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

- <u>Uninstall your ESET product for Mac</u>
- 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.

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AVORITES	Name			Date Modified	
All My Files	Adobe			Dec 14, 2011, 10:57 AM	
	Adobe Captivate 5.5			Apr 10, 2013, 9:23 AM	
y-X Applications	📕 🕨 🖬 Adobe Media Encoder	CS5.5		Dec 14, 2011, 11:00 AM	
Desktop	App Store			Mar 4, 2014, 9:06 AM	3.1
Documents	Automator			Apr 19, 2013, 10:15 AM	1
Downloads	Calculator			Aug 25, 2013, 1:05 AM	
	觉 Calendar			Mar 4, 2014, 9:06 AM	39.
Movies	🔊 Camtasia 2			Feb 5, 2014, 7:15 AM	292.
🎜 Music	Chess			Aug 25, 2013, 12:17 AM	8.
Pictures	Contacts			Mar 4, 2014, 9:06 AM	24.
	🛞 Dashboard			Aug 24, 2013, 6:38 PM	1.
\GS	👆 🛤 Dictionary			Aug 24, 2013, 11:52 PM	6.
Red	DVD Player			Mar 4, 2014, 9:06 AM	22.
Orange	ESET Cyber Security Pre-			Feb 12, 2014, 4:05 PM	149.
Orange	FaceTime	Open Charles Cartan	-	Mar 4, 2014, 9:06 AM	7.
Yellow	🐘 Font Book	Show Package Contents		Mar 4, 2014, 9:06 AM	13.
Green	🔀 Game Center	Move to Trash		Mar 4, 2014, 9:06 AM	4.
Rlue	📝 gedit	Move to mash		Jun 9, 2009, 12:45 PM	81.
- blue	Google Chrome	Get Info		Mar 1, 2014, 3:39 PM	309.
Purple	iBooks	Compress "ESET Cyber Security Pro"		Dec 11, 2013, 9:50 AM	58.
Gray	Image Capture	Burn "ESET Cyber Security Pro" to Disc		Aug 24, 2013, 10:54 PM	2.
	ITunes	Duplicate		Mar 4, 2014, 9:06 AM	325.
All Tags	Launchpad	Make Alias		Aug 24, 2013, 6:37 PM	1.
		Quick Look "ESET Cyber Security Pro"	-		
		Share			
		Share			
		Copy "ESET Cyber Security Pro"			
		Show View Options			
		Services			

3. Navigate to **Contents** \rightarrow **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 <u>Apple</u> <u>support article</u> on this topic.

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FAVORITES	Name	▲ Date Modified	Size				
<u>ث</u>	Contents	Today, 11:26 AM					
🖳 All My Files	CodeSignature	Oct 20, 2014, 11:33 AM					
	🔰 🕨 📄 FinderMenu	Today, 11:26 AM					
	Helpers	Oct 20, 2014, 11:33 AM					
Desktop	it1	Oct 20, 2014, 11:33 AM	28 KB				
Documents	🚬 🗵 Uninstaller	Today, 11:27 AM	3.1 MB				
Downloads	Info.plist	Oct 20, 2014, 11:33 AM	2 KB				
Downloads	MacOS	Oct 20, 2014, 11:33 AM					
Movies	PkgInfo	Oct 20, 2014, 7:21 AM	8 bytes				
Music	Plugins	Today, 11:26 AM					
Distures	Resources	Today, 11:26 AM					
Pictures	Support	Today, 11:26 AM					
DEVICES							
Macintosh SSD							
ESET Cyber Sec 🔺							
SHARED	D Macintosh SSD > 🙀 Applications > 📵 ESET Cyber Security Pro						
×	12 items, 13.46 GB	available					

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 <u>Home Downloads page</u>.



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 twobutton 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 <u>Apple support article</u> 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 <u>Download, install and activate ESET Cyber Security or ESET Cyber Security Pro</u>.

Contact ESET Technical Support.

Uninstal	ESET Cyl	Der Secur Cyber Security Pro Prefere	rity Later b	ekij Delen	
	Protection System Protection	Email Protection	Computer Scan		
	Access Control	*			
	Log Wes Scheduler				
	Interface Alerts and nonlifications	Privileges Context Menu			
	Update Provy Server				
Bekijken op 🕞	YouTube				