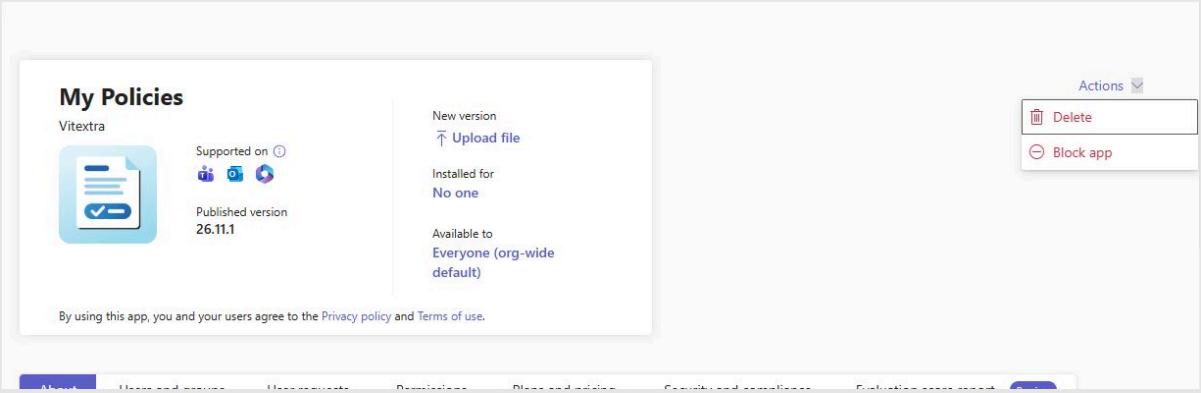
Removing an app from a site

The removed app goes to the site recycle bin and can be restored from there.

Step 3. Remove the app from Microsoft Teams

If the product was published to Teams with **Add to Teams**, it exists in the Teams app catalog of your organization as a custom app, independently of SharePoint.

1 Open the Microsoft Teams admin center and go to **Teams apps** → **Manage apps**.
2 Search for the Vitextra product by name and open it.
3 Click **Delete** and confirm.



Deleting an app in the Teams admin center

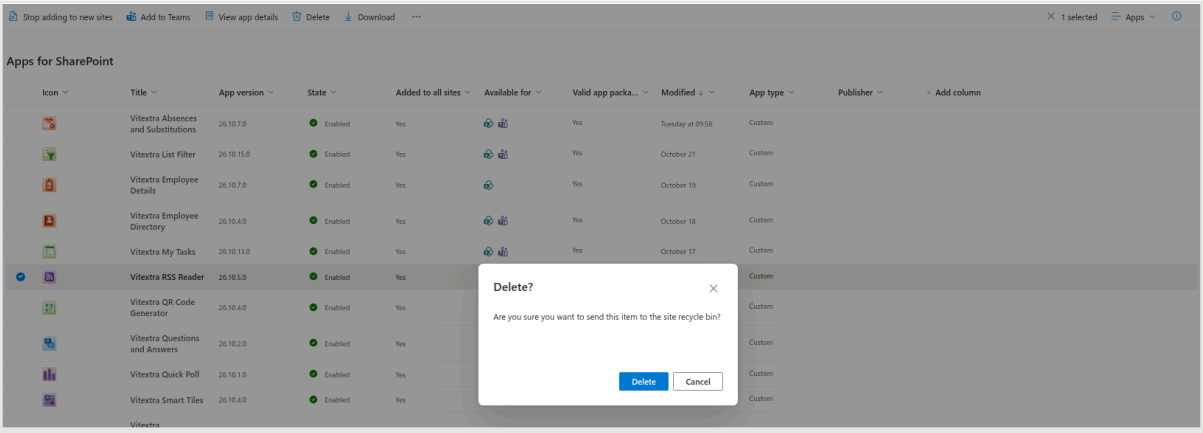
The tabs and personal apps that users created from the app stop working and disappear from Teams. If the app was pinned by an app setup policy, remove it from the policy as well (**Teams apps** → **Setup policies**).

Note

The Teams personal-app configuration that an administrator saved from the **)** group of the property pane (Employee Directory, Organizational Chart, **RSS** Reader) is stored by the Vitextra license service for your tenant. It is not used after the app is removed and is overwritten the next time the product is configured.

Step 4. Delete the package from the App Catalog

1 In the **SharePoint admin center**, open **More features** → **Apps** → **Open** to get to the **Manage apps** page.
2 Select the Vitextra package and click **Delete**. Confirm.



Deleting the package from the App Catalog

3. The package is moved to the **recycle bin of the App Catalog site**. To remove it completely, open the App Catalog site (its address is shown on the **Manage apps**

page), go to **Site contents** → **Recycle bin**, delete the package there and then once more from the **Second-stage recycle bin**. Until then the package can be restored.

Warning

As soon as the package is deleted, every remaining instance of its web parts stops working - on pages you missed in step 1 and on sites where the app was not removed. The package has to be restored from the recycle bin to make them work again. If the product was used widely, consider disabling it first: select the package, open **Properties**, clear **Enabled**, and wait for feedback from site owners before deleting.

If the product was also deployed from **app catalogs**, delete it from the **Apps for SharePoint** library of each of those site collections in the same way.

Step 5. Revoke the API permissions

Deleting a package does not revoke the **Microsoft Graph** or **Azure DevOps** permissions that were approved for it. The grants are tenant-wide and are shared by all SPFx solutions, so revoke them only if no other solution needs them.

1 In the SharePoint admin center, expand **Advanced** and open **API access**.
2 On the **Approved requests** tab, select the permission and click **Remove access**. Repeat for each permission that only the removed product used.

The permissions of each product and the shared nature of the grants are described in KB10360. How to Approve Microsoft Graph API Permissions for Vitextra Solutions in the SharePoint Admin Center. Products without API permissions (**List** Filter Online, Smart Tiles, Quick Poll, **QR Code** Generator, Announcements Carousel, Questions & Answers, RSS Reader, Smart Search) skip this step.

Data created by the product

Removing a web part or a package never deletes the data it worked with. Decide for each product what to keep:

Product	Where the data is	What to do
Absence & Coverage	Six SharePoint lists on the selected site: *AbsenceTypes*, *Absences*, *Substitutions*, *Balances*, *Holidays*, *Settings*	Export to Excel or CSV if needed, then delete the lists

Product	Where the data is	What to do
Quick Poll	The lists *Vitextra Quick Poll Questions* and *Vitextra Quick Poll Responses* on the site	Keep as ordinary lists or delete them
Questions & Answers, Announcements Carousel	The custom list or Announcements list that was selected or created for the web part	Keep as ordinary lists or delete them
Password Vault	The encrypted file *json* in the application folder of each user's OneDrive (*Apps* folder)	Users export their entries before the removal and can delete the file themselves
Employee Details	Profile fields that users edited are stored in their **Microsoft Entra ID** profile, not in the web part	Nothing to clean up; the data remains part of the user profiles
Employee Directory, Organizational Chart, My Tasks, Smart Search, RSS Reader	Read data from Microsoft 365 or external feeds; nothing is created in SharePoint beyond the web part settings on pages	Nothing to clean up
Smart Tiles, QR Code Generator, List Filter Online	Settings in the web part properties on the page	Removed with the web part in step 1

Data that some products keep in the browser - the directory cache of Employee Directory and Organizational Chart, the personal **view** settings of My Tasks, the saved filters of List Filter Online and the saved searches of Smart Search - stays on the users' devices until the browser data of the site is cleared. For a complete inventory, see KB10363. Where Vitextra Products Store Your Data: Privacy, Data Residency and GDPR.

Step 6. Release the license

Uninstalling does not change your subscription. Sign in at vitextra.com, open **Account**

→ **My Subscriptions**, select the subscription and either **Remove** the license assignment of the tenant (if you plan to use the license in another tenant) or **Cancel Subscription**. The steps are described in KB10037. How to Manage Your Vitextra Subscription. If the product was only in trial, there is nothing to do.

Note

If you install the product again later, the trial does not start over: the trial period is tied to the tenant and the product. A product whose trial has already ended needs a license immediately after the reinstallation.

Checklist

1 Web parts deleted from all pages, pages republished.
2 App removed from every site where it was added individually.
3 Custom app deleted in the Teams admin center and removed from setup policies.
4 Package deleted from the tenant App Catalog (and from site collection app catalogs) and from both recycle bins.
5 API permissions that only this product used removed on the **API access** page.
6 Data exported or deleted deliberately.
7 License assignment removed or subscription cancelled.

Terms

App Catalog
The App Catalog is a special SharePoint site that stores apps for SharePoint, Teams, and other Microsoft 365 services. Global or SharePoint administrators can upload and manage applications from the AppSource marketplace, custom-developed apps, or third-party apps for the organization's internal use. There can be only one tenant-level App Catalog in a tenant; site collection app catalogs can be added for individual site collections.

Azure DevOps
Azure DevOps Services (formerly Visual Studio Team Services) is a cloud-based product that provides version control, requirements management, automated pipelines for builds and releases, and testing capabilities.

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

Microsoft Entra ID
Microsoft Entra ID (formerly Azure Active Directory) is a cloud-based identity and access management service offered by Microsoft. It allows organizations to efficiently manage and secure their users' identities and access to a variety of resources, both internal and external. These resources include Microsoft 365, the Azure platform, and thousands of other software-as-a-service (SaaS) applications.

Microsoft Graph
Microsoft Graph is a REST API secured with Microsoft Entra ID (formerly Azure Active Directory) and OAuth 2.0. It provides a single endpoint for accessing data and services in Microsoft 365, such as SharePoint, Outlook, OneDrive, Teams, and others.

Terms

QR Code
A Quick Response (QR) code is a two-dimensional barcode that stores information. It can be scanned using a QR code reader or a mobile device's camera, providing quick access to the encoded data.

RSS
RSS (Really Simple Syndication) is a popular web feed format used to deliver updates from websites to users and applications in a standardized, machine-readable format. This format is commonly used for distributing news articles, blog posts, and other frequently updated content.

SharePoint
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

SharePoint Admin Center
The SharePoint admin center is the web portal where SharePoint administrators manage sites, sharing and access settings, the App Catalog, storage, and other SharePoint Online settings for the tenant.

SharePoint Framework (SPFx)
SharePoint Framework (SPFx) is a model for building client-side web parts, components, and extensions for SharePoint Online, SharePoint Server (on-premises), and Microsoft Teams. SPFx customizations are based on JavaScript and support the modern user interface natively.

SharePoint Online
The cloud version of SharePoint, a web-based collaboration platform within Microsoft 365 that provides an extensive range of capabilities to store, share, and manage the digital information, content, and knowledge of an organization.

Site
A SharePoint site is a container for information within the SharePoint platform. Sites

typically offer features such as document libraries, lists, calendars, discussion boards, and workflows, facilitating collaboration, communication, and document management within teams or across departments. Sites can be customized and configured to suit the specific needs and workflows of an organization.

Teams App
A Teams app is an application that extends Microsoft Teams with capabilities such as tabs, bots, message extensions, and meeting extensions. Teams apps are distributed as app packages through the Teams app store, AppSource, or the organization's catalog.

Tenant
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

View
A view is a saved configuration that determines which items of a list or library are displayed and how, including the columns, sorting, filtering, grouping, and layout. Views can be personal or public.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.