ESET Tech Center

Remove third-party antivirus software from client computers using ESET Remote Administrator (6.x)

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https://support.eset.com/kb3638

Permissions changes in ESET Remote administrator 6.5 and later

Before proceeding, please note important changes to user access rights and permissions in the latest versions of ESET Remote Administrator.

[View Permissions Changes](#)

A user must have the following permissions for their home group:

Functionality	Read	Use	Write
Reports and Dashboard	✓	✓	✓
Policies	✓	✓	✓
Generate Report (under Server Tasks & Triggers)	✓	✓	✓
Software Uninstall (under Client Tasks)	✓	✓	✓

A user must have the following permissions for each affected object:

Functionality	Read	Use	Write
Groups & Computers	✓	✓	✓

Once these permissions are in place, follow the steps below.

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. [How do I open ERA Web Console?](#)

2. Click **Admin** ✕ → **Policies**, click **Policies** and then select **New**.

Figure 1-1

Click the image to view larger in new window

3. Type a name for your new policy into the **Name** field (for example, "Policy for ESET Remote Administrator Agent"). Optionally, type a description into the **Description** field.

Figure 1-2

Click the image to view larger in new window

4. Expand **Settings** and select **ESET Remote Administrator Agent** from the drop-down menu.

4. Expand **Advanced Settings** → **Operating System** and enable **Report non-ESET-installed applications**. When you are finished making any additional policy changes, click **Finish**.

Figure 1-3

Click the image to view larger in new window

6. Expand **Assign** section and click **Assign**. Select the check box(es) next to the static or dynamic group(s) you want this

policy assigned to and click **OK**. Click **Finish** to save your policy. Agents running on client computers will receive the new policy the next time they check in (every 20 minutes using default settings). Alternatively, you can <u>send a wakeup call</u> to client computers so that they receive the changes.sooner.

6. Click **Reports** ☒, expand **Computers**, select **Installed applications** and then click **Generate now**.

> ## Creating a new report template in ERA 6.5
>
> If you do not have report templates in your home group, continue with one of these steps:
>
> - <u>create a new report template</u>
> - request from Administrator to duplicate the report template to you access

Figure 1-4

Click the image to view larger in new window

8. Verify that the third-party Antivirus program and version you want to remove is listed in the report.

8. Click **Admin** ☒ → **Client tasks**, expand **Operating System**, select **Software Uninstall** and then click **New**.

Figure 1-5

Click the image to view larger in new window

10. Type a name for your new task into the **Name** field and then select **Software Uninstall** from the **Task** drop-down menu.

Figure 1-6

Click the image to view larger in new window

11. Expand **Settings** and select **Third party antivirus software (Built with OPSWAT)** from the drop-down menu. Please note that **you will add Targets after the task is created**.

> ## ESET Remote Administrator version 6.2.11 and earlier:
>
> Adding targets is done during task creation (for example, after adding a new task and giving it a **Name**, click **Target** to add groups or clients to the task).

12. Click **Finish** when you are finished making changes to your task.

Figure 1-1

13. Click **Create Trigger** when you are asked whether you want to add a trigger for the client task. For instructions to assign a trigger to a **Client Task** and define its targets, see the following ESET Knowledgebase article:

    • [How do I create a Trigger and add Target computers or groups to execute a Client Task? (6.3)](#)

Related articles:

[ESET AV Remover—List of removable applications and instructions to run the tool](#)

Tags

ERA 6.x