

ESET Tech Center

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Remove third-party antivirus software from client computers using ESET Security Management Center (7.x)

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Solution

ESET Security Management Center (ESMC) 7 User Permissions

This article assumes that your ESMC user has the correct access rights and permissions to perform the tasks below.

If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all access rights (you only need to do this once):

- [Create a second administrator user in ESET Security Management Center 7.x](#)

[View permissions needed for least privilege user access](#)

1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Policies** → **Policies** → **New**.



Figure 1-1

Click the image to view larger in new window

1. Type a name for your new policy in the **Name** field (for example, "Policy for ESET Management Agent"). Optionally, type a description in the **Description** field.



Figure 1-2

Click the image to view larger in new window


1. Click **Settings** and select **ESET Management Agent** from the drop-down menu.
2. Expand Advanced Settings, scroll down to the **Operating System** section and select

the slider bar next to **Report non-ESET-installed applications**.



Figure 1-3

Click the image to view larger in new window

1. In the **Assign** section click **Assign**. Select the check box next to each static or dynamic group that this policy will be assigned to and click **OK**. Click **Finish** to save the policy. Agents running on client computers will receive the new policy the next time they check in (the default check in interval is 20 minutes). Alternatively, you can [send a wakeup call](#) to client computers so they receive the changes sooner.
2. Click **Reports** , select **Installed applications** and then click **Generate now**.

Creating a new report template in ESMC 7.0

If you do not have report templates in your home group, continue with one of these steps:

- [Create a new report template](#)
- Request your Administrator to duplicate the report template for your access



Figure 1-4

Click the image to view larger in new window

1. Verify that the third-party Antivirus program and version you want to remove is listed in the report.
2. Click **Client Tasks**, expand **Operating System**, select **Software Uninstall** and then click **New**.



Figure 1-5

Click the image to view larger in new window

1. Type a name for your new task in 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

1. 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**.
2. Click **Finish** when you are finished making changes to your task.



Figure 1-7

Click the image to view larger in new window

3. Click **Create Trigger** when you are asked if you want to add a trigger for the client task. Click for instructions [Create a Trigger and add Target computers or groups to execute a Client Task \(7.x\)](#)