ESET Tech Center

Use ESET Uninstaller Tool in Safe Mode on an Azure VM

Mitch | ESET Nederland - 2022-08-29 - Comments (0) - Endpoint Solutions

Issue

- You need to perform a Safe Mode uninstall of an ESET product using the ESET Uninstaller tool
- You are running a Windows-based VM on Microsoft Azure
- Affected Products
- Affected Operating Systems
- Prerequisites

Details

Users can boot an Azure VM into Safe Mode with a Network. The Microsoft Remote Desktop Service will be disabled in Safe Mode to protect the machine.

System backup

Before running the ESET Uninstaller tool, take a Snapshot and full backup of the VM.

Prerequisites

- Download the ESET Uninstaller tool and save it to the desktop
- Enable Boot Diagnostics and Custom Storage Account in the Web Serial Console in Azure

Solution

1. Enable Safe Mode
2. Run the ESET Uninstaller in Safe Mode
3. Disable Safe Mode

I. Enable Safe Mode

1. Download the ESET Uninstaller Tool using a Local Administrator Account and save the file to the Desktop.

2. Press the **Windows key** , type `Windows Administrator Tools` and select **Windows Administrator Tools**. Select **System Configuration**.

3. Click **Boot**. Under Boot options, select the check box next to **Safe boot** and select **Network**.

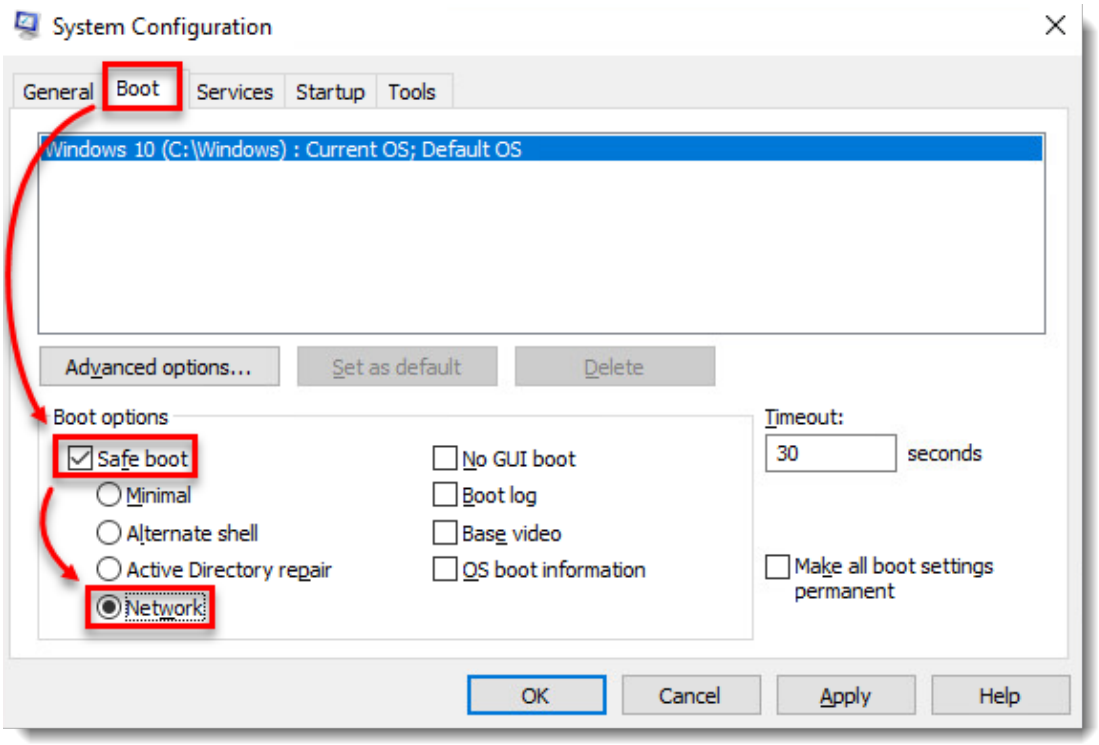

Figure 1-1

4. Click **OK** and click **Restart** to boot to Safe Mode.

II. Run the ESET Uninstaller in Safe Mode

1. In the Azure Portal, click the VM name.

2. Click **Support and Troubleshooting** and select **Serial Console**.

3. A command prompt window will open on the right-hand side.

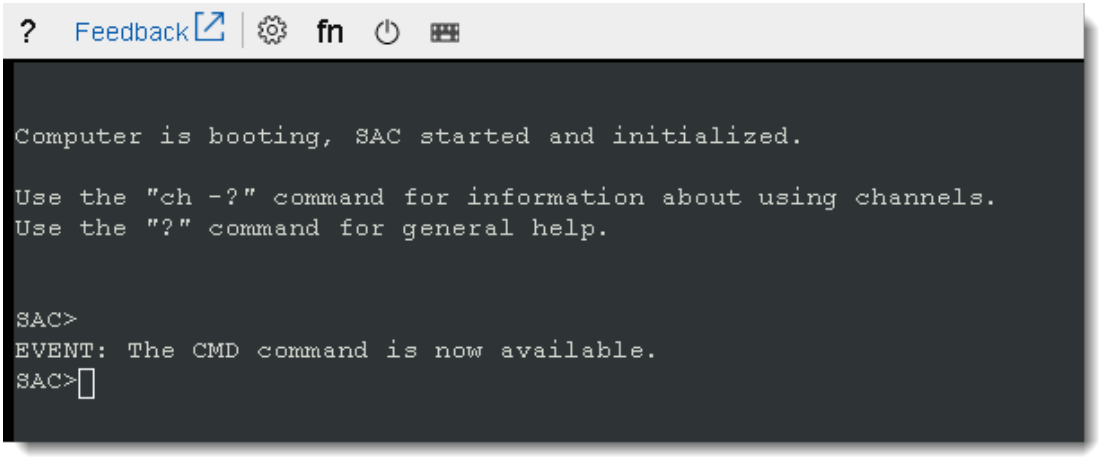

Figure 2-1

4. Type `cmd`.

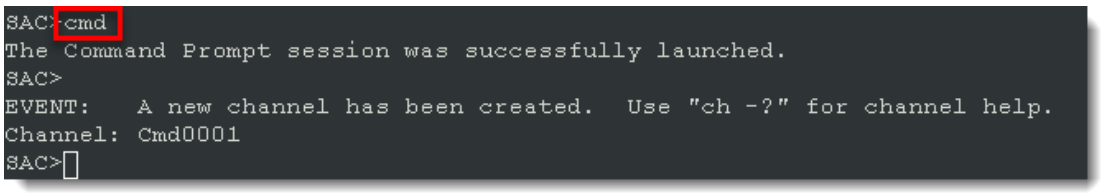

Figure 2-2

5. Type `ch -si 1` to select the new Channel.

Figure 2-3

6. Press any key to continue to the login screen. Enter the information requested:

- **Username** – Local Administrator or Domain Admin
- **Domain** – Leave blank if using a Local Administrator Account
- **Password** – Account password

Figure 2-4

7. After logging in, the Standard Microsoft Command Prompt interface will be displayed.

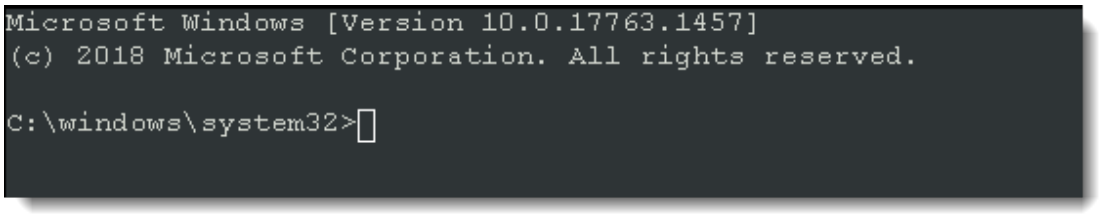

Figure 2-5

8. Update the working directory path to the desktop that contains the `esetuninstaller.exe` file, using your username. `cd \Users\[username]\Desktop`.

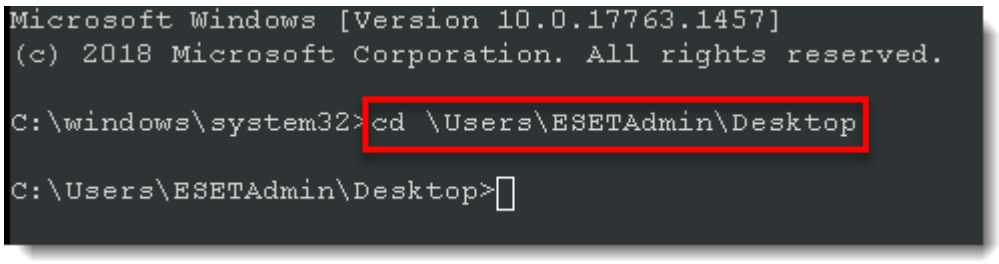

Figure 2-6

9. Type `esetunisntaller.exe` and press the **Enter** key on your keyboard to load the tool.

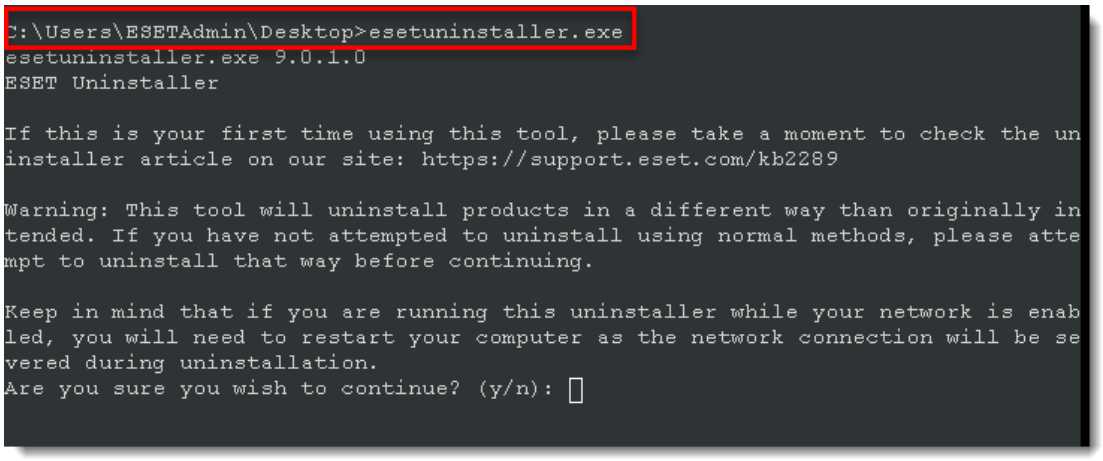

Figure 2-7

10. Follow the on-screen prompts:

- **Are you sure you wish to continue?**: Type y
- Type the assigned number of the product to be uninstalled

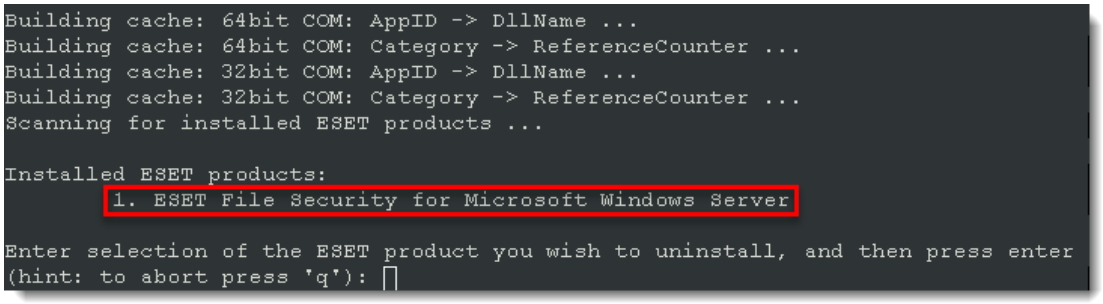

Figure 2-8

- **Are you sure you want to uninstall ESET File Security for Microsoft Windows Server from this OS? (y/n)**: Type y

11. After the uninstall is complete, the **ESET Uninstaller** window will close.

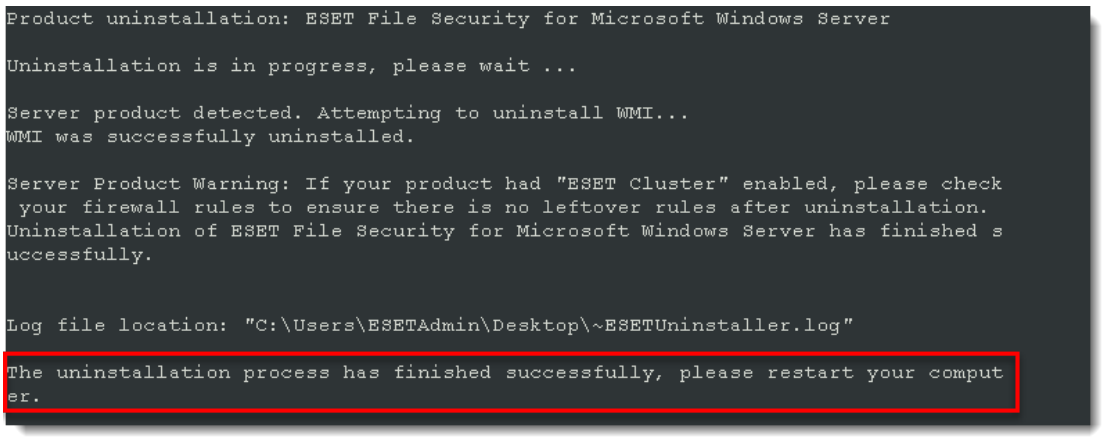

Figure 2-9

III. Disable Safe Mode

1. In the Windows Boot Loader, type `bcdedit /enum`. If **safeboot** displays **Minimal** or **Network**, Safe Mode is enabled.

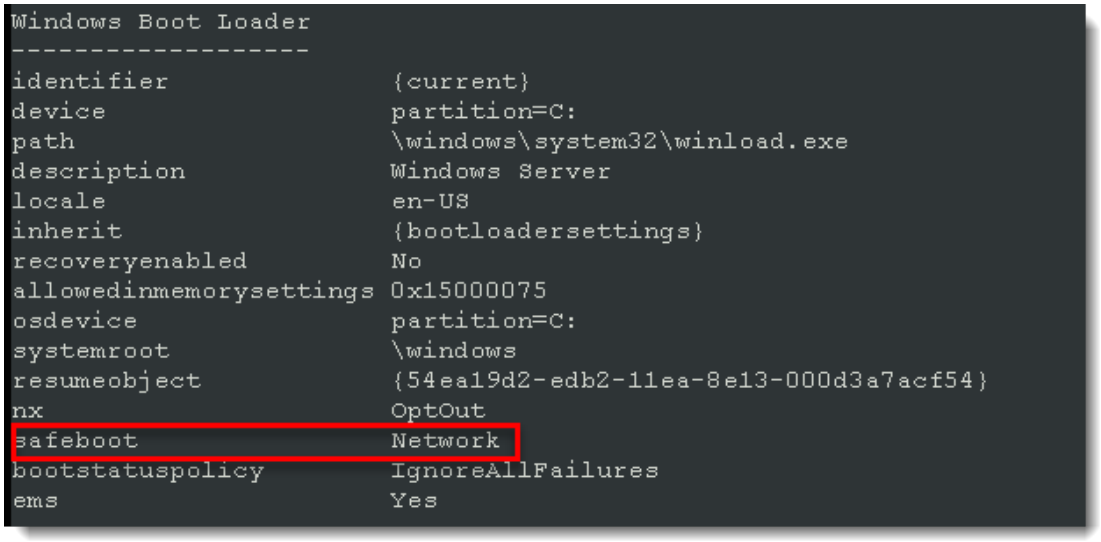

Figure 3-1

2. To disable Safe Mode, in the Windows Boot Loader, type `bcdedit /deletevalue {current} safeboot`.

3. Run the command from step 1 to confirm that Safe Mode has been disabled.

4. To normally restart your VM type `shutdown /r /t 1`.

5. After your VM has restarted, reinstall your ESET product.

Affected Products (ESET and Other Applications)

All ESET Applications that can be installed on Windows Operating Systems.

Affected Operating Systems

Operating System	Affected
Windows 7	Yes
Windows 8/8.1	Yes
Windows 10	Yes
Windows Server 2003/R2	Yes
Windows Server 2008 with SP2	Yes
Windows Server 2008 R2 with SP1	Yes
Windows Server2012/R2	Yes
Windows Server 2016	Yes
Windows Server 2019	Yes