

ESET Tech Center

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Use ESET Uninstaller Tool in Safe Mode on an Azure VM

Mitch | ESET Nederland - 2022-08-29 - Reacties (0) - Endpoint Solutions

Issue

- You need to perform a Safe Mode uninstall of an ESET product using the [ESET Uninstaller tool](#)
- You are running a Windows-based VM on Microsoft Azure
- [Affected Products](#)
- [Affected Operating Systems](#)
- [Prerequisites](#)

Details

Users can boot an Azure VM into Safe Mode with a Network. The Microsoft Remote Desktop Service will be disabled in Safe Mode to protect the machine.



System backup

Before running the ESET Uninstaller tool, take a Snapshot and full backup of the VM.

Prerequisites

- Download the ESET Uninstaller tool and save it to the desktop
 - [Enable Boot Diagnostics and Custom Storage Account](#) in the Web Serial Console in Azure
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Solution

1. [Enable Safe Mode](#)
 2. [Run the ESET Uninstaller in Safe Mode](#)
 3. [Disable Safe Mode](#)
-

I. Enable Safe Mode

1. [Download the ESET Uninstaller Tool](#) using a Local Administrator Account and save the file to the Desktop.

2. Press the **Windows key** , type Windows Administrator Tools and select **Windows Administrator Tools**. Select **System Configuration**.

3. Click **Boot**. Under Boot options, select the check box next to **Safe boot** and select **Network**.

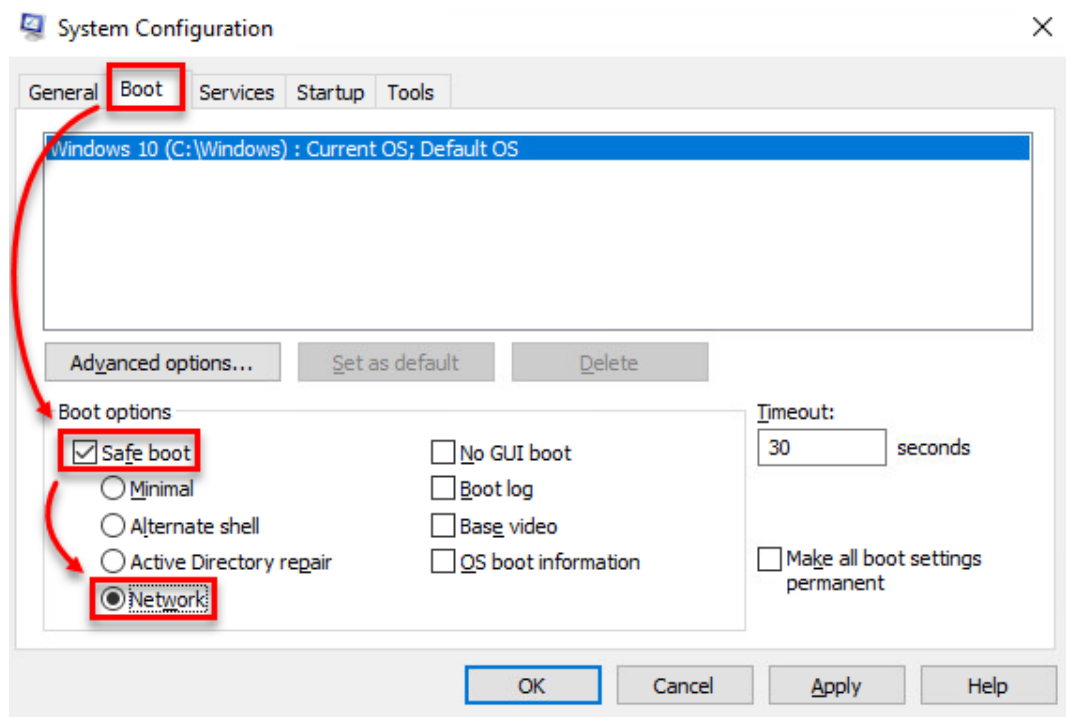


Figure 1-1

4. Click **OK** and click **Restart** to boot to Safe Mode.

II. Run the ESET Uninstaller in Safe Mode

1. In the Azure Portal, click the VM name.

2. Click **Support and Troubleshooting** and select **Serial Console**.

3. A command prompt window will open on the right-hand side.

```
? Feedback | Settings fn Power
Computer is booting, SAC started and initialized.

Use the "ch -?" command for information about using channels.
Use the "?" command for general help.

SAC>
EVENT: The CMD command is now available.
SAC>
```

Figure 2-1

4. Type cmd.

```
SAC>cmd
The Command Prompt session was successfully launched.
SAC>
EVENT: A new channel has been created. Use "ch -?" for channel help.
Channel: Cmd0001
SAC>
```

Figure 2-2

5. Type ch -si 1 to select the new Channel.

```
Name: Cmd0001
Description: Command
Type: VT-UTF8
Channel GUID: c2b14614-fe5e-11ea-bbf4-0022481ae448
Application Type GUID: 63d02271-8aa4-11d5-bccf-00b0d014a2d0

Press <esc><tab> for next channel.
Press <esc><tab>0 to return to the SAC channel.
Use any other key to view this channel.


```

Figure 2-3

6. Press any key to continue to the login screen. Enter the information requested:

- **Username** - Local Administrator or Domain Admin
- **Domain** - Leave blank if using a Local Administrator Account
- **Password** - Account password

```
Please enter login credentials.
Username: ESETAdmin
Domain :
Password: *****
```

Figure 2-4

7. After logging in, the Standard Microsoft Command Prompt interface will be displayed.

```
Microsoft Windows [Version 10.0.17763.1457]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\windows\system32>
```

Figure 2-5

8. Update the working directory path to the desktop that contains the `esetuninstaller.exe` file, using your username. `cd \Users\[username]\Desktop`.

```
Microsoft Windows [Version 10.0.17763.1457]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\windows\system32>cd \Users\ESETAdmin\Desktop
C:\Users\ESETAdmin\Desktop>
```

Figure 2-6

9. Type `esetuninstaller.exe` and press the **Enter** key on your keyboard to load the tool.

```
C:\Users\ESETAdmin\Desktop>esetuninstaller.exe
esetuninstaller.exe 9.0.1.0
ESET Uninstaller

If this is your first time using this tool, please take a moment to check the un-
installer article on our site: https://support.eset.com/kb2289

Warning: This tool will uninstall products in a different way than originally in-
tended. If you have not attempted to uninstall using normal methods, please atte-
mpt to uninstall that way before continuing.

Keep in mind that if you are running this uninstaller while your network is enab-
led, you will need to restart your computer as the network connection will be se-
vered during uninstalation.

Are you sure you wish to continue? (y/n):
```

Figure 2-7

10. Follow the on-screen prompts:

- **Are you sure you wish to continue?:** Type `y`
- Type the assigned number of the product to be uninstalled

```
Building cache: 64bit COM: AppID -> DllName ...
Building cache: 64bit COM: Category -> ReferenceCounter ...
Building cache: 32bit COM: AppID -> DllName ...
Building cache: 32bit COM: Category -> ReferenceCounter ...
Scanning for installed ESET products ...

Installed ESET products:
  1. ESET File Security for Microsoft Windows Server

Enter selection of the ESET product you wish to uninstall, and then press enter
(hint: to abort press 'q'): █
```

Figure 2-8

- **Are you sure you want to uninstall ESET File Security for Microsoft Windows Server from this OS? (y/n):** Type y

11. After the uninstall is complete, the **ESET Uninstaller** window will close.

```
Product uninstallation: ESET File Security for Microsoft Windows Server

Uninstallation is in progress, please wait ...

Server product detected. Attempting to uninstall WMI...
WMI was successfully uninstalled.

Server Product Warning: If your product had "ESET Cluster" enabled, please check
your firewall rules to ensure there is no leftover rules after uninstallation.
Uninstallation of ESET File Security for Microsoft Windows Server has finished s
uccessfully.

Log file location: "C:\Users\ESETAdmin\Desktop\~ESETUninstaller.log"

The uninstallation process has finished successfully, please restart your comput
er.
```

Figure 2-9

III. Disable Safe Mode

1. In the Windows Boot Loader, type `bcdedit /enum`.

If **safeboot** displays **Minimal** or **Network**, Safe Mode is enabled.

```
Windows Boot Loader
-----
identifier           {current}
device                partition=C:
path                 \windows\system32\winload.exe
description           Windows Server
locale               en-US
inherit              {bootloadersettings}
recoveryenabled      No
allowedinmemorysettings 0x15000075
osdevice             partition=C:
systemroot           \windows
resumeobject         {54ea19d2-edb2-11ea-8e13-000d3a7acf54}
nx                   OptOut
safeboot             Network
bootstatuspolicy     IgnoreAllFailures
ems                  Yes
```

Figure 3-1

2. To disable Safe Mode, in the Windows Boot Loader, type `bcdedit /deletevalue {current} safeboot`.
3. Run the command from step 1 to confirm that Safe Mode has been disabled.
4. To normally restart your VM type `shutdown /r /t 1`.
5. After your VM has restarted, reinstall your ESET product.

Affected Products (ESET and Other Applications)

All ESET Applications that can be installed on Windows Operating Systems.

Affected Operating Systems

Operating System	Affected
Windows 7	Yes
Windows 8/8.1	Yes
Windows 10	Yes
Windows Server 2003/R2	Yes
Windows Server 2008 with SP2	Yes
Windows Server 2008 R2 with SP1	Yes
Windows Server2012/R2	Yes
Windows Server 2016	Yes
Windows Server 2019	Yes

