## **ESET Tech Center**

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## Remove third-party antivirus software from client computers using ESET Remote Administrator (6.x)

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https://support.eset.com/kb3638

<u>Cha</u> nge <u>s</u>

### Permissions changes in ESET Remote administrator 6.5 and later Before proceeding, please note important changes to user access rights and permissions in the latest versions of ESET Remote Administrator. Vie W Per mis sion s

A user must have the following permissions for their home group:

Functionality	Read	Use	Write
Reports and Dashboard	1	1	1
Policies	1	1	1
Generate Report (under Server Tasks & Triggers)	1	1	1
Software Uninstall (under Client Tasks)	1	1	1

A user must have the following permissions for each affected object:

Functionality	Read	Use	Write
Groups & Computers	1	1	1

Once these permissions are in place, follow the steps below.

- Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. <u>How do I open ERA Web</u> <u>Console?</u>
- 2. Click Admin  $\ge$   $\rightarrow$  **Policies**, click **Policies** and then select New.

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#### Figure 1-1

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

 Type a name for your new policy into the Name field (for example, "Policy for ESET Remote Administrator Agent").
Optionally, type a description into the Description field.

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#### Figure 1-2

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

- 4. Expand **Settings** and select **ESET Remote Administrator Agent** from the drop-down menu.
- Expand Advanced Settings → Operating System and enable Report non-ESET-installed applications. When you are finished making any additional policy changes, click Finish.

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#### Figure 1-3

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

6. Expand **Assign** section and click **Assign**. Select the check box(es) next to the static or dynamic group(s) you want this

policy assigned to and click **OK**. Click **Finish** to save your policy. Agents running on client computers will receive the new policy the next time they check in (every 20 minutes using default settings). Alternatively, you can <u>send a</u> <u>wakeup call</u> to client computers so that they receive the changes.sooner.

6. Click **Reports ≥**, expand **Computers**, select **Installed applications** and then click **Generate now**.

Creating a new report template in ERA 6.5

If you do not have report templates in your home group, continue with one of these steps:

- create a new report template
- request from Administrator to duplicate the report template to you access

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#### Figure 1-4

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

- 8. Verify that the third-party Antivirus program and version you want to remove is listed in the report.
- 8. Click Admin ≥ → Client tasks, expand Operating System, select Software Uninstall and then click New.

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#### Figure 1-5

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

 Type a name for your new task into the Name field and then select Software Uninstall from the Task drop-down menu.

#### Figure 1-6

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

11. Expand Settings and select Third party antivirus software (Built with OPSWAT) from the drop-down menu. Please note that you will add Targets after the task is created.

# ESET Remote Administrator version 6.2.11 and earlier:

Adding targets is done during task creation (for example, after adding a new task and giving it a **Name**, click **Target** to add groups or clients to the task).

12. Click **Finish** when you are finished making changes to your task.  $\blacksquare$ 

#### Figure 1-1

- 13. 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:
  - <u>How do I create a Trigger and add Target computers or</u> <u>groups to execute a Client Task? (6.3)</u>

Related articles:

ESET AV Remover—List of removable applications and instructions to run the tool

Tags ERA 6.x