

Uninstall ESET Endpoint products for macOS (6.11 - 7.x)

Mitch | ESET Nederland - 2022-11-29 - [Reacties \(0\)](#) - [Endpoint Solutions](#)

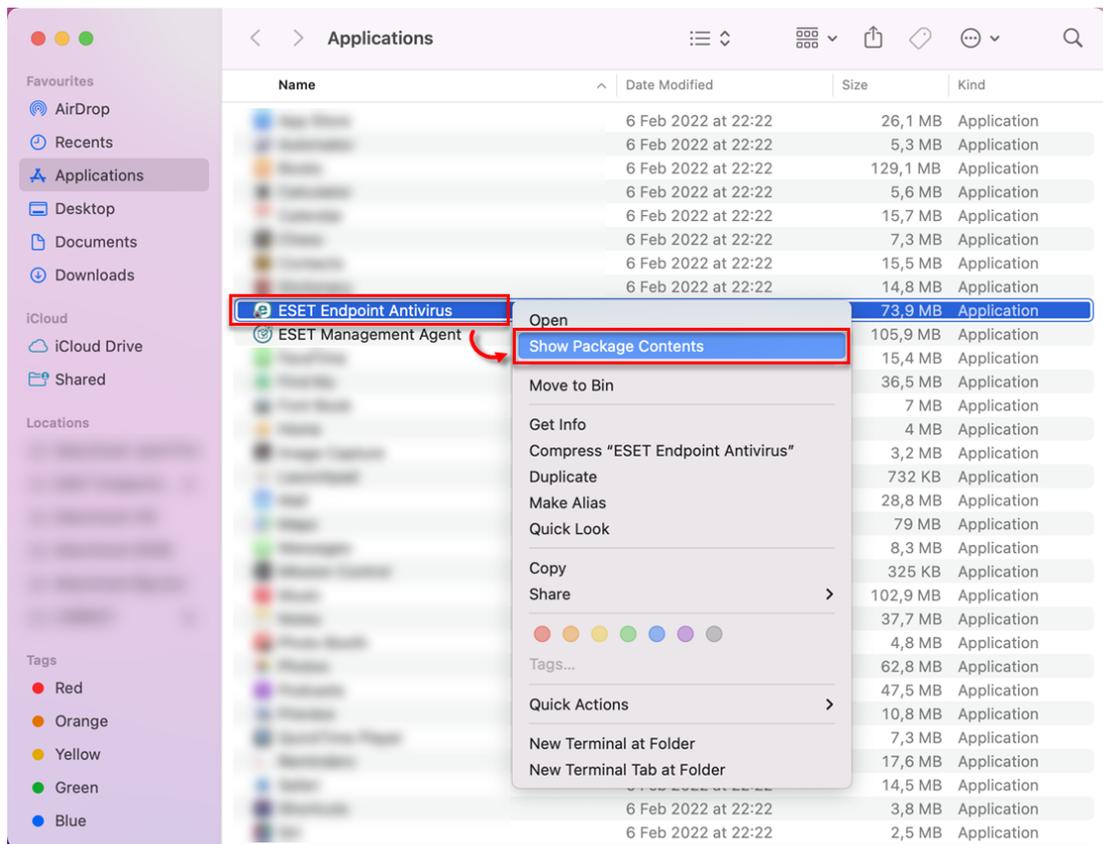
Solution

- I. [Uninstall ESET Endpoint Security for macOS or ESET Endpoint Antivirus for macOS](#)
- II. [Uninstall ESET Management Agent](#)
- III. [Manually remove remaining files](#)

In situations where you do not want to, or cannot use a [push uninstall](#) to remove an ESET endpoint or server solution, follow the steps below to perform an uninstall on an individual client or server workstation.

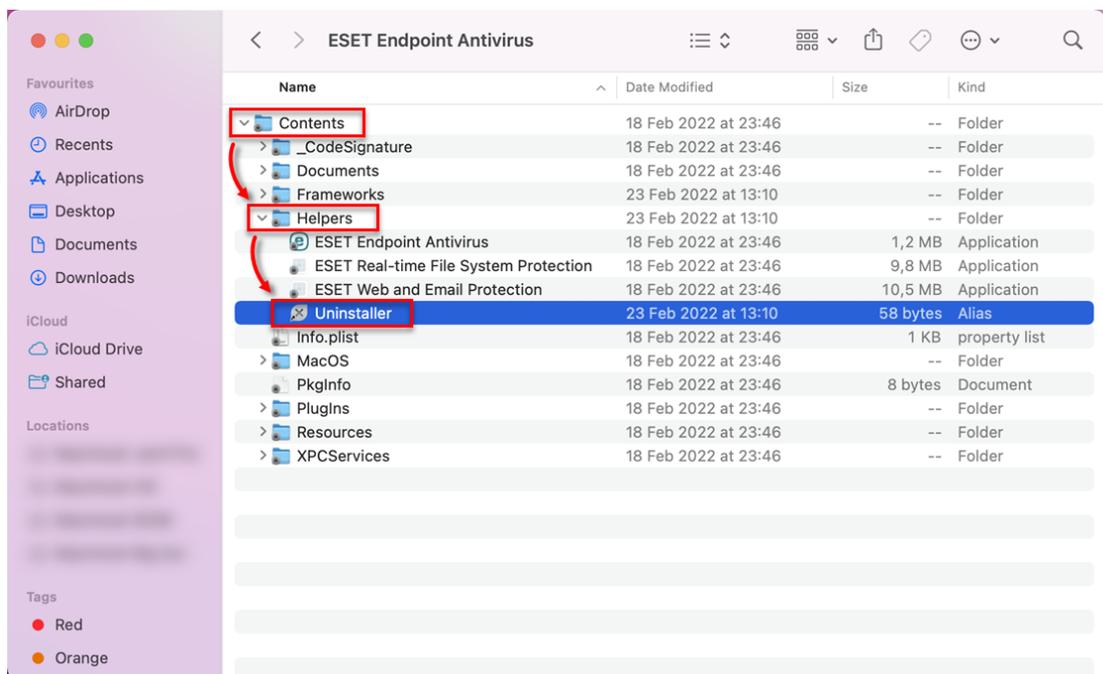
I. Uninstall ESET Endpoint product for macOS

1. Click **Finder** to open a new window.
2. Click **Applications**, right-click **ESET Endpoint Security** or **ESET Endpoint Antivirus** and then click **Show Package Contents** from the context menu.

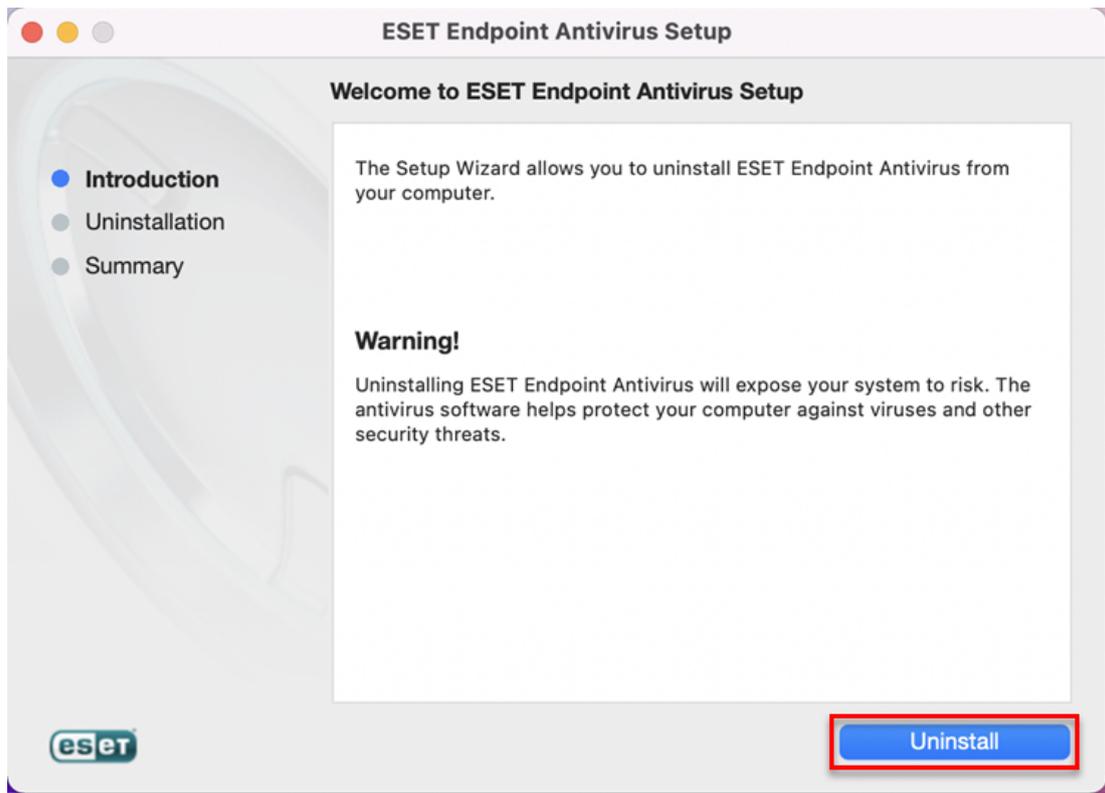


3. Navigate to **Contents** → **Helpers** and double-click **Uninstall.command** to run the uninstaller.

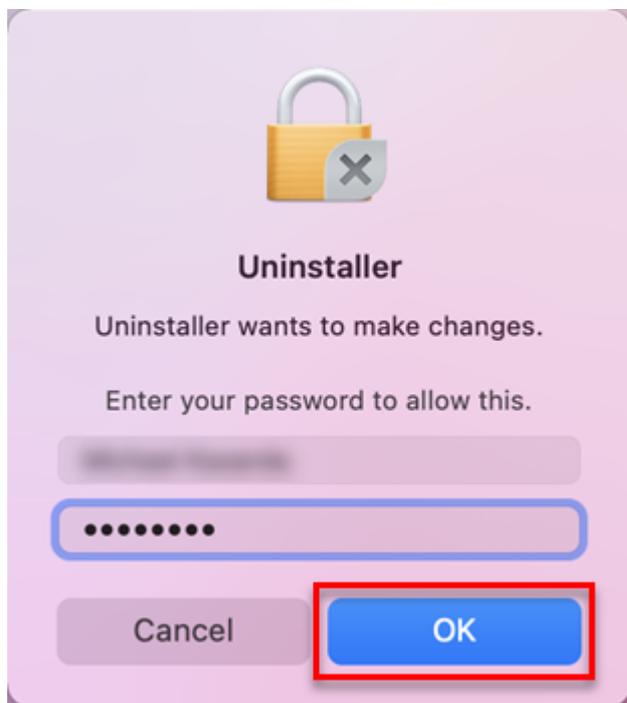
Earlier versions: Navigate to **Contents** → **Scripts** and double-click **Uninstaller.app**.



4. Click **Uninstall**.



5. If you are prompted, type in your administrator password and click **OK**.



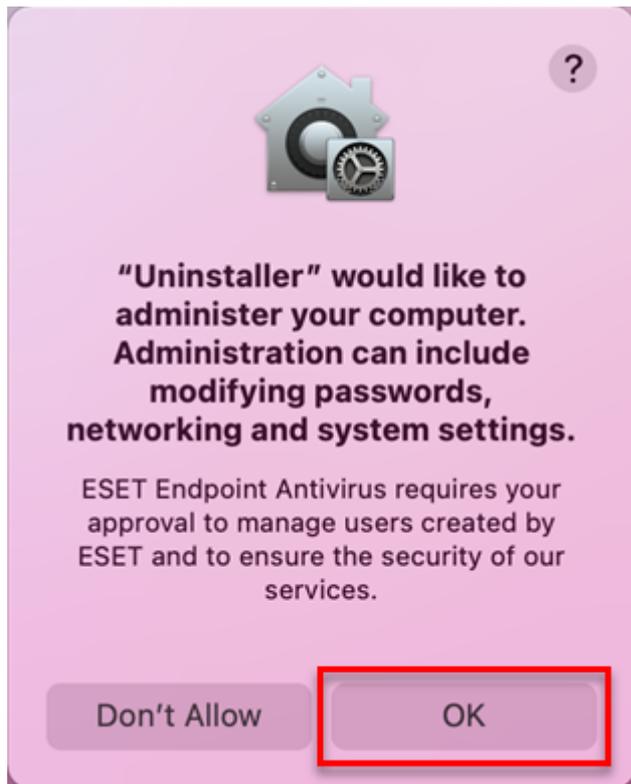


Allow the uninstaller to manage users

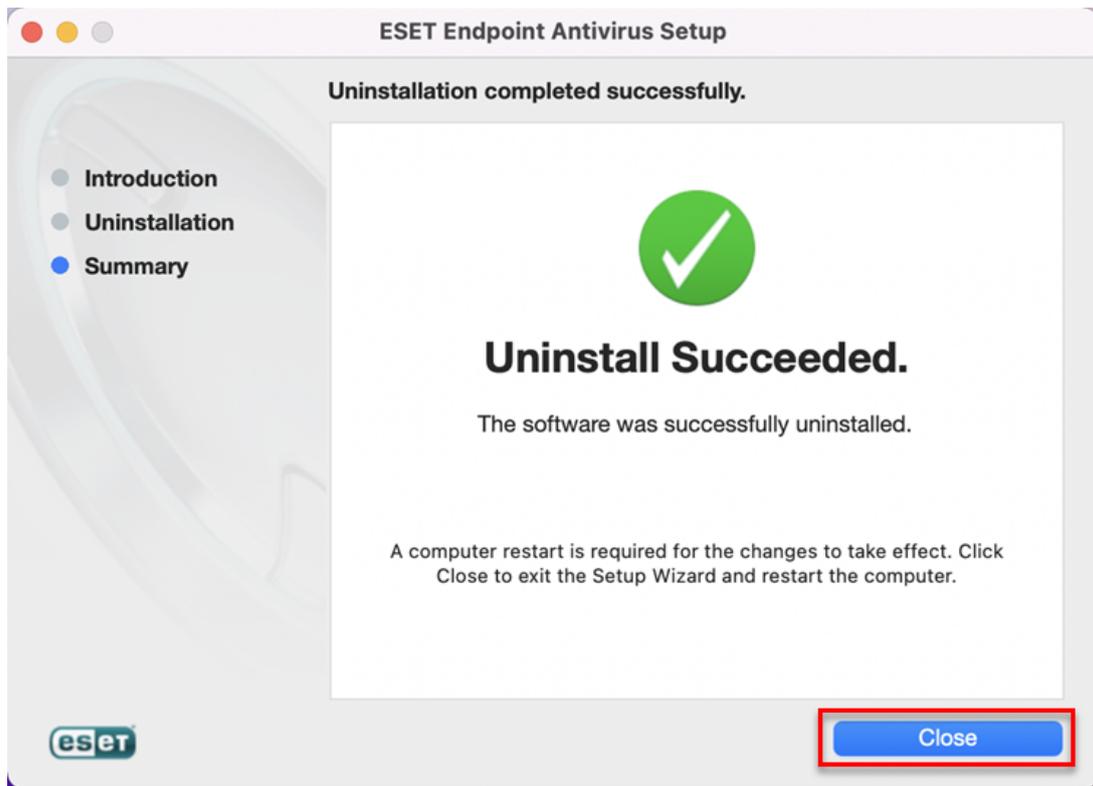
If you are uninstalling ESET Endpoint Antivirus for macOS on macOS 12 Monterey, you will be prompted to allow the Uninstaller.app to manage users created by ESET Endpoint Antivirus for macOS. The following dialog will be displayed: **"Uninstaller.app" would like to administer your computer. Administration can include modifying passwords, networking and system settings.**

Click **OK**. If you click **Don't allow**, ESET Endpoint Antivirus for macOS will not be uninstalled completely.

6. Click **OK**.

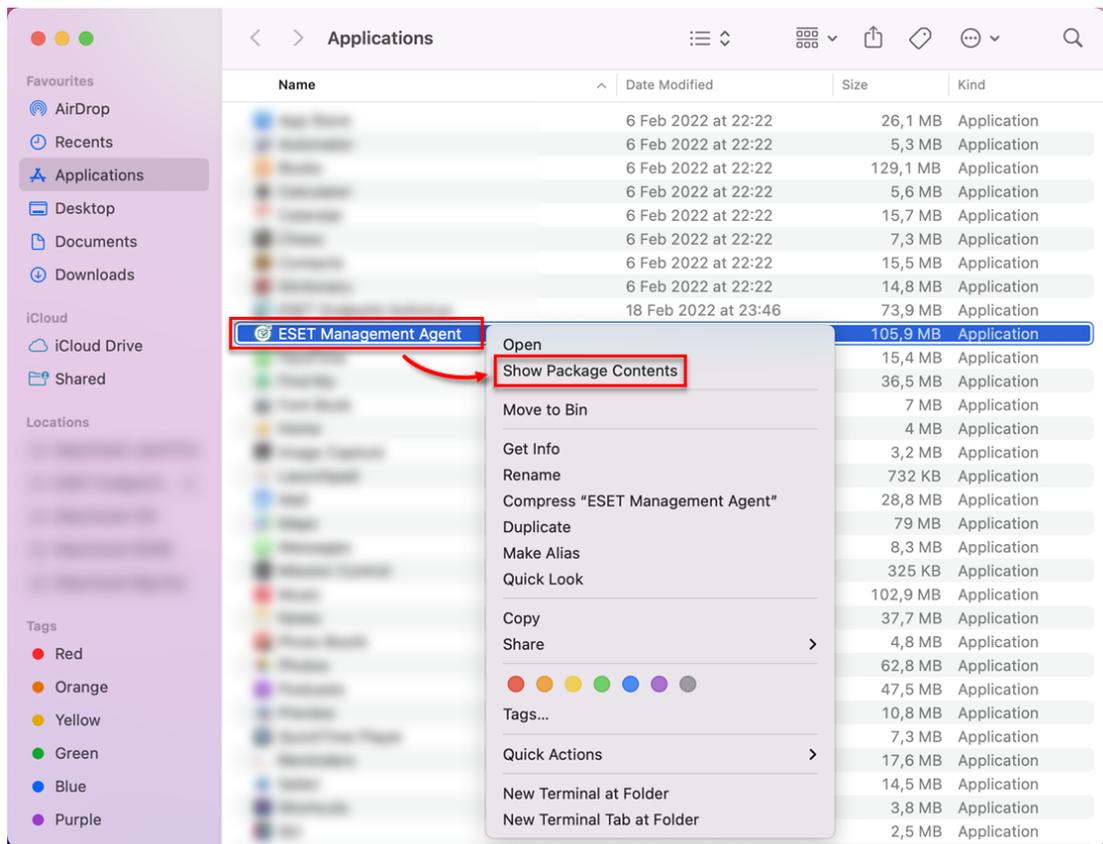


7. Wait for the uninstallation to finish and click **Close**.

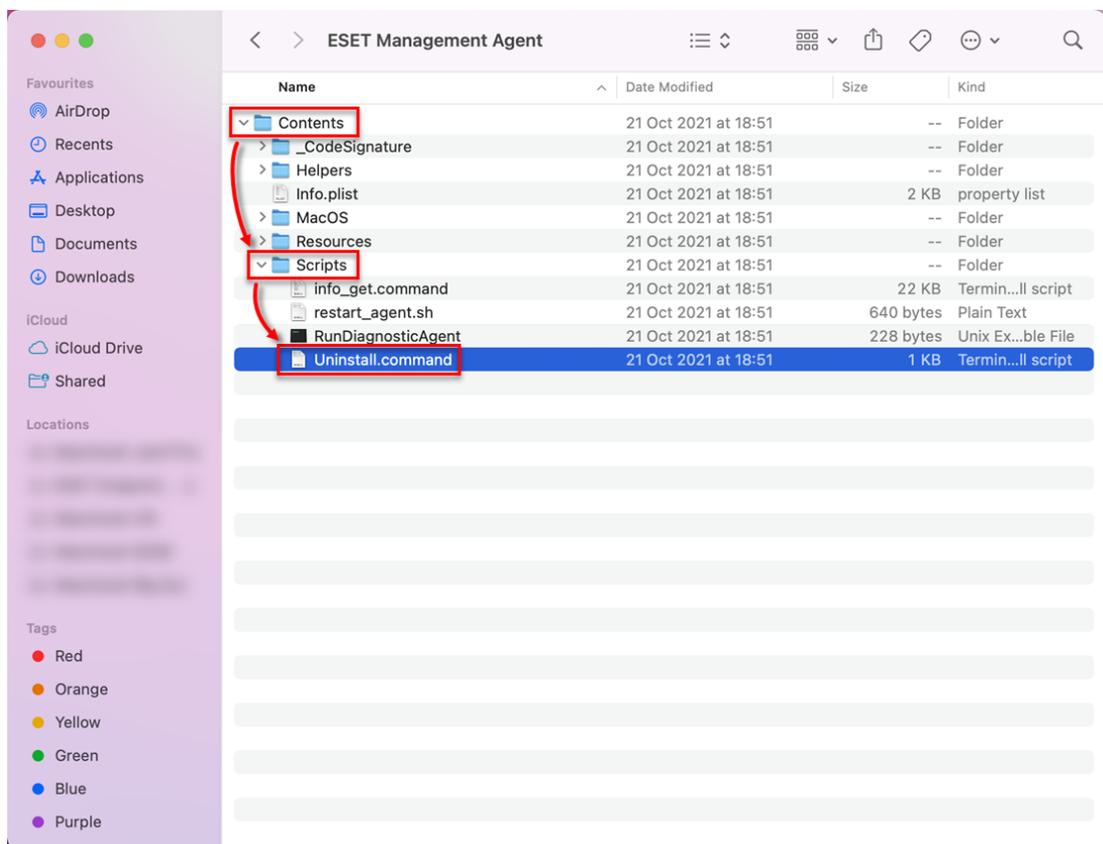


II. Uninstall ESET Management Agent

1. Click **Finder** to open a new window.
2. Click **Applications**, right-click **ESET Management Agent** and then click **Show Package Contents** from the context menu.



3. Navigate to **Contents** → **Scripts** and double-click **Uninstall.command** to run the uninstaller.



4. If you are prompted, type in your administrator password and press the **Enter** key on your keyboard. You will see the **Process completed** message when ESET Management Agent has been successfully uninstalled.



```
Uninstall.command - 125x30
Last login: Wed Mar 2 16:14:35 on ttys000
MacBook-Pro ~ % /Applications/ESET\ Management\ Agent.app/Contents/Scripts/Uninstall.command ; exit;
Stopping ESET Management Agent...
Password:
Removing LaunchDaemon...
Removing from pkgutil...
Forgot package 'com.eset.remoteadministrator.agent' on '/'.
Removing application data directory...
Removing application directory...

Saving session...
...copying shared history...
...saving history...truncating history files...
...completed.

[Process completed]
```



Type your password carefully

The cursor in the command line and the password you are typing will not be visible. Be sure to type your password correctly and only one time before pressing the **Enter** key.

Manually remove remaining files

1. Open **Terminal** window, type `sudo rm -Rf "/Library/Application Support/ESET"` and press the **Enter** key. Type your password in the command line and press the **Enter** key. Repeat the step with the following commands:

ESET Endpoint Security

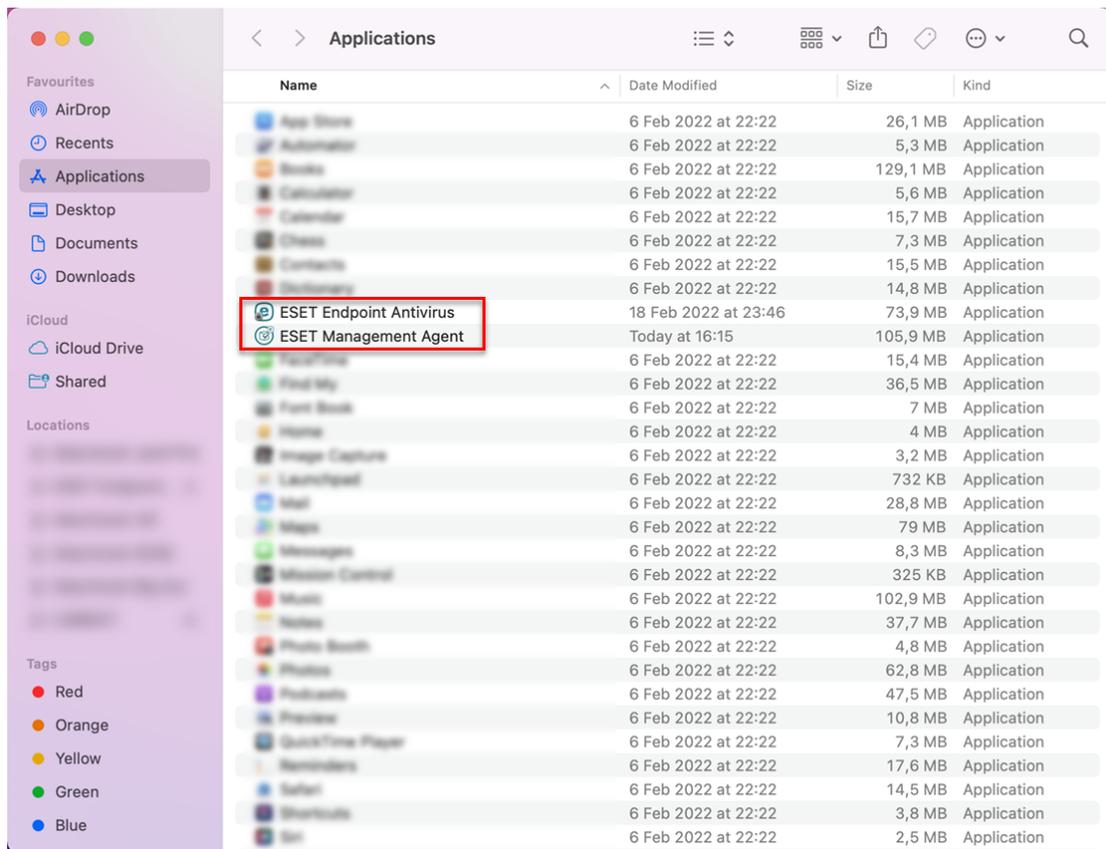
- `sudo rm -Rf "/Applications/ESET\ Endpoint\ Security.app/"`
- `sudo rm -Rf "/Library/LaunchAgents/com.eset.esets_gui.plist"`
- `sudo rm -Rf "/Library/LaunchAgents/com.eset.firewall.prompt.plist"`

ESET Endpoint Antivirus

- `sudo rm -Rf "/Applications/ESET\ Endpoint\ Antivirus.app/"`
- `sudo rm -Rf "/Library/LaunchAgents/com.eset.esets_gui.plist"`
- `sudo rm -Rf "/Library/LaunchAgents/com.eset.firewall.prompt.plist"`

2. Restart your computer.

3. Click **Finder** → **Applications**. If ESET Endpoint Security or ESET Endpoint Antivirus is still present, drag-and-drop the item to the **Trash bin** icon on your Dock. If prompted, type your administrator password and press the **Enter** key.



4. Your ESET product should be completely removed from your computer.

If you are still unable to resolve your issue, [contact ESET Technical Support](#).
