## **ESET Tech Center**

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# Uninstall ESET Endpoint products for macOS (6.11 - 7.x)

Mitch | ESET Nederland - 2022-11-29 - Comments (0) - Endpoint Solutions

#### Solution

I. Uninstall ESET Endpoint Security for macOS or ESET Endpoint Antivirus for macOS

- II. Uninstall ESET Management Agent
- III. <u>Manually remove remaining files</u>

In situations where you do not want to, or cannot use a <u>push uninstall</u> to remove an ESET endpoint or server solution, follow the steps below to perform an uninstall on an individual client or server workstation.

#### I. Uninstall ESET Endpoint product for macOS

1. Click **Finder** to open a new window.

2. Click **Applications**, right-click **ESET Endpoint Security** or **ESET Endpoint Antivirus** and then click **Show Package Contents** from the context menu.



3. Navigate to **Contents** → **Helpers** and double-click **Uninstall.command** to run the uninstaller.

 $Earlier\ versions: \ Navigate\ to\ Contents \rightarrow Scripts\ and\ double-click\ Uninstaller.app.$ 

•••	< > ESET Endpoint Antivirus	$\equiv \diamond$		⊂
Favourites	Name	Date Modified	Size	Kind
AirDrop	V T Contents	18 Feb 2022 at 23:46		Folder
ecents	CodeSignature	18 Feb 2022 at 23:46		Folder
	> 📰 Documents	18 Feb 2022 at 23:46		Folder
- Applications	> 📄 Frameworks	23 Feb 2022 at 13:10		Folder
Desktop	✓ ■ Helpers	23 Feb 2022 at 13:10		Folder
Documents	ESET Endpoint Antivirus	18 Feb 2022 at 23:46	1,2 MB	Application
Downloads	ESET Real-time File System Protection	18 Feb 2022 at 23:46	9,8 MB	Application
Downloads	ESET Web and Email Protection	18 Feb 2022 at 23:46	10,5 MB	Application
iCloud	🔊 Uninstaller	23 Feb 2022 at 13:10	58 bytes	Alias
○ iCloud Drive	Info.plist	18 Feb 2022 at 23:46	1 KB	property list
	> 📰 MacOS	18 Feb 2022 at 23:46		Folder
📑 Shared	PkgInfo	18 Feb 2022 at 23:46	8 bytes	Document
Leastions	> 📰 PlugIns	18 Feb 2022 at 23:46		Folder
Locations	> 📰 Resources	18 Feb 2022 at 23:46		Folder
	> TYPCServices	18 Feb 2022 at 23:46		Folder
Tags				
Red				
Orange				

#### 4. Click Uninstall.



5. If you are prompted, type in your administrator password and click  $\boldsymbol{OK}.$ 



#### Allow the uninstaller to manage users

If you are uninstalling ESET Endpoint Antivirus for macOS on macOS 12 Monterey, you will be prompted to allow the Uninstaller.app to manage users created by ESET Endpoint Antivirus for macOS. The following dialog will be displayed: **"Uninstaller.app" would like to administer your computer. Administration can include modifying passwords, networking and system settings**.

Click OK. If you click Don't allow, ESET Endpoint Antivirus for macOS will not be uninstalled completely.

6. Click OK.



7. Wait for the uninstallation to finish and click **Close**.



## II. Uninstall ESET Management Agent

1. Click **Finder** to open a new window.

2. Click **Applications**, right-click **ESET Management Agent** and then click **Show Package Contents** from the context menu.

•••	< > Applications	≔≎	000 ~	Û	$\bigcirc$	···· ~	Q
Favourites	Name	∧ Date Modified		Size		Kind	
AirDrop	· marchine	6 Feb 2022 at 22:22		26	1 MB	Application	
ecents		6 Feb 2022 at 22:22		5.	3 MB	Application	
Applications	a man	6 Feb 2022 at 22:22		129,	1 MB	Application	
Applications		6 Feb 2022 at 22:22		5,	6 MB	Application	
🚍 Desktop	· canada	6 Feb 2022 at 22:22		15,	7 MB	Application	
Documents		6 Feb 2022 at 22:22		7,	3 MB	Application	
Downloads	· Contraction	6 Feb 2022 at 22:22		15,	5 MB	Application	
Downloads		6 Feb 2022 at 22:22		14,	8 MB	Application	
iCloud	THE DESIGNATION AND ADDRESS.	18 Feb 2022 at 23:46		73,	9 MB	Application	
iCloud Drive	SET Management Agent	Open		105,	9 MB	Application	
		Show Package Contents		15,	4 MB	Application	
😅 Shared	<ul> <li>• • • • • • • • • • • • • • • • • • •</li></ul>	onow ruckage contents		36,	5 MB	Application	
Loostions	a toria	Move to Bin			7 MB	Application	
Locations		Oat lafa			4 MB	Application	
		Get Info		З,	2 MB	Application	
		Rename		73	2 KB	Application	
		Compress "ESET Management Agent"		28,	8 MB	Application	
		Duplicate		/	9 MB	Application	
		Make Alias		8,	3 MB	Application	
		Quick Look		102	5 KB	Application	
		Conv		102,		Application	
Tags		Copy		57,		Application	
Red	-	Snare	'	62	8 MR	Application	
Orange				47	5 MB	Application	
	1000	Tags		10	8 MB	Application	
Yellow	Contract Contract			7.	3 MB	Application	
Green	- Annotation	Quick Actions	>	17.	6 MB	Application	
Blue	<ul> <li>Testar</li> </ul>	New Terminel et Felder		14,	5 MB	Application	
		New Terminal at Folder		3,	8 MB	Application	
Purple		New Terminal Tab at Folder		2,	5 MB	Application	

3. Navigate to **Contents** → **Scripts** and double-click **Uninstall.command** to run the uninstaller.

•••	< > ESET Management Agent	$\equiv$	000 ~	û 🔗	
Favourites	Name	∧ Date Modified	S	ize	Kind
AirDrop	Contents	21 Oct 2021 at 18:51			Folder
ecents	↓ >CodeSignature	21 Oct 2021 at 18:51			Folder
	> 🚞 Helpers	21 Oct 2021 at 18:51			Folder
	🖺 Info.plist	21 Oct 2021 at 18:51		2 KB	property list
Desktop	> 🚞 MacOS	21 Oct 2021 at 18:51			Folder
Documents	Resources	21 Oct 2021 at 18:51			Folder
Downloads	✓ Scripts	21 Oct 2021 at 18:51			Folder
•	info_get.command	21 Oct 2021 at 18:51		22 KB	Terminll script
iCloud	restart_agent.sh	21 Oct 2021 at 18:51		640 bytes	Plain Text
iCloud Drive		21 Oct 2021 at 18:51		228 bytes	Unix Exble File
📑 Shared	- Oninstan.command	21 OCt 2021 at 16-51		IND	Terminii script
Locations					
Tags					
• Red					
Orange					
Yellow					
• Green					
Blue					
Purple					

4. If you are prompted, type in your administrator password and press the **Enter** key on your keyboard. You will see the **Process completed** message when ESET Management Agent has been successfully uninstalled.



Type your password carefully

The cursor in the command line and the password you are typing will not be visible. Be sure to type your password correctly and only one time before pressing the **Enter** key.

### Manually remove remaining files

1. Open **Terminal** window, type sudo rm -Rf "/Library/Application Support/ESET" and press the **Enter** key. Type your password in the command line and press the **Enter** key. Repeat the step with the following commands:

ESET Endpoint Security

- sudo rm -Rf "/Applications/ESET\ Endpoint\ Security.app/"
- sudo rm -Rf "/Library/LaunchAgents/com.eset.esets\_gui.plist"
- sudo rm -Rf "/Library/LaunchAgents/com.eset.firewall.prompt.plist"

ESET Endpoint Antivirus

- sudo rm -Rf "/Applications/ESET\ Endpoint\ Antivirus.app/"
- sudo rm -Rf "/Library/LaunchAgents/com.eset.esets\_gui.plist"
- sudo rm -Rf "/Library/LaunchAgents/com.eset.firewall.prompt.plist"

2. Restart your computer.

3. Click **Finder**  $\rightarrow$  **Applications**. If ESET Endpoint Security or ESET Endpoint Antivirus is still present, dragand-drop the item to the **Trash bin** icon on your Dock. If prompted, type your administrator password and press the **Enter** key.

•••	< > Applications	:= \$	ē • û 🔗	~ Q
Favourites	Name	A Date Modified	Size	Kind
AirDrop	Anne Marce	6 Feb 2022 at 22:22	26.1 MB	Application
ecents	at Adventur	6 Feb 2022 at 22:22	5.3 MB	Application
X Applications	C Banks	6 Feb 2022 at 22:22	129,1 MB	Application
Applications	Calculator	6 Feb 2022 at 22:22	5,6 MB	Application
🚍 Desktop	😤 Calendar	6 Feb 2022 at 22:22	15,7 MB	Application
Documents	Cress .	6 Feb 2022 at 22:22	7,3 MB	Application
Develoade	Contacts	6 Feb 2022 at 22:22	15,5 MB	Application
Downloads	Defining	6 Feb 2022 at 22:22	14,8 MB	Application
iCloud	ESET Endpoint Antivirus	18 Feb 2022 at 23:46	73,9 MB	Application
	SET Management Agent	Today at 16:15	105,9 MB	Application
	<ul> <li>Facilitie</li> </ul>	6 Feb 2022 at 22:22	15,4 MB	Application
📑 Shared	Find My	6 Feb 2022 at 22:22	36,5 MB	Application
	Furt Book	6 Feb 2022 at 22:22	7 MB	Application
Locations	· Home	6 Feb 2022 at 22:22	4 MB	Application
	🗃 Image Capture	6 Feb 2022 at 22:22	3,2 MB	Application
	# Launchpad	6 Feb 2022 at 22:22	732 KB	Application
	C stut	6 Feb 2022 at 22:22	28,8 MB	Application
	2 Maps	6 Feb 2022 at 22:22	79 MB	Application
	G Messages	6 Feb 2022 at 22:22	8,3 MB	Application
	Mealon Cantral	6 Feb 2022 at 22:22	325 KB	Application
	Music	6 Feb 2022 at 22:22	102,9 MB	Application
	Notes	6 Feb 2022 at 22:22	37,7 MB	Application
	📮 Photo Booth	6 Feb 2022 at 22:22	4,8 MB	Application
Tags	<ul> <li>Photos</li> </ul>	6 Feb 2022 at 22:22	62,8 MB	Application
Red	Podcasto	6 Feb 2022 at 22:22	47,5 MB	Application
Orange	in Preview	6 Feb 2022 at 22:22	10,8 MB	Application
	QuickTime Player	6 Feb 2022 at 22:22	7,3 MB	Application
Yellow	<ol> <li>Reminders</li> </ol>	6 Feb 2022 at 22:22	17,6 MB	Application
Green	Saferi	6 Feb 2022 at 22:22	14,5 MB	Application
Blue	Shericula	6 Feb 2022 at 22:22	3,8 MB	Application
Blue	C 144	6 Feb 2022 at 22:22	2,5 MB	Application

4. Your ESET product should be completely removed from your computer.

If you are still unable to resolve your issue, contact ESET Technical Support.