

ESET Tech Center

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How to manually uninstall ESET Remote Administrator components (6.x)

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<https://support.eset.com/kb6007>

Issue

Unable to uninstall ESET Remote Administrator component using standard uninstall methods

These instructions can be used to uninstall the following ESET products:

ERA Agent (6.x)

ERA Server (6.x)

ERA Proxy (6.x)

Solution

Use standard methods first

We strongly recommend that you use the:

[ESET All-in-on installer to remove ESET Remote Administrator Server and ESET Remote Administrator components](#)

standard uninstallation through **Control Panel → Programs and Features**

Only perform manual uninstallation of components if these methods fail.

To uninstall ESET Remote Administrator components, you should first run the ERA All-in-one installer that you used during ERA installation and select **Uninstall Remote Administrator components**. See the following Online Help topic for more information:

[All-in-one installation on Windows - Uninstall components](#)

Manually uninstall ERA components

Complete the appropriate steps for your ERA version

ERA Agent version 6.2 and later: Determine if there is an ESET product installed with HIPS enabled. If so, disable HIPS and restart the system before proceeding.

[What is HIPS \(Host-based Intrusion Prevention System\) in ESET Endpoint Security/Endpoint Antivirus?](#)

ERA Agent version 6.3 and later: Disable the ESET Remote Administrator service using the instructions from the article below:

[How do I stop or restart the ESET Remote Administrator Server service?](#)

1. Open an Administrative Command Prompt. Click **Start → All Programs → Accessories**, right-click **Command Prompt** and then click **Run as administrator**. If prompted, click **Yes** in the **User Account Control** window.

Type the following commands in to the command prompt to delete the services:

- For the ERA Agent: `sc delete EraAgentSvc`
- For the ERA Server: `sc delete EraServerSvc`
- For the ERA Proxy: `sc delete EraProxySvc`

2. Erase the following directories and all of the files inside the

folders (these addresses are default and may be different on your system). Adjust the address according to the component you are uninstalling (Agent / Server / Proxy).

C:\Program Files\ESET\RemoteAdministrator\Agent

If you changed the Destination Folder during the installation

You could have changed this address during the installation. You can retrieve this information from the **Registry Editor**.

Run `regedit` and navigate to the registry key `HKEY_LOCAL_MACHINE\SOFTWARE\ESET\RemoteAdministrator\Agent\CurrentVersion\Info`
(Adjust the address according to the component you are uninstalling: Agent / Server / Proxy)

The paths are in values (on the right side of the window) `AddDataDir` and `InstallDir`

C:\ProgramData\ESET\RemoteAdministrator\Agent

The directory `ProgramData` is hidden by default, you may need to enable **Show hidden files** under **Control Panel → Folder Options → View**.

3. Open `regedit` (press the **Windows key + R**, type `regedit` and click **OK**), navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\ESET\RemoteAdministrator` and delete the appropriate registry key of the component you want to uninstall.

Use caution when editing the registry

Make only the edits specified below to the system

registry. Unnecessary changes to the registry can negatively affect system performance.

- Determine your installation *UUID* using the following method. In `regedit` look for string according to the product you want to uninstall (first click on the "Computer" icon in the **Registry Editor** window and then press `Ctrl + F`, as seen on the *Figure 1*)

Agent - 786A20824144DB1449FA500C3A98D88D
Proxy - F9CA8E30D2213F845B3D8CD400830207
Server - 6BBB27714D4D80B49B1A3516C272C035



Figure 1

Click the image to view larger in new window

- After finding the registry key (the left side of the window, as seen in *Figure 2*) with the searched code, look on the right side of the window and there should be a value with your *UUID*. The format of *UUID* is like 0C152732BE4C9304C928EF074263969D.



Figure 2

Click the image to view larger in new window

- Now transform this *UUID* into the *Product Code*. The transformation process is as following:

Reverse first 8 characters 0C152732 → 237251C0

Reverse next 4 characters BE4C → C4EB

Reverse next 4 characters 9304 → 4039

Reverse next 2 characters C9 → 9C

Reverse next 2 characters 28 → 82

Reverse next 2 characters EF → FE

Reverse next 2 characters 07 → 70

Reverse next 2 characters 42 → 24

Reverse next 2 characters 63 → 36

Reverse next 2 characters 96 → 69

Reverse next 2 characters 9D → D9

In the end, add the dashes so the value looks like: 237251C0-C4EB-4039-9C82-FE70243669D9

This is your *Product Code*. Keep both the *UUID* and your *Product Code* in a text file so it can be used in next steps.

7. Look up all entries that contain the *UUID*. Delete registry keys (the left side of the window, as shown in *Figure 3*) that contain the *UUID* or their name is the *UUID*. That there can be over 50 registry keys to delete. Be cautious, in this step do NOT delete anything inside these keys:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows
\CurrentVersion\Installer\Folders
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows
\CurrentVersion\UFH\ARP
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows
\CurrentVersion\Uninstall\
```



Figure 3

Click the image to view larger in new window

8. In this step, we will use your *Product Code*.

Use caution when editing the registry

- Following registry keys must NOT be deleted!

- HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\Folders
 - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\UFH\ARP
- Never delete keys with many sub-keys inside

In the two registry keys mentioned above, you have to look for your *Product Code*. Inside, delete only the value with *Product Code* (the right side of the Registry Editor, right-click on the value and click Delete, as seen in *Figure 4*). Never delete these keys.



Figure 4

Click the image to view larger in new window

9. In the registry key:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\

Find the sub-key with your *Product Code* and delete that subkey, as seen in *Figure 5*.



Figure 5

Click the image to view larger in new window

The ERA component should now be uninstalled.

Tags
ERA 6.x