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Kennisbank > Endpoint Solutions > Use ESET Uninstaller Tool in Safe Mode on an Azure VM

Use ESET Uninstaller Tool in Safe Mode on an Azure VM

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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
- <u>Affected Products</u>
- Affected Operating Systems
- <u>Prerequisites</u>

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.

Syst

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

Solution

- 1. Enable Safe Mode
- 2. <u>Run the ESET Uninstaller in Safe Mode</u>
- 3. <u>Disable Safe Mode</u>

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.

👰 System Configuration		×
General Boot Services St	tartup Tools	
Windows 10 (C:\Windows) ; (Current OS; Default OS	
Ad <u>v</u> anced options	Set as default Delete	
Boot options		Timeout:
Safe boot	No GUI boot	30 seconds
<u>Minimal</u>		
Alternate shell Active Directory repr Network	Bas <u>e</u> video air <u>O</u> S boot information	Make all boot settings permanent
	OK Cancel	Apply Help

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 ?? I fin fin started and initialized.
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<mark>:</mark>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:Cmd0001Description:CommandType:VT-UTF8Channel GUID:c2b14614-fe5e-11ea-bbf4-0022481ae448Application Type GUID:63d02271-8aa4-11d5-bccf-00b0d014a2d0Press <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



Figure 2-4

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



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.



Figure 2-6

9. Type esetunisntaller.exe and press the Enter key on your keyboard to load the tool.



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.



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