

ESET Tech Center

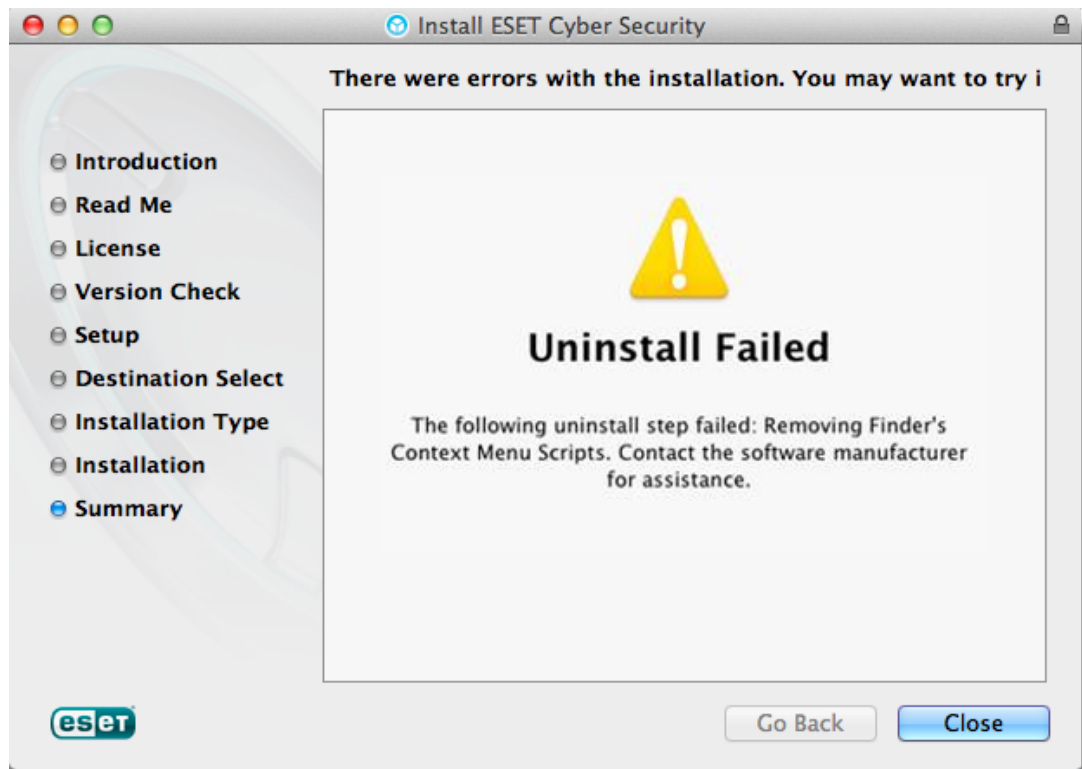
Knowledgebase > Endpoint Solutions > Manually uninstall ESET Cyber Security or ESET Cyber Security Pro

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



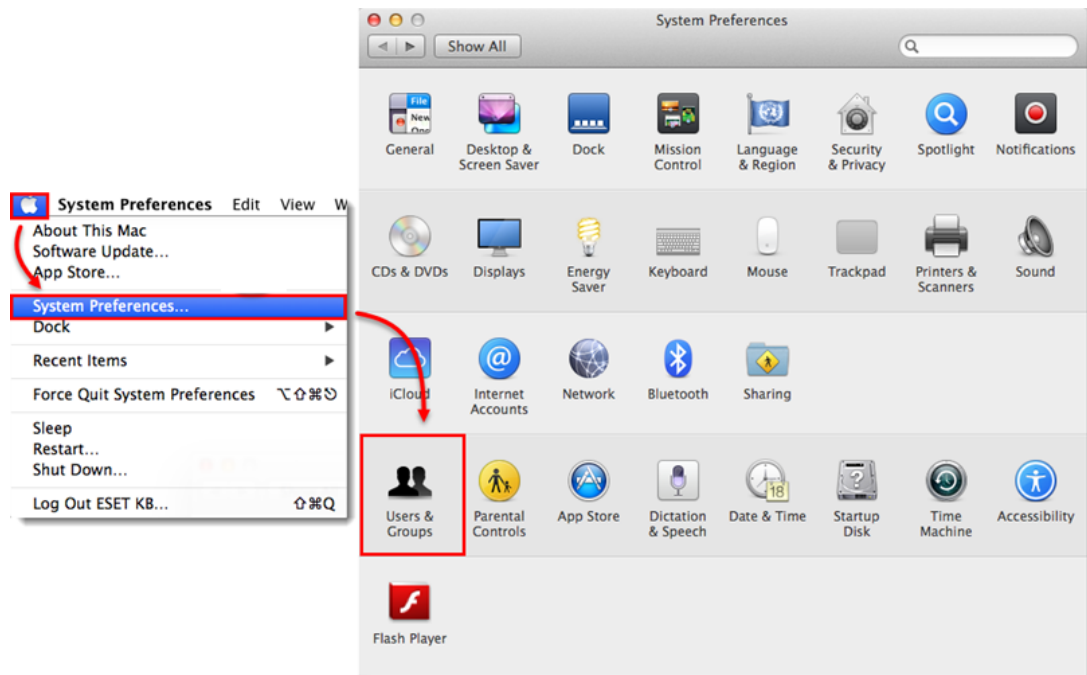
Details

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

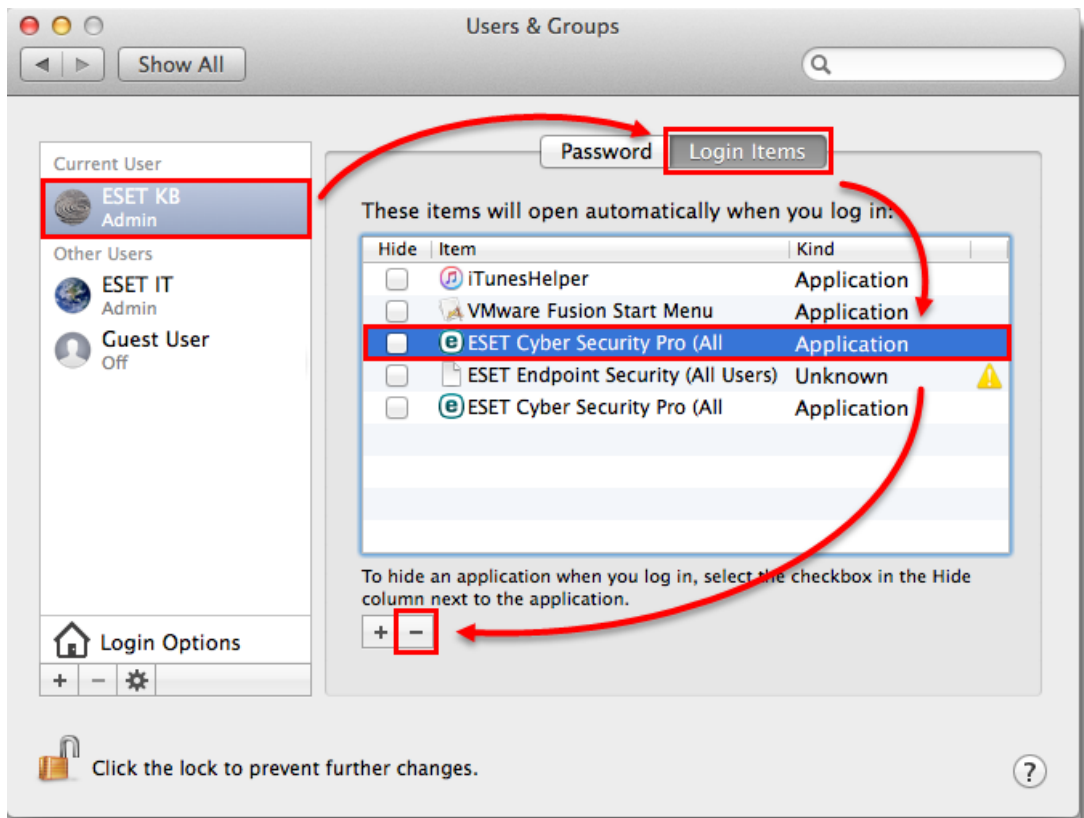
1. Close any ESET program windows that are open, including the **ESET Cyber Security Setup** window.

2. Click the **Apple icon** → **System Preferences** → **Users & Groups**.

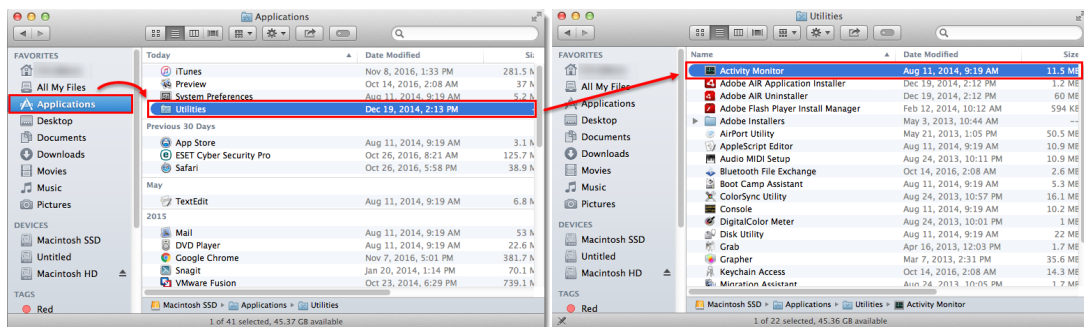


3. Select the administrator user account. Click **Login Items**, select an ESET product entry and then click the minus icon to delete it from the list.

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.

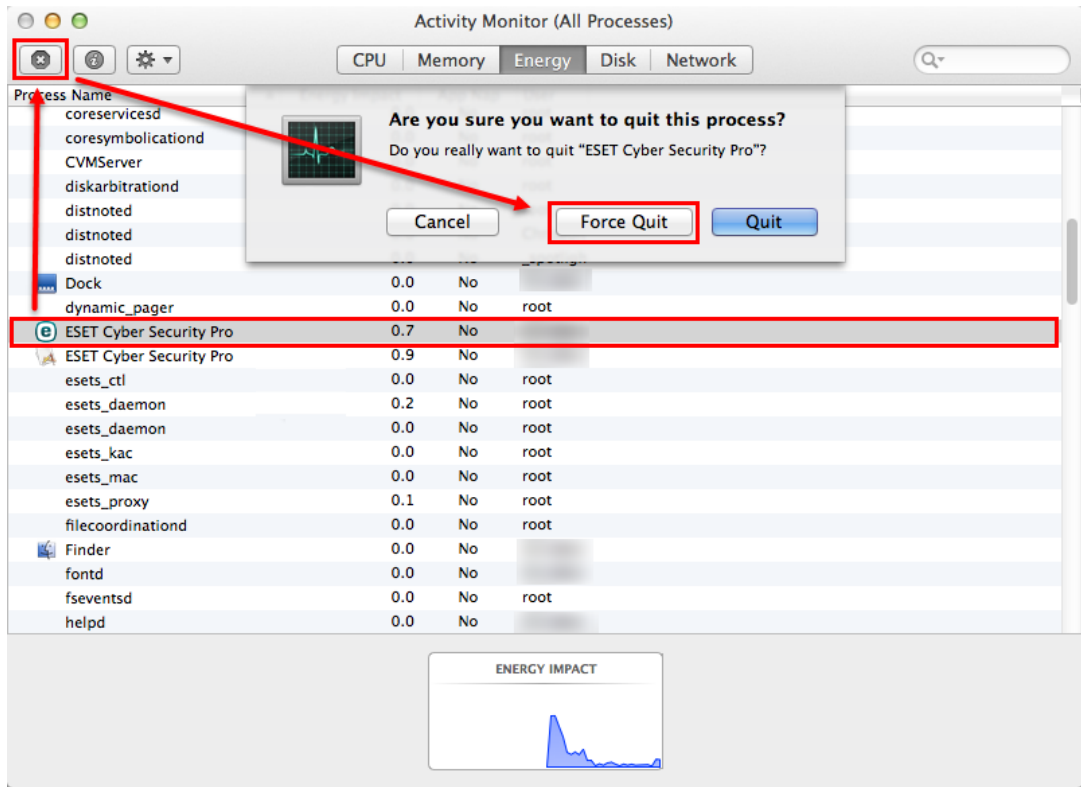


4. Click **Finder** → **Applications** → and then double-click **Utilities** → **Activity Monitor**.

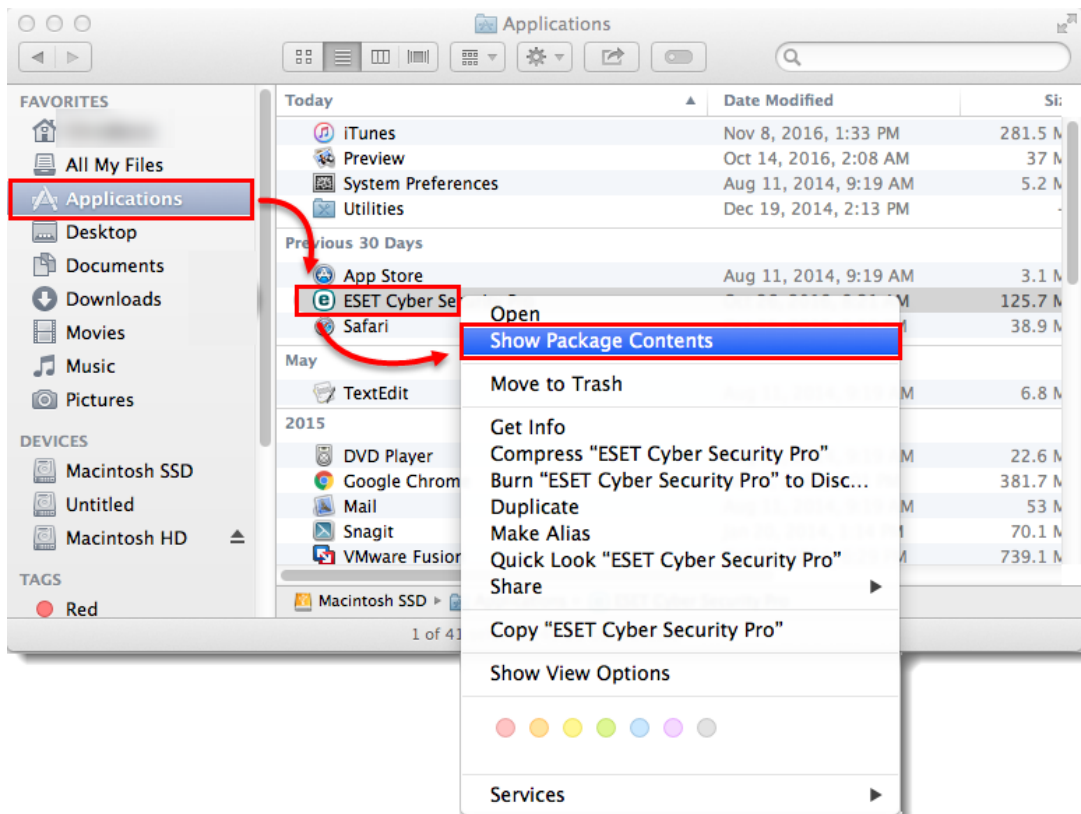


5. Select **ESET Cyber Security** or **ESET Cyber Security Pro**, click the **Quit Process** icon and then click **Force Quit**.

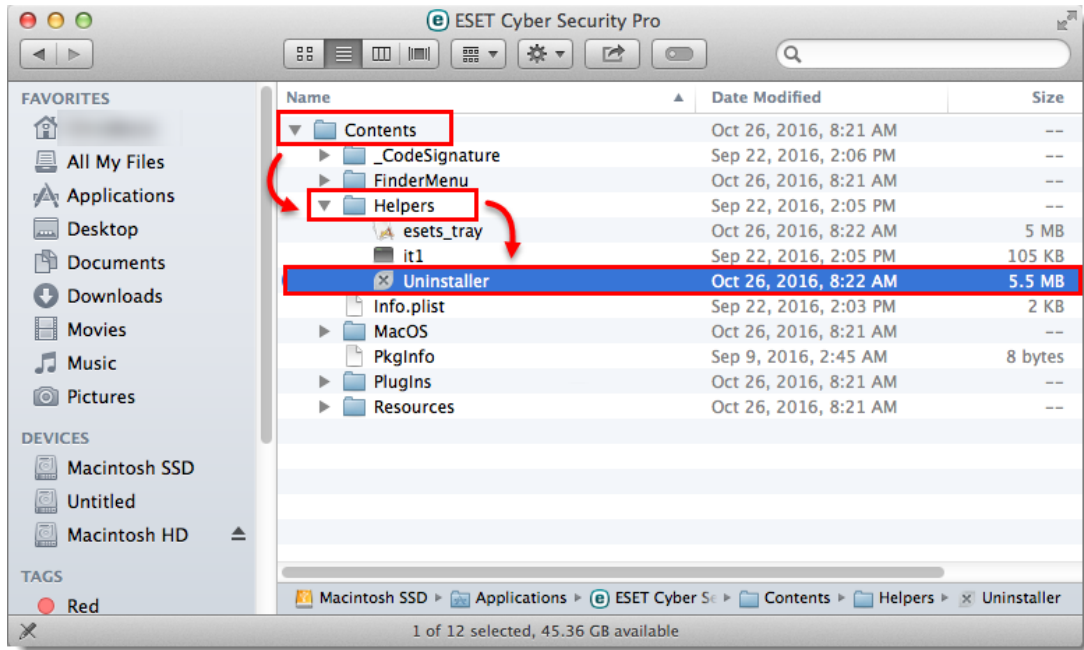
Repeat for each entry of ESET Cyber Security or ESET Cyber Security Pro. If there is no entry for ESET Cyber Security or ESET Cyber Security Pro, continue to the next step.



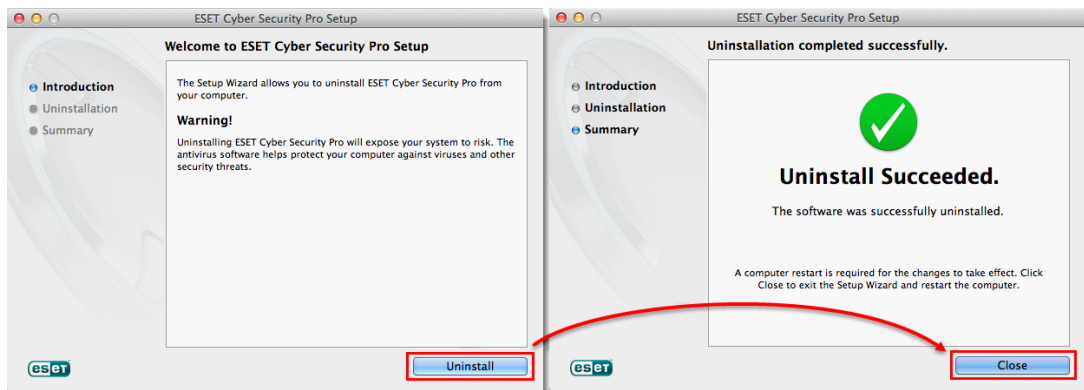
6. Click **Finder** → **Applications**. Right-click **ESET Cyber Security** or **ESET Cyber Security Pro** and click **Show Package Contents**.



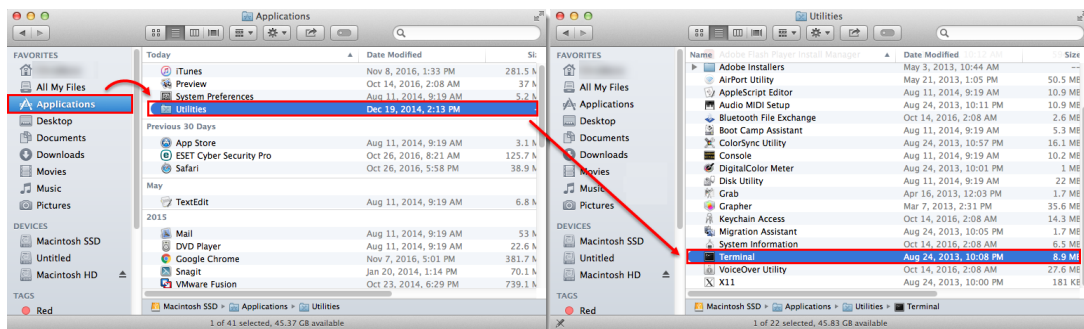
7. Expand **Contents** → **Helpers** and then double-click **Uninstaller**.



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



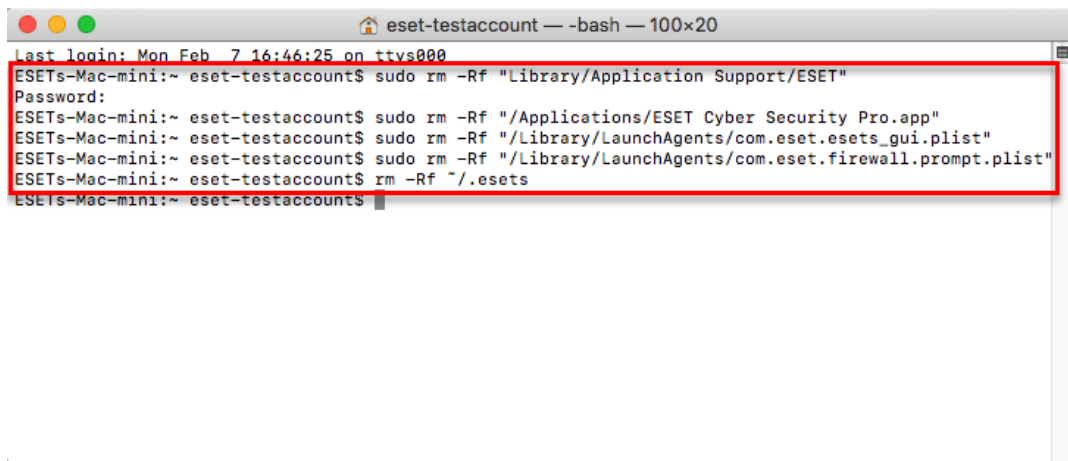
9. Click **Finder** → **Applications** and double-click **Utilities** → **Terminal**.



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 — 100x20
Last login: Mon Feb  7 16:46:25 on ttvs000
ESETs-Mac-mini:~ eset-testaccount$ sudo rm -Rf "Library/Application Support/ESET"
Password:
ESETs-Mac-mini:~ eset-testaccount$ sudo rm -Rf "/Applications/ESET Cyber Security Pro.app"
ESETs-Mac-mini:~ eset-testaccount$ sudo rm -Rf "/Library/LaunchAgents/com.eset.esets_gui.plist"
ESETs-Mac-mini:~ eset-testaccount$ sudo rm -Rf "/Library/LaunchAgents/com.eset.firewall.prompt.plist"
ESETs-Mac-mini:~ eset-testaccount$ rm -Rf ~/.esets
ESETs-Mac-mini:~ eset-testaccount$
```

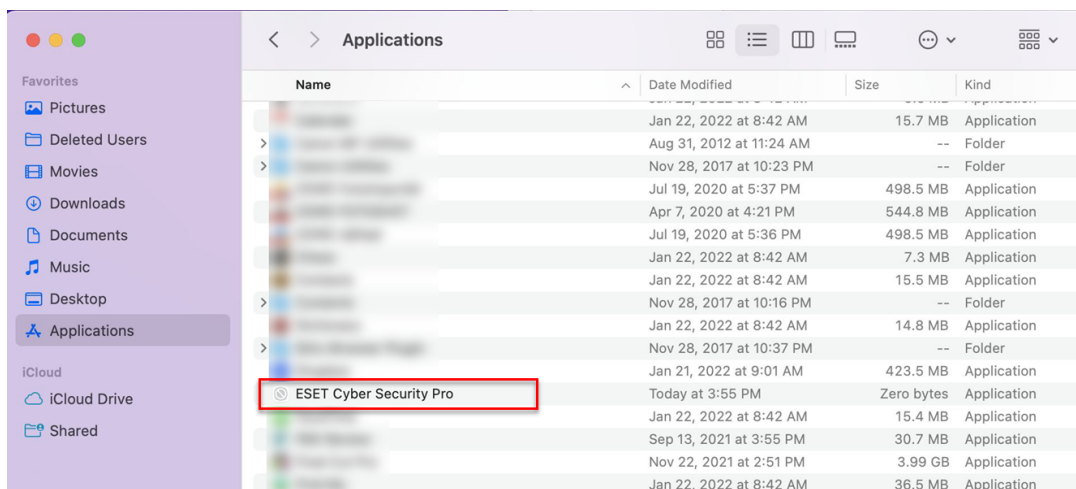


Type your password carefully

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



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

[Contact ESET Technical Support.](#)
