

ESET Tech Center

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How do I uninstall or reinstall ESET Cyber Security or ESET Cyber Security Pro?

Mitch | ESET Nederland - 2022-11-29 - Comments (0) - Endpoint Solutions

Issue

- [Uninstall your ESET product for Mac](#)
- [Uninstall your ESET product using the ESET Cyber Security .dmg](#)

Solution

To view instructions for an operating system other than macOS, choose the appropriate operating system below:

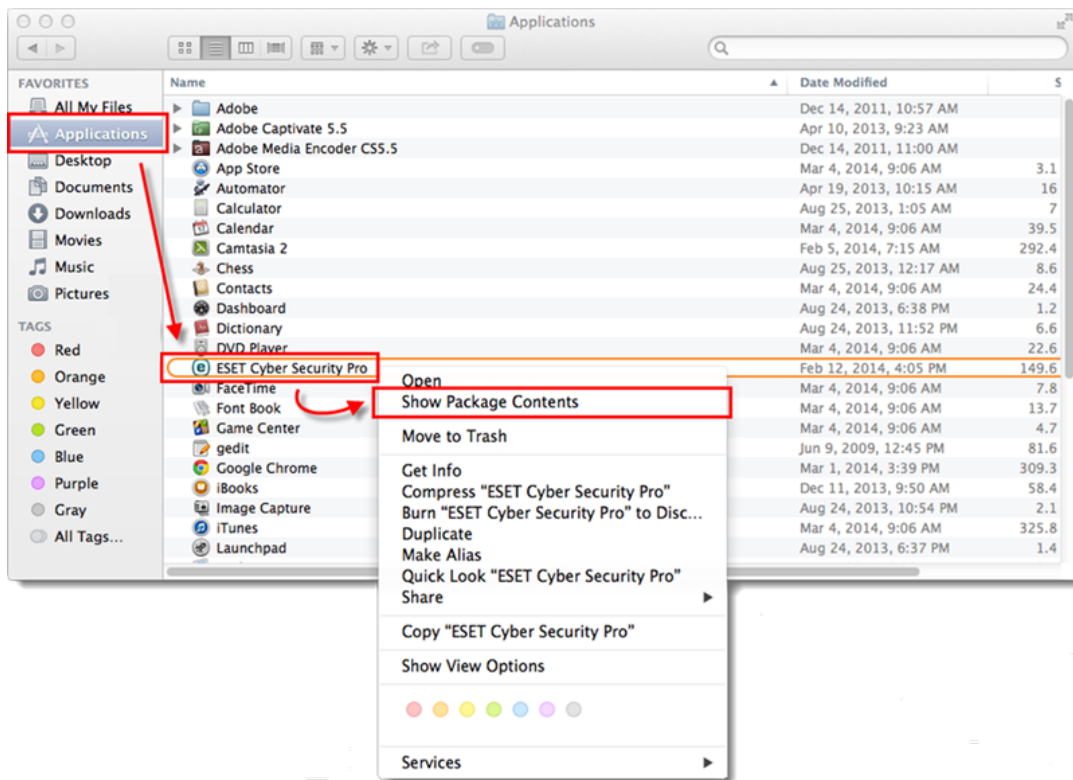


System requirements

When installing ESET Cyber Security or ESET Cyber Security Pro version 6.9.60 or later, users must have macOS 10.12 or newer.

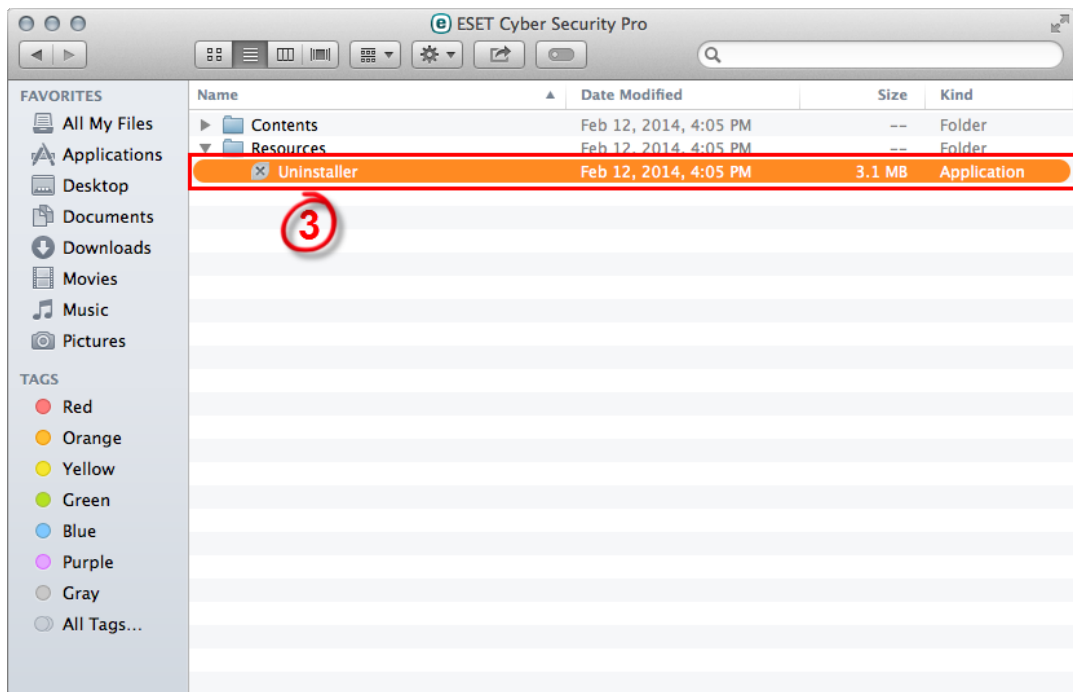
Uninstall your ESET product for Mac

1. Click **Finder** to open a new Finder window.
2. Click **Applications**, hold **CTRL**, click **ESET Cyber Security** and then select **Show Package Contents** from the context menu.



3. Navigate to **Contents** → **Helpers** and double-click **Uninstaller.app** to run the uninstaller.

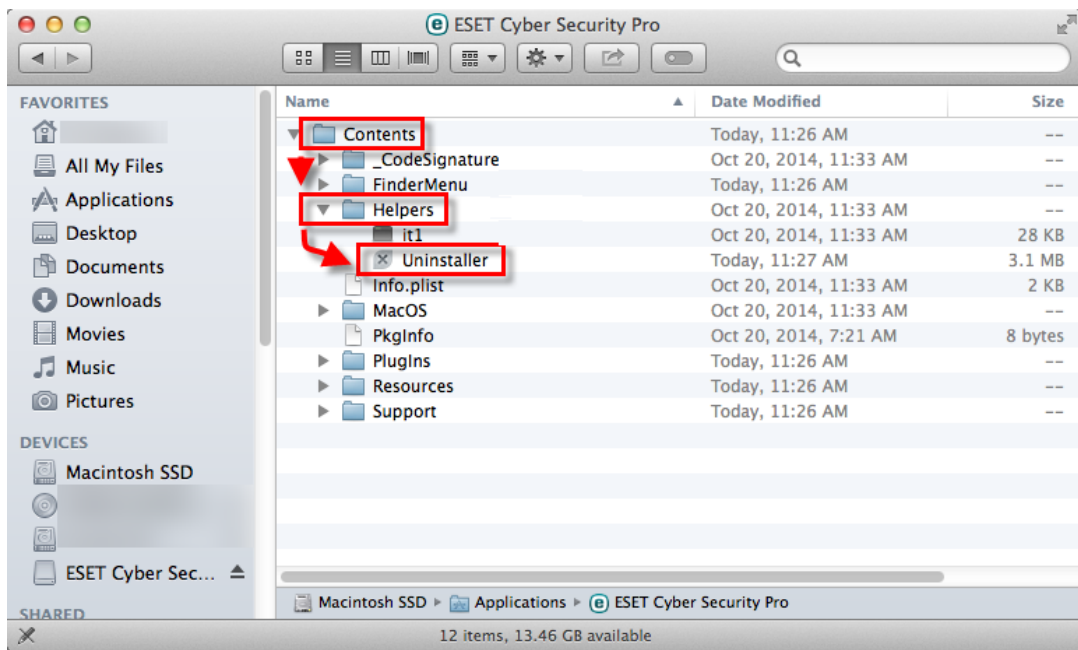
Version 6.0.13.0 and earlier users: Click the **Resources** folder and then double-click **Uninstaller.app** to run the uninstaller.





You receive "Identity of the installer cannot be confirmed"

If the ESET Cyber Security installation is blocked, hold **CTRL** + click (or right-click if you have a two-button mouse) the installer file, select **Open** from the context menu, and then click **Open** when you are prompted by Apple Gatekeeper. For more information about how to configure Apple Gatekeeper, visit the [Apple support article](#) on this topic.



4. Follow the on-screen instructions to uninstall ESET Cyber Security.

- Troubleshooting: [I receive the message Uninstall Failed when uninstalling ESET Cybersecurity for Mac.](#)

5. Click **Close** to exit the uninstaller.

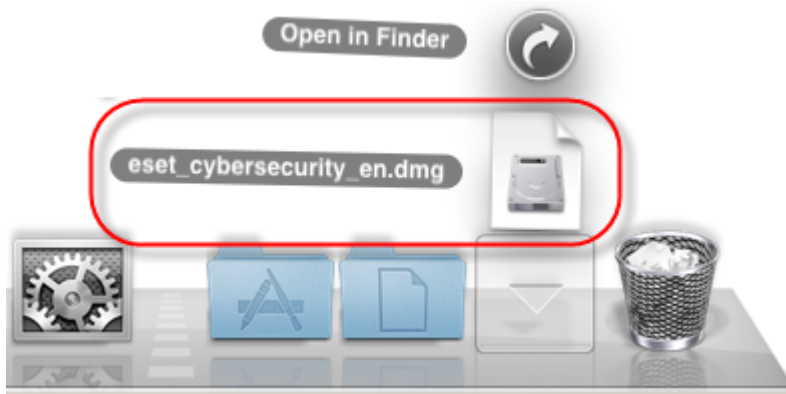
6. Reinstall ESET Cyber Security or ESET Cyber Security Pro. For illustrated instructions see the appropriate Knowledgebase article below:

- [How do I install and Activate ESET Cyber Security?](#)
- [How do I install and Activate ESET Cyber Security Pro?](#)

Uninstall your ESET product using the ESET Cyber Security .dmg

1. Insert the ESET Cyber Security CD into your computer and double-click the ESET icon on your Desktop. If you downloaded ESET from the internet, click the install package in your **Downloads** folder (or the default folder set by your browser).

- If you do not have the retail disk or an install package you can download the install package from the [Home Downloads page](#).



2. Double-click the **Uninstall** icon and follow the on-screen instructions to uninstall ESET Cyber Security.

✓ If you receive "Identity of the installer cannot be confirmed"
If the installation of ESET products is being blocked, hold **CTRL** + click (or right-click if you have a two-button mouse) the installer file, select **Open** from the context menu and then click **Open** when you are prompted by Apple gatekeeper. For more information about how to configure Apple gatekeeper, visit the [Apple support article](#) on this topic.



3. Click **Close** to exit the uninstaller.

4. Restart your computer.

✓ **About upgrading**
If you are upgrading from ESET Cybersecurity (4.x) to a later version of ESET Cyber Security or ESET Cyber Security Pro, follow the instructions in [Download, install and activate ESET Cyber Security or ESET Cyber Security Pro](#).

[Contact ESET Technical Support.](#)

