













The Hid Mobile Origo Integration Does Not Fully Remove the Database Tables During the Uninstall Process

Article ID: SWH-KB-nID-000034965

Published: Oct-06-2022

The HID Mobile Origo Integration does not fully remove the database tables during the uninstall process. The uninstall completes but leaves the database files behind unbeknown to the user. This issue was found in HID integration driver v2.5.12.29 and believed to be in prior versions as well. If the user does not want to use the HID Mobile integration again and wants to clean up their database they can contact Software House Support. The defect number for this issue is 808786.

To confirm that the HID database files have not been removed you can open SQL Management Studio and navigate to the ACVSCORE database and look for the following tables:

-   **Access.HIDCredentialObject**
-   **Access.HIDDeviceObject**
-   **Access.HIDInvitationObject**
-   **Access.HIDLICENSEInfoObject**
-   **Access.HIDPersonnelObject**
-   **Access.HIDServerObject**

If the tables are there after running the HID uninstaller and you would like those tables to be removed please contact Software House Technical Support.

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

North America & Latin America:

Toll Free: 1-800-507-6268 (option 3, 1) or 1-800-392-2873 (option 3, 1)

Hours: 8 AM – 8 PM Eastern

Access Technical Support: Access-support@jci.com

License Inquiries: ccurelicense@tycoint.com

EMEA:

Toll Free: 800-2255 8926

Direct: +31 475 352 722

Hours: 8 am to 6 pm CET

Access Technical Support: Access-support@jci.com

License Inquiries: sp-licensing-support@jci.com

Asia/Pacific:

Toll free: +800-2255 8926

Direct: +91-80-4199-0994

Hours: 9am to 6pm CST (China Time) and 9am to 7pm IST (India Time)

Access Technical Support: Access-support@jci.com

License Inquiries: sp-licensing-support@jci.com

[Complete Support Contact List](#)

Information furnished by Johnson Controls is believed to be accurate and reliable. However, no responsibility is assumed by Johnson Controls for its use, nor any infringements of other rights of third parties which may result from its use. No license is granted by implications or otherwise under any patent rights of Johnson Controls.

© 2022 Johnson Controls. All Rights Reserved.

Johnson Controls and the product names listed above are marks and/or registered marks. Unauthorized use is strictly prohibited. Product offerings and specifications are subject to change without notice. Actual products may vary from photos. Not all products include all features. Availability varies by region; contact your sales representative.