ESET Tech Center

How do I push uninstall to client workstations using ESET Remote Administrator? (6.x)

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https://support.eset.com/kb3759

Issue

Perform a push uninstall to password-protected and non-password-protected client(s) using ESET Remote Administrator

Details

The Software Uninstall task is used to uninstall ESET products from clients when they are no longer wanted or needed. If you are uninstalling ERA Agent, ESET products managed by that Agent may retain some settings after the Agent is uninstalled. We recommend that you reset some settings (for example, password protection) to the default settings using a policy before the client device is removed from management. All tasks currently running on the Agent will be abandoned. The Running, Finished or Failed execution status of this task may not be displayed accurately in ERA Web Console depending on replication.

Solution

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client workstations (Windows)
Perform these steps on individual client workstations (macOS)

If you use ESET Remote Administrator 5.x: View instructions to push uninstall

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.

View Permissions Changes

View permissions

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

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in.
2. Click **Admin** → **Client Tasks**.
3. Expand **All Tasks** → **Operating system**, select **Software Uninstall** and click **New**.

Figure 1-1
Click the image to view larger in new window

4. Type a **Name** for your new task. The **Description** field is optional.

Figure 1-2
Click the image to view larger in new window

5. Expand **Settings** and click **Select Package to Uninstall**.

Figure 1-3

To uninstall on password-protected clients

If the settings on the client workstation(s) are password-protected, type **PASSWORD=** into the **Uninstallation Parameters** field, followed by the password. Click **OK**. This option is only available in ESET Remote Administrator version 6.2 and later. If the settings are not password-protected, skip

this step.

6. Select the ESET product you want to uninstall and then click **OK**.

Figure 1-4

7. Click **Finish** and then click **Create Trigger**.

Figure 1-5

8. Follow our steps to create a new trigger and run the task.

See our Online Help topic for more information about Client Tasks.

- Tags
- ERA 6.x