ESET Tech Center

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Manually uninstall ESET Cyber Security or ESET Cyber Security Pro

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

Issue

- You receive the error message "Uninstallation completed with error" or "Uninstall Failed" when uninstalling ESET Cyber Security or ESET Cyber Security Pro
- You receive the error message "Uninstall Failed" when upgrading to a later version of ESET Cyber Security or ESET Cyber Security Pro



Details

To install or upgrade to the latest version of ESET Cyber Security or ESET Cyber Security Pro, verify you have macOS Sierra (10.12) or later installed.

Solution

1. Close any ESET program windows that are open, including the ESET Cyber Security Setup window.

2. Click the Apple icon \rightarrow System Preferences \rightarrow Users & Groups.

		Show All		System Preferences					
		General	Desktop & Screen Saver	Dock	Mission Control	Language & Region	Security & Privacy	Q Spotlight	Notifications
System Preferences Edit About This Mac Software Update App Store System Preferences	View W	CDs & DVDs	Displays	Energy Saver	Keyboard	Mouse	Trackpad	Printers & Scanners	Sound
Dock Recent Items Force Quit System Preferences Sleen	► ► て☆米ல	iCloud	(@) Internet Accounts	Network	Bluetooth	Sharing			
Restart Shut Down Log Out ESET KB	ዕ業Q	Users & Groups	Parental Controls	App Store	Dictation & Speech	Date & Time	Startup Disk	Time Machine	Accessibility
		Flash Player							

3. Select the administrator user account. Click **Login Items**, select an ESET product entry and then click the minus icon to delete it from the list.

If there is more than one administrator account, repeat the following steps for each one. If there is no entry for ESET, continue to the next step.



4. Click **Finder** \rightarrow **Applications** \rightarrow and then double-click **Utilities** \rightarrow **Activity Monitor**.

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		٩				Q	
FAVORITES	Today 🔺	Date Modified	Si:	FAVORITES	Name	 Date Modified 	Size
ŝ	⑦ iTunes	Nov 8, 2016, 1:33 PM	281.5 N	ش _	Activity Monitor	Aug 11, 2014, 9:19 AM	11.5 MB
All My Files	🐝 Preview	Oct 14, 2016, 2:08 AM	37 N	All My Files	Adobe AIR Application Installer	Dec 19, 2014, 2:12 PM	1.2 ME
A Annellisettens	System Preferences	Aug 11, 2014, 9:19 AM	5.2 N	Applications	Adobe AIR Uninstaller	Dec 19, 2014, 2:12 PM	60 ME
y Applications	🚺 Utilities	Dec 19, 2014, 2:13 PM		Applications	💋 Adobe Flash Player Install Manager	Feb 12, 2014, 10:12 AM	594 KE
Desktop	Previous 30 Days			Desktop	Adobe Installers	May 3, 2013, 10:44 AM	
Documents	Ann Store	Aug 11 2014 0:10 AM	2.1.4	Documents	AirPort Utility	May 21, 2013, 1:05 PM	50.5 ME
O Downloads	App Store App Store Security Pro	Oct 26 2016 9:21 AM	125.7 4	Downloads	AppleScript Editor	Aug 11, 2014, 9:19 AM	10.9 ME
Downloads	Cofeel	Oct 26, 2016, 8:21 AM	125.7 N	Downloads	M Audio MIDI Setup	Aug 24, 2013, 10:11 PM	10.9 ME
Movies 1	Salari	OLI 20, 2010, 5:58 PM	20.9 M	Movies	Bluetooth File Exchange	Oct 14, 2016, 2:08 AM	2.6 MB
J Music	May			🞵 Music	Boot Camp Assistant	Aug 11, 2014, 9:19 AM	5.3 MB
Distures	TextEdit	Aug 11, 2014, 9:19 AM	6.8 N	Ricturer	X ColorSync Utility	Aug 24, 2013, 10:57 PM	16.1 ME
Pictures	2015			ica rictures	Console	Aug 11, 2014, 9:19 AM	10.2 ME
DEVICES				DEVICES	Ø DigitalColor Meter	Aug 24, 2013, 10:01 PM	1 MB
Macintosh SSD	Mail	Aug 11, 2014, 9:19 AM	53 N	Macintosh SSD	Disk Utility	Aug 11, 2014, 9:19 AM	22 MB
(The second seco	DVD Player	Aug 11, 2014, 9:19 AM	22.6 N		間 Grab	Apr 16, 2013, 12:03 PM	1.7 MB
Untitled	Google Chrome	Nov 7, 2016, 5:01 PM	381.7 N	Untitled	😻 Grapher	Mar 7, 2013, 2:31 PM	35.6 MB
🛄 Macintosh HD 🔺	Snagit	Jan 20, 2014, 1:14 PM	70.1 N	🔄 Macintosh HD 🔺	A Keychain Access	Oct 14, 2016, 2:08 AM	14.3 MB
	Mware Fusion	Oct 23, 2014, 6:29 PM	739.1 N		Minration Assistant	Aug 24 2013 10:05 PM	1 7 MP
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Red Macintosh SSD F M Applications F W Utilities			Red Macintosh SSD * M Applications * M Outlies * M Activity Monitor				
1 of 41 selected, 45.37 GB available			1 of 22 selected, 45.36 GB available				

5. Select ESET Cyber Security or ESET Cyber Security Pro, click the Quit Process icon and then click Force Quit.

Repeat for each entry of ESET Cyber Security or ESET Cyber Security Pro. If there is no entry for ESET Cyber Security or ESET Cyber Security Pro, continue to the next step.



6. Click Finder \rightarrow Applications. Right-click ESET Cyber Security or ESET Cyber Security Pro and click Show Package Contents.



7. Expand **Contents** \rightarrow **Helpers** and then double-click **Uninstaller**.

00	e ESET Cyb	er Security Pro	R _M		
FAVORITES	Name	▲ Date Modified	Size		
۲ ۲	🔻 🚞 Contents	Oct 26, 2016, 8:21 AM			
All My Files	🕨 🕨 📄 _CodeSignature	Sep 22, 2016, 2:06 PM			
Applications	📔 🕨 📄 FinderMenu	Oct 26, 2016, 8:21 AM			
Applications	🔁 🔻 🚞 Helpers	Sep 22, 2016, 2:05 PM			
Desktop	🦂 esets_tray	Oct 26, 2016, 8:22 AM	5 MB		
Documents	📑 it1 🚺	Sep 22, 2016, 2:05 PM	105 KB		
Downloads	🛛 🕅 Uninstaller	Oct 26, 2016, 8:22 AM	5.5 MB		
	Info.plist	Sep 22, 2016, 2:03 PM	2 KB		
Movies	MacOS	Oct 26, 2016, 8:21 AM			
🎜 Music	PkgInfo	Sep 9, 2016, 2:45 AM	8 bytes		
Dictures	Plugins	Oct 26, 2016, 8:21 AM			
C Fictures	Resources	Oct 26, 2016, 8:21 AM			
DEVICES					
Macintosh SSD					
Untitled					
📓 Macintosh HD					
TAGS					
🔴 Red	🞦 Macintosh SSD 🕨 🗽 Applica	tions \triangleright (e) ESET Cyber S \in \triangleright (iii) Contents \triangleright (iii) Helpers \triangleright	🗴 Uninstaller		
X 1 of 12 selected, 45.36 GB available					

8. Click **Uninstall** in the **ESET Cyber Security Pro Setup** window. Click **Close** in the **Uninstallation completed successfully** window.



9. Click **Finder** → **Applications** and double-click **Utilities** → **Terminal**.

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) Q				۵ (۵	
FAVORITES	Today 🔺	Date Modified	Si:	FAVORITES	Name Adobe Flash Player Install Manager	A Date Modified 10:12 AM	Size
(f)	(7) iTunes	Nov 8, 2016, 1:33 PM	281.5 N		Adobe Installers	May 3, 2013, 10:44 AM	
All My Files	A Preview	Oct 14, 2016, 2:08 AM	37 N	All My Filer	AirPort Utility	May 21, 2013, 1:05 PM	50.5 ME
An My Files	System Preferences	Aug 11, 2014, 9:19 AM	5.2 N	a All My Files	AppleScript Editor	Aug 11, 2014, 9:19 AM	10.9 ME
Applications	fill Utilities	Dec 19, 2014, 2:13 PM		Applications	M Audio MIDI Setup	Aug 24, 2013, 10:11 PM	10.9 ME
Desktop				Desktop	🕹 Bluetooth File Exchange	Oct 14, 2016, 2:08 AM	2.6 ME
Desuments	Previous 30 Days			Desuments	Boot Camp Assistant	Aug 11, 2014, 9:19 AM	5.3 ME
Documents	App Store	Aug 11, 2014, 9:19 AM	3.1 N	Documents	🗶 ColorSync Utility	Aug 24, 2013, 10:57 PM	16.1 ME
Ownloads	ESET Cyber Security Pro	Oct 26, 2016, 8:21 AM	125.7 N	Downloads	Console	Aug 11, 2014, 9:19 AM	10.2 ME
Movies	🎯 Safari	Oct 26, 2016, 5:58 PM	38.9 N	Movies	Ø DigitalColor Meter	Aug 24, 2013, 10:01 PM	1 ME
E Music	May			5 Mar.		Aug 11, 2014, 9:19 AM	22 ME
22 Music	Se Tructule	A	6.0.1	JJ Music	約 Grab	Apr 16, 2013, 12:03 PM	1.7 ME
Pictures	V lextEdit	Aug 11, 2014, 9:19 AM	0.8 N	Pictures	🖲 Grapher	Mar 7, 2013, 2:31 PM	35.6 ME
PENGER	2015			DEL MORT	🖗 Keychain Access	Oct 14, 2016, 2:08 AM	14.3 ME
DEVICES (😹 Mail	Aug 11, 2014, 9:19 AM	53 N	DEVICES	Section Assistant	Aug 24, 2013, 10:05 PM	1.7 ME
Macintosh SSD	DVD Player	Aug 11, 2014, 9:19 AM	22.6 N	🔛 Macintosh SSD 🔪	System Information	Oct 14, 2016, 2:08 AM	6.5 ME
🛄 Untitled	Google Chrome	Nov 7, 2016, 5:01 PM	381.7 N	🛄 Untitled 🗖	🔚 Terminal	Aug 24, 2013, 10:08 PM	8.9 ME
Macintosh HD	Snagit	Jan 20, 2014, 1:14 PM	70.1 N	Macintosh HD	 VoiceOver Utility 	Oct 14, 2016, 2:08 AM	27.6 ME
and machines in the	VMware Fusion	Oct 23, 2014, 6:29 PM	739.1 N	indenteosi ito =	X X11	Aug 24, 2013, 10:00 PM	181 KE
TAGS				TAGS			
Red Macintosh SSD > Macinto			😑 Red	Macintosh SSD + Applications + S Utilities + Terminal			
1 of 41 selected, 45.37 GB available			×	1 of 22 selected, 45.83 GB availab	ale		

10. In the **Terminal** window, type sudo rm -Rf "/Library/Application Support/ESET" and press the **Enter** key. Type your password in the command line and press the **Enter** key. Repeat the step with the following commands:

- sudo rm -Rf "/Applications/ESET\ Cyber\ Security.app/"
- sudo rm -Rf "/Library/LaunchAgents/com.eset.esets_gui.plist"
- sudo rm -Rf "/Library/LaunchAgents/com.eset.firewall.prompt.plist"
- rm -Rf ~/.esets

	👚 eset-testaccount — -bash — 100×20
Last login: Mon Feb 7 16:	46:25 on ttvs000
ESETs-Mac-mini:~ eset-test	account\$ sudo rm -Rf "Library/Application Support/ESET"
Password:	I
ESETs-Mac-mini:~ eset-test	account\$ sudo rm -Rf "/Applications/ESET Cyber Security Pro.app"
ESETs-Mac-mini:~ eset-test	account\$ sudo rm -Rf "/Library/LaunchAgents/com.eset.esets_gui.plist"
ESETs-Mac-mini:~ eset-test	account\$ sudo rm -Rf "/Library/LaunchAgents/com.eset.firewall.prompt.plist"
ESETs-Mac-mini:~ eset-test	account\$ <u>r</u> m -Rf ~/.esets
ESEIs-Mac-mini:~ eset-test	account\$

Type your password carefully

The cursor in the command line and the password you are typing will not be visible. Be sure to type your password correctly and only one time before pressing the **Enter** key.

11. Restart your computer.

12. Click **Finder** \rightarrow **Applications**. If ESET Cyber Security or ESET Cyber Security Pro is still present, drag-anddrop the item to the **Trash bin** icon on your Dock. If prompted, type your administrator password and press the **Enter** key.

•••	< > Applications		··· · · · · · · · · · · · · · · · · ·
Favorites	Name	∧ Date Modified	Size Kind
🔛 Pictures	and the second se	lop 22, 2022 at 8:42 AM	15.7 MP Application
🗎 Deleted Users	>	Aug 31, 2022 at 3:42 AM	Folder
	>	Nov 28, 2017 at 10:23 PM	Folder
		Jul 19, 2020 at 5:37 PM	498.5 MB Application
U Downloads		Apr 7, 2020 at 4:21 PM	544.8 MB Application
Documents		Jul 19, 2020 at 5:36 PM	498.5 MB Application
Music		Jan 22, 2022 at 8:42 AM	7.3 MB Application
. Music		Jan 22, 2022 at 8:42 AM	15.5 MB Application
Desktop	>	Nov 28, 2017 at 10:16 PM	Folder
Applications		Jan 22, 2022 at 8:42 AM	14.8 MB Application
	>	Nov 28, 2017 at 10:37 PM	Folder
iCloud	and the second se	Jan 21, 2022 at 9:01 AM	423.5 MB Application
iCloud Drive	SESET Cyber Security Pro	Today at 3:55 PM	Zero bytes Application
		Jan 22, 2022 at 8:42 AM	15.4 MB Application
Shared		Sep 13, 2021 at 3:55 PM	30.7 MB Application
	Contract Contract Contract	Nov 22, 2021 at 2:51 PM	3.99 GB Application
	a manage	Jan 22, 2022 at 8:42 AM	36.5 MB Application

13. Your ESET product should be completely removed from your computer.

Contact ESET Technical Support.