

ESET Tech Center

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Push uninstall to client(s) using ESET Remote Administrator (4.x)

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<https://support.eset.com/kb2593>

Issue

Pushing an uninstallation package out to password protected and non-password protected client(s) using ESET Remote Administrator.

Solution

Upgrade to version 5

This article applies to servers running ESET Remote Administrator (ERA) version 4.x. ERA 4 should only be used to manage client workstations running ESET endpoint products version 4.x and earlier. To upgrade to version 5 of ESET server / endpoint products, see the following ESET Knowledgebase article:

[How do I upgrade my network to ESET server / endpoint products? \(5.x\)](#)

To push an uninstall of ESET NOD32 Antivirus or ESET Smart Security to your client(s), follow the steps below:

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

[Perform these steps on individual client workstations.](#)

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console**.

1. Click the **Remote Install** tab in the ERAC.

1. Click **Actions** → **Manage Packages** from the ERAC menu.



Figure 1-1

Click the image to view larger in new window

2. In the **Installation Packages Editor**, select **Uninstall ESET Security Products and NOD32 version 2** from the **Type** drop-down menu.

Password protected clients

If you are pushing an uninstall to a password protected client, you will need to add a command to the uninstallation package. In the **Installation Packages Editor**, add **PASSWORD="yourpassword"** in the **ESS** field after **/qn** **REBOOT="Force"** under **Edit/Clear command line associated with this package**.

3. Click **Save** and then click **Close** to exit the Installation packages Editor.



Figure 1-2

4. Select clients from which you would like to push uninstall ESET security products from the **Computers** list in

the Remote Install tab of ERAC. **Right-click** the selected clients and click **Push Installation** from the context menu.

1. In the **Computers Logon Settings** window, specify the logon information for each client by selecting the client name and clicking **Set**, or by selecting all clients and selecting **Set All**. Enter the username and password for the domain or workgroup in the **Logon Information** window and click **OK**. Click **Next**.



Figure 1-3

2. Enter the **Task Settings** in the final window, including a name for your push uninstall task and a specific time at which it will be performed. Click **Finish** to complete the uninstallation task.

Uninstall ESET Endpoint products on individual client workstations

This ESET product is not available for direct download

The following ESET business products are no longer available for download from ESET download servers:

ESET Mail Security for Microsoft Exchange Server 4.2, 4.3, 4.5

ESET NOD32 Antivirus Business Edition 3, 4

ESET Smart Security Business Edition 3, 4

ESET File Security for Linux/BSD/Solaris 3, 4

These products are still supported but have been replaced with the latest versions, which contain many security and feature improvements. For more information regarding the ESET End of Life policy, see [Is my ESET product supported? ESET End of Life policy \(Business products\)](#)

If you need to install one of these products, please contact your local ESET partner for more information and to obtain

installer files.

[How can I contact my local ESET partner for support?](#)

1. Request the installer file from your local ESET partner. [How can I contact my local ESET partner for support?](#)
 2. When you have received the installer file, save the file to your Desktop.
 2. Click **Start** → **All Programs** → **ESET** → **ESET Endpoint Antivirus/ESET Endpoint Security** → **Uninstall**.
 2. The Setup Wizard will appear. Click **Next**, and then click **Remove**.
 3. Select the check box that best describes why you are performing an uninstallation, and then click **Next**.
 2. Click **Remove** to initiate the uninstall.
 2. Reinstall your product by navigating to your Desktop, or wherever you saved the installation package file, and double-clicking it.
 2. Follow the instructions in the ESET Installation Wizard to install your ESET endpoint product.
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Related articles:

[Push uninstall to client workstations using ESET Remote Administrator \(5.x\)](#)