

ESET Tech Center

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Uninstall and reinstall ESET endpoint products using ESMC (7.x)

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Issue

- You need to reinstall an ESET product on one or more clients in your network

Solution

 **Endpoint users:** [Perform these steps on individual client workstations](#)

I. Use a software uninstall task to remove ESET solutions from client computers

1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Client Tasks**.
3. Expand **All Tasks** → **Operating System** and select **Software Uninstall**.
4. Click **New**.



Figure 1-1

Click the image to view larger in new window

5. Type a name for the task in the **Name** field ("Uninstall ESET," in this example).



Figure 1-2

Click the image to view larger in new window

6. Click **Settings** and click **Select package to uninstall**. Please note that you will add targets after the task is created.



Figure 1-3

Click the image to view larger in new window

7. Select the ESET product or component you want to uninstall from the list (ESET Endpoint Security, in this example) and click **OK**.



Figure 1-4

Click the image to view larger in new window

8. If settings on the client workstation(s) are password-protected, type **PASSWORD=**

into the **Uninstallation Parameters** field, followed by the password. If settings are not password-protected, skip this step.



Figure 1-5

Click the image to view larger in new window

9. Click **Finish** when you are finished making changes to your task.
10. 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:
 - [How do I create a Trigger and add Target computers or groups to execute a Client Task? \(7.0\)](#)
11. Continue to part II below to reinstall your ESET endpoint products.

II. Use a software install task to reinstall ESET solutions on client computers

 **Endpoint users:** [Perform these steps on individual client workstations](#)

1. [Open ESET Security Management Web Console](#) (ESMC Web Console) in your web browser and log in.
2. Click **Client Tasks**, expand **Operating System**, select **Software Install** and then click **New**.



Figure 2-1

Click the image to view larger in new window

1. In the **Basic** settings section, type a **Name** for your installation task and optionally a **Description**. The **Task** drop-down menu will automatically be set to **Software Install**.



Figure 2-2

Click the image to view larger in new window

1. Click **Settings** and click **<Choose ESET License>**. Please note that you will add targets after the task is created.



Figure 2-3

2. Select the license that you want to use to activate ESET products that will be sent to client computers and then click **OK**. If you have not yet added product licenses, [click](#)

[here for instructions to add product licenses in ESMC.](#)



Figure 2-4

Click the image to view larger in new window

1. Choose a **Package to Install** option. You can choose **Install package from repository** or **Install by direct package URL** to select the package that will be installed on target clients:

If you are upgrading to Windows 10, Install by direct package URL

To ensure that clients on your network receive the latest Windows 10-compatible version of your ESET endpoint product, enter the appropriate URL for your ESET endpoint product(s) in the **Install by direct package URL** field:

ESET Endpoint Security 7

- 32-bit:
https://download.eset.com/com/eset/apps/business/ees/windows/latest/avremover_es_nt32_enu.exe
- 64-bit:
https://download.eset.com/com/eset/apps/business/ees/windows/latest/avremove_r_ees_nt64_enu.exe

ESET Endpoint Antivirus 7

- 32-bit:
https://download.eset.com/com/eset/apps/business/eea/windows/latest/avremove_r_eea_nt32_enu.exe
- 64-bit:
https://download.eset.com/com/eset/apps/business/eea/windows/latest/avremove_r_eea_nt64_enu.exe

- **Install package from repository**

To install a package from the repository, select **Install package from repository** and click **<Choose package>**. Select the ESET product that you want to install on client computers and click **OK**. [Do I have the latest version of ESET business products?](#) Select the check box next to **I accept the terms of the application End User License Agreement and acknowledge the Privacy Policy.**



Figure 2-5

Click the image to view larger in new window

- **Install by direct package URL**

To install a package by entering the target URL, select **Install by direct package URL** and type the package URL into the corresponding field. [Do I have the latest](#)

[version of ESET business products?](#) Select the check box next to **I accept the terms of the application End User License Agreement.**



Figure 2-6

Click the image to view larger in new window

1. Click **Finish** when you are finished making changes to your task.
2. Click **Create Trigger** when you are asked whether you want to add a trigger for the client task. Click for instructions to [Create a Trigger and add Target computers or groups to execute a Client Task](#).
3. The new task will be displayed in the **Client tasks** pane. The **Progress column** will display **Finished** when remote installation is complete on a given client computer.
4. [Send an activation task](#) to the computers on which you installed ESET endpoint products so that they can begin receiving regular updates.