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<https://support.eset.com/kb3732>

This error occurs when remnants of previously installed antivirus software are still present on a system where you are installing ESET Endpoint Security or ESET Endpoint Antivirus.

If you know which antivirus product was previously installed on your computer, see our list of [removal tools for common Windows antivirus software](#).

If you don't know which antivirus software was installed on your system, [click here for instructions to run the ESET AV Remover](#).