

ESET Tech Center

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Push uninstall to client workstations using ESET Remote Administrator (5.x)

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<https://support.eset.com/kb2991>

Issue

- To perform a push uninstall to password protected and non-password protected client(s) using ESET Remote Administrator

Solution

To push an uninstall of ESET Endpoint Antivirus or ESET Endpoint Security to your client workstation(s), follow the steps below:

If you do not use ESET Remote Administrator to manage your network

[Perform these steps on individual client workstations.](#)

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.
1. Click the **Remote Install** tab in the ERAC. Select clients from which you would like to push uninstall ESET security products from the **Computers** list in the Remote Install tab of ERAC. **Right-click** the selected clients and click **Windows Push Installation** from the context menu.

If you are pushing an uninstall to a password protected client, you will need to add a command to the uninstallation package. In the **Remote Install** tab, click **Actions** → **Manage Packages** and follow the steps below:

- a. In the **Installation Packages Editor** window, select **Uninstall ESET Security Products and NOD32 version 2** from the **Type** drop-down menu.
- b. Add **PASSWORD="yourpassword"** into the **ESS** field after **/qn**
REBOOT="ReallySuppress".
- c. Click **Save**.
- d. Click **Close** to exit the Installation packages Editor.



Figure 1-1

2. In the **Computers Logon Settings** window, specify the logon information for each client by selecting the client name and clicking **Set**, or by selecting all clients and selecting **Set All**. Enter the username and password for the domain or workgroup in the **Logon Information** window and click **OK**. Click **Next**.



Figure 1-2

3. Select **Uninstall ESET Security Products and NOD32 version 2** from the **Type** drop-down menu and click **Next**.



Figure 1-3

4. Verify the Task Settings in the final window, including the name of your Remote Install task and the specific time at which it will be performed. If necessary, make changes to the settings here. Click **Finish** to complete the uninstallation task.



Figure 1-4

5. Once the task is complete, you can [delete these client workstations](#) from the Client tab if necessary.

Task status

To check the status of your push installation task, click the **Install Tasks** tab, then double-click the entry that represents your current task. In the **Properties** window, the status of your push installation will be visible next to **State**.

Uninstall ESET Endpoint products on individual client workstations

1. Download your ESET endpoint product by clicking the appropriate link below. You will need your unique username and password to download your product. Reference your confirmation email for this information or [click here to retrieve your username and password](#).

Important!

- [Check your operating system version](#) before downloading.
- If you are experiencing issues downloading your product, please see the following Knowledgebase articles:
 - [My username or password is not working](#)
 - [Why can't I download my ESET security product? \(Solution checklist\)](#)

ESET Endpoint Security

[32-BIT DOWNLOAD](#)

[64-BIT DOWNLOAD](#)

ESET Endpoint Antivirus

[32-BIT DOWNLOAD](#)

[64-BIT DOWNLOAD](#)

2. When prompted, click **Save** and save the file to your Desktop.
2. Click **Start** → **All Programs** → **ESET** → **ESET Endpoint Antivirus/ESET Endpoint Security** → **Uninstall**.
2. The Setup Wizard will appear. Click **Next**, and then click **Remove**.
2. Select the check box that best describes why you are performing an uninstallation, and then click **Next**.
2. Click **Remove** to initiate the uninstall.
2. Reinstall your product by navigating to your Desktop, or wherever you saved the installation package file, and double-clicking it.

2. Follow the instructions in the ESET Installation Wizard to install your ESET endpoint product.

Tags

ERA 5.x