How can I scan and remove Potentially Unwanted Applications (PUAs) using ESET Endpoint Security or ESET Endpoint Antivirus?

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https://support.eset.com/kb5871

Issue

Create a policy for client computers to scan with strict cleaning enabled
Configure client computers to automatically remove Potentially Unwanted Applications (PUAs)

Solution

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client workstations.

Are you a home user? Click here for instructions to remove PUAs in ESET home products.

Edit policy settings for clients in ESET Remote Administrator

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. Open ERA Web Console.
2. Click **Admin** → **Policies**, select the policy for the clients on which you want to remove PUAs and then click **Edit**.



Figure 1-1
Click the image to view larger in new window

3. Expand **Settings**, click **Antivirus**, expand **Basic** and then click the slider bar next to **Enable detection of potentially unwanted applications**, **Enable detection of potentially unsafe applications** and **Enable detection of suspicious applications** to select which of these application types you want to remove.



Figure 1-2
Click the image to view larger in new window

4. Click **Antivirus** → **On-demand computer scan**, expand **Basic** and then select **In-depth scan** from the **Selected profile** drop-down menu.



Figure 1-3
Click the image to view larger in new window

5. Expand **ThreatSense Parameters** and select **Strict cleaning** from the **Cleaning level** drop-down menu.
6. Click **Finish**. Your client computers will receive the policy updates the next time they check in to ESET Remote Administrator.



Figure 1-4
Click the image to view larger in new window

Edit scan profile settings on individual client workstations

1. Open ESET Endpoint Security or Endpoint Antivirus. Open my ESET product.

2. Press the **F5** key to access Advanced setup.
3. Click **Antivirus** and expand **Basic**. Click the slider bar next to the application types you want to remove: **Enable detection of potentially unwanted applications**, **Enable detection of potentially unsafe applications**and **Enable detection of suspicious applications**.



Figure 2-1

4. Click **On-demand computer scan**, expand **Basic** and select **In-depth scan** from the **Selected profile** drop-down menu.



Figure 2-2

5. Expand **ThreatSense Parameters**, select **Strict cleaning** from the **Cleaning level** drop-down menu and then click **OK**.



Figure 2-3

- Tags
- EEA 6.x
- EES 6.x
- ERA 6.x
- PUA