

# ESET Tech Center

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## Uninstall and reinstall ESET endpoint products using ESMC (7.x)

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### Issue

- You need to reinstall an ESET product on one or more clients in your network

### Solution

 **Endpoint users:** [Perform these steps on individual client workstations](#)

#### **I. Use a software uninstall task to remove ESET solutions from client computers**

1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Client Tasks**.
3. Expand **All Tasks** → **Operating System** and select **Software Uninstall**.
4. Click **New**.



**Figure 1-1**

**Click the image to view larger in new window**

5. Type a name for the task in the **Name** field ("Uninstall ESET," in this example).



**Figure 1-2**

**Click the image to view larger in new window**

6. Click **Settings** and click **Select package to uninstall**. Please note that you will add targets after the task is created.



**Figure 1-3**

**Click the image to view larger in new window**

7. Select the ESET product or component you want to uninstall from the list (ESET Endpoint Security, in this example) and click **OK**.



**Figure 1-4**

**Click the image to view larger in new window**

8. If settings on the client workstation(s) are password-protected, type **PASSWORD=**

into the **Uninstallation Parameters** field, followed by the password. If settings are not password-protected, skip this step.



**Figure 1-5**

**Click the image to view larger in new window**

9. Click **Finish** when you are finished making changes to your task.
10. 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? \(7.0\)](#)
11. Continue to part II below to reinstall your ESET endpoint products.

## **II. Use a software install task to reinstall ESET solutions on client computers**

 **Endpoint users:** [Perform these steps on individual client workstations](#)

1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Client Tasks**, expand **Operating System**, select **Software Install** and then click **New**.



**Figure 2-1**

**Click the image to view larger in new window**

1. In the **Basic** settings section, type a **Name** for your installation task and optionally a **Description**. The **Task** drop-down menu will automatically be set to **Software Install**.



**Figure 2-2**

**Click the image to view larger in new window**

1. Click **Settings** and click **<Choose ESET License>**. Please note that you will add targets after the task is created.



**Figure 2-3**

2. Select the license that you want to use to activate ESET products that will be sent to client computers and then click **OK**. If you have not yet added product licenses, [click](#)

[here for instructions to add product licenses in ESMC.](#)



**Figure 2-4**

**Click the image to view larger in new window**

1. Choose a **Package to Install** option. You can choose **Install package from repository** or **Install by direct package URL** to select the package that will be installed on target clients:

### **If you are upgrading to Windows 10, Install by direct package URL**

To ensure that clients on your network receive the latest Windows 10-compatible version of your ESET endpoint product, enter the appropriate URL for your ESET endpoint product(s) in the **Install by direct package URL** field:

#### **ESET Endpoint Security 7**

- 32-bit:  
[https://download.eset.com/com/eset/apps/business/ees/windows/latest/avremover\\_es\\_nt32\\_enu.exe](https://download.eset.com/com/eset/apps/business/ees/windows/latest/avremover_es_nt32_enu.exe)
- 64-bit:  
[https://download.eset.com/com/eset/apps/business/ees/windows/latest/avremove\\_r\\_ees\\_nt64\\_enu.exe](https://download.eset.com/com/eset/apps/business/ees/windows/latest/avremove_r_ees_nt64_enu.exe)

#### **ESET Endpoint Antivirus 7**

- 32-bit:  
[https://download.eset.com/com/eset/apps/business/eea/windows/latest/avremove\\_r\\_eea\\_nt32\\_enu.exe](https://download.eset.com/com/eset/apps/business/eea/windows/latest/avremove_r_eea_nt32_enu.exe)
- 64-bit:  
[https://download.eset.com/com/eset/apps/business/eea/windows/latest/avremove\\_r\\_eea\\_nt64\\_enu.exe](https://download.eset.com/com/eset/apps/business/eea/windows/latest/avremove_r_eea_nt64_enu.exe)

- **Install package from repository**

To install a package from the repository, select **Install package from repository** and click **<Choose package>**. Select the ESET product that you want to install on client computers and click **OK**. [Do I have the latest version of ESET business products?](#) Select the check box next to **I accept the terms of the application End User License Agreement and acknowledge the Privacy Policy**.



**Figure 2-5**

**Click the image to view larger in new window**

- **Install by direct package URL**  
To install a package by entering the target URL, select **Install by direct package URL** and type the package URL into the corresponding field. [Do I have the latest](#)

[version of ESET business products?](#) Select the check box next to **I accept the terms of the application End User License Agreement.**



#### **Figure 2-6**

**Click the image to view larger in new window**

1. Click **Finish** when you are finished making changes to your task.
2. Click **Create Trigger** when you are asked whether you want to add a trigger for the client task. Click for instructions to [Create a Trigger and add Target computers or groups to execute a Client Task](#).
3. The new task will be displayed in the **Client tasks** pane. The **Progress column** will display **Finished** when remote installation is complete on a given client computer.
4. [Send an activation task](#) to the computers on which you installed ESET endpoint products so that they can begin receiving regular updates.