

ESET Tech Center

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Uninstalling ESET Remote Administrator (5.x) manually

Ondersteuning | ESET Nederland - 2024-08-28 - Comments (0) - 5.x

We recommend first using the ESET Start Menu uninstaller to uninstall ESET Remote Administrator (ERA).

Click **Start** → **All Programs** → **ESET** → **ERA** → **Uninstall**. After you uninstall, you will need to restart your computer.

Warning:

The following instructions include deleting information from the Windows registry. Please do not proceed unless you are an experienced user.

If you have used the ESET Start Menu uninstaller and continue to have problems uninstalling or reinstalling ERA, follow the instructions below to manually uninstall ERA from your computer:

1. Confirm that you can see hidden files and folders by clicking **Start** → **Control Panel** → **Appearance and Personalizations** → **Show hidden files and folders** under Folder Options and select the **Show hidden files and folders** option.
2. Delete the following directories:

Windows XP/Server 2003

C:\Program Files\ESET\ESET Remote Administrator\Server
C:\Documents and Settings\All Users\Application Data\ESET\ESET Remote Administrator\Server

Windows Vista/ 7/Server 2008

C:\Program Files\ESET\ESET Remote Administrator\Server
C:\ProgramData\ESET\ESET Remote Administrator\Server

3. HKEY_LOCAL_MACHINE\SOFTWARE\Eset\ESET Remote

Administrator\Server

Manually delete the services:

HKEY_LOCAL_MACHINE\SYSTEM\ControlSet00x\Services\ERA_HTTP_SERVER

HKEY_LOCAL_MACHINE\SYSTEM\ControlSet00x\Services\ERA_SERVER

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ERA_HTTP_SERVER

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ERA_SERVER