



## Anleitung ESET manuell deinstallieren

[assistance](#).

### Back up network adapter settings

After using the ESET Uninstaller Tool, you may be required to reinstall your network adapter drivers. Follow the steps below to back up your network adapter settings and restore them after uninstallation is finished:

1. **Before running the Uninstaller Tool:** Open an administrative command prompt and enter the following command to back up your network adapter settings:
  - `netsh -c interface dump > c:\NetworkSettings.txt`
2. **After uninstallation is complete:** Reinstall your network adapter drivers if necessary and then open an administrative command prompt and enter the following command to restore your network adapter settings:
  - `netsh -f C:\NetworkSettings.txt`

1. [Download ESET Uninstaller](#) (650 KB) and save it to your Desktop.

2. [Restart your computer in Safe Mode](#).

3. Double-click the **ESETUninstaller** icon on your Desktop.

**Advanced user commands:** (To view a full list of available commands for the ESET Uninstaller, type `ESETUninstaller.exe /help`):

- If you are removing ESET products from bootable media, you will be asked whether you want to remove ESET files from each available partition separately.
  - The `/mode=offline` parameter specifies the uninstallation mode for CD and USB drives.
  - The `/mode=online` parameter specifies hard disks. Very rarely, you may need to use the `/mode=online` parameter to force the ESET product file deletions if the ESET Uninstaller does not detect your bootable media automatically.
  - To remove all present antivirus installations without being prompted, run the uninstaller with the `/force` parameter.
  - If the ESET Uninstaller cannot be used successfully in Safe Mode, disable self-defense in your ESET product and restart your computer. Run the ESET Uninstaller again using the `/nosafemode` parameter.
4. Read the warning and type **y** to confirm.

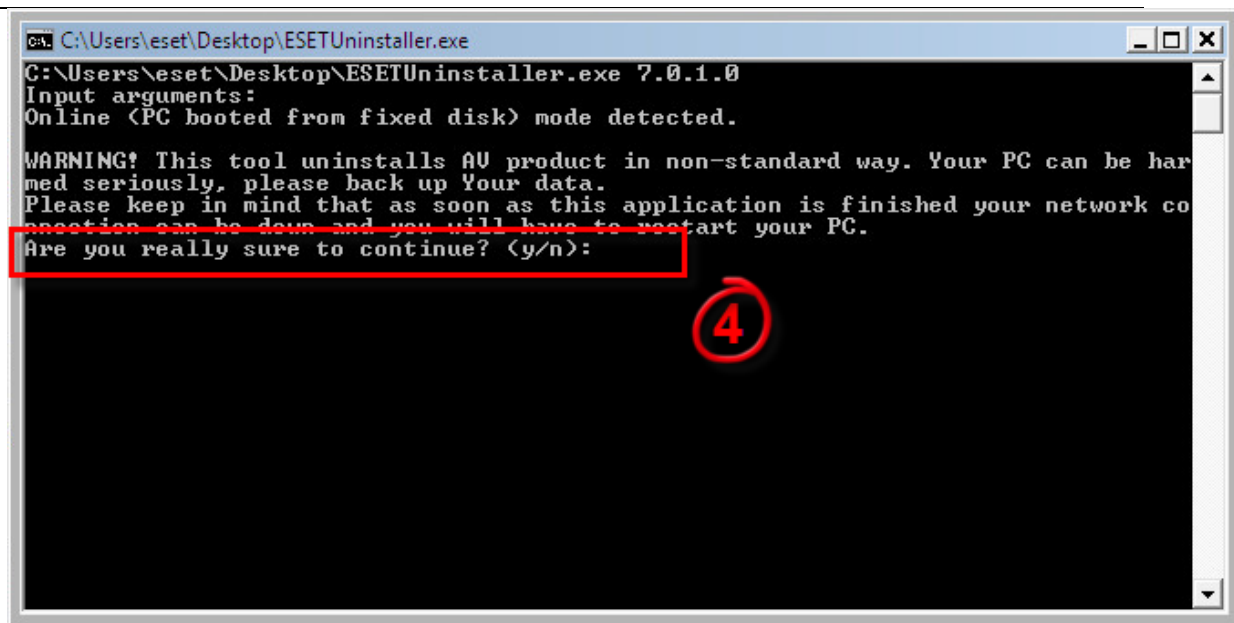


Figure 1-1

5. Review the item(s) listed under **Installed AV products**, type the number that corresponds to the ESET installation in this list that you want to remove and then press **Enter**.

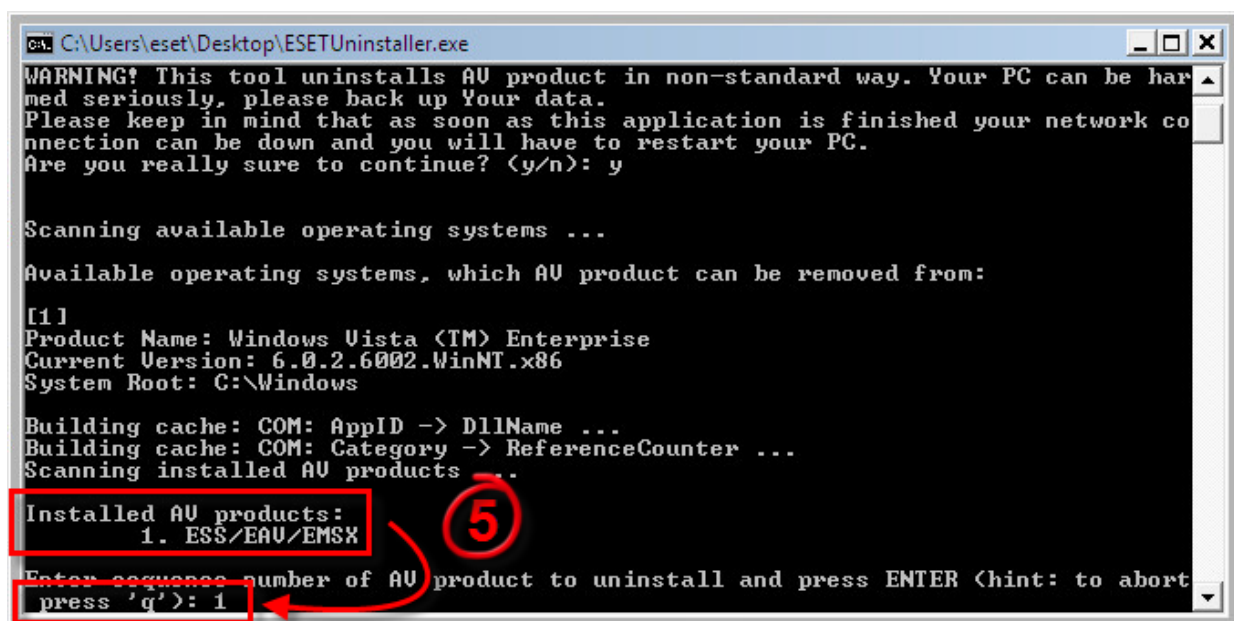


Figure 1-2

6. Type **y** to confirm your selection.



```
C:\Users\eset\Desktop\ESETUninstaller.exe
Please keep in mind that as soon as this application is finished your network co
nnection can be down and you will have to restart your PC.
Are you really sure to continue? <y/n>: y

Scanning available operating systems ...

Available operating systems, which AV product can be removed from:

[1]
Product Name: Windows Vista (TM) Enterprise
Current Version: 6.0.2.6002.WinNT.x86
System Root: C:\Windows

Building cache: COM: AppID -> DllName ...
Building cache: COM: Category -> ReferenceCounter ...
Scanning installed AV products ...

Installed AV products:
    1. ESS/EAU/EMSX

Enter sequence number of AV product to uninstall and press ENTER (hint: to abort
press 'q'): 1

Are you sure to uninstall ESS/EAU/EMSX from this OS? <y/n>:
```

**Figure 1-3**

7. Once the ESET Uninstaller tool is finished running, press any key to exit and then restart your computer in normal mode.
  - The uninstaller writes a log of all its processes to the **~ESETUninstaller.log** file (located in the same folder as the **ESETUninstaller.exe** file) for future reference.

```
C:\Users\eset\Desktop\ESETUninstaller.exe
Building cache: COM: Category -> ReferenceCounter ...
Scanning installed AV products ...

Installed AV products:
    1. ESS/EAU/EMSX

Enter sequence number of AV product to uninstall and press ENTER (hint: to abort
press 'q'): 1

Are you sure to uninstall ESS/EAU/EMSX from this OS? <y/n>: y

Product uninstallation: ESS/EAU/EMSX
Uninstallation in progress, please wait ...
Uninstallation ESS/EAU/EMSX finished successfully.

Log file location: "C:\Users\eset\Desktop\~ESETUninstaller.log"
Uninstallation finished successfully, please restart your PC now.
Press any key to exit ...
```

**Figure 1-4**

8. Click the link below that corresponds to your ESET product for help with reinstallation. If you continue to experience issues with reinstallation, repeat the steps above to run the ESET Uninstaller application again. Because ESET is designed as a security



application, in some instances multiple attempts are required to uninstall the product completely.

- [ESET Smart Security](#)
  - [ESET NOD32 Antivirus](#)
  - [ESET Endpoint Security/ESET Endpoint Antivirus](#)
- 


## **Windows 7, Windows 8, Windows Server 2008 R2, 2012, 2012 R2**

### **Not for use with version 6 ESET server products**

We do not recommend using the ESET Uninstaller tool to uninstall version 6 ESET server products (ESET File Security for Windows Server and ESET Mail Security for Microsoft Exchange), as doing so might damage your system. If you are experiencing issues while performing a standard uninstallation of version 6 ESET server products, please [contact ESET Customer Care for assistance](#).

### **Back up network adapter settings**

After using the ESET Uninstaller Tool, you may be required to reinstall your network adapter drivers. Follow the steps below to back up your network adapter settings and restore them after uninstallation is finished:

1. **Before running the Uninstaller Tool:** Open an administrative command prompt and enter the following command to back up your network adapter settings:
  - `netsh -c interface dump > c:\NetworkSettings.txt`
2. **After uninstallation is complete:** Reinstall your network adapter drivers if necessary and then open an administrative command prompt and enter the following command to restore your network adapter settings:
  - `netsh -f C:\NetworkSettings.txt`
1. [Download the ESET Uninstaller](#) (650 KB) and save it to your Desktop.
2. [Restart your computer in Safe Mode](#).
3. Click **Start** → **All Programs** → **Accessories**. Right-click **Command Prompt** and choose **Run as administrator** from the context menu.
  - Windows 8 users: Press the Windows key  + **Q** to open an app search and type **cmd** into the **Search** field. Right-click the **cmd** application when it appears

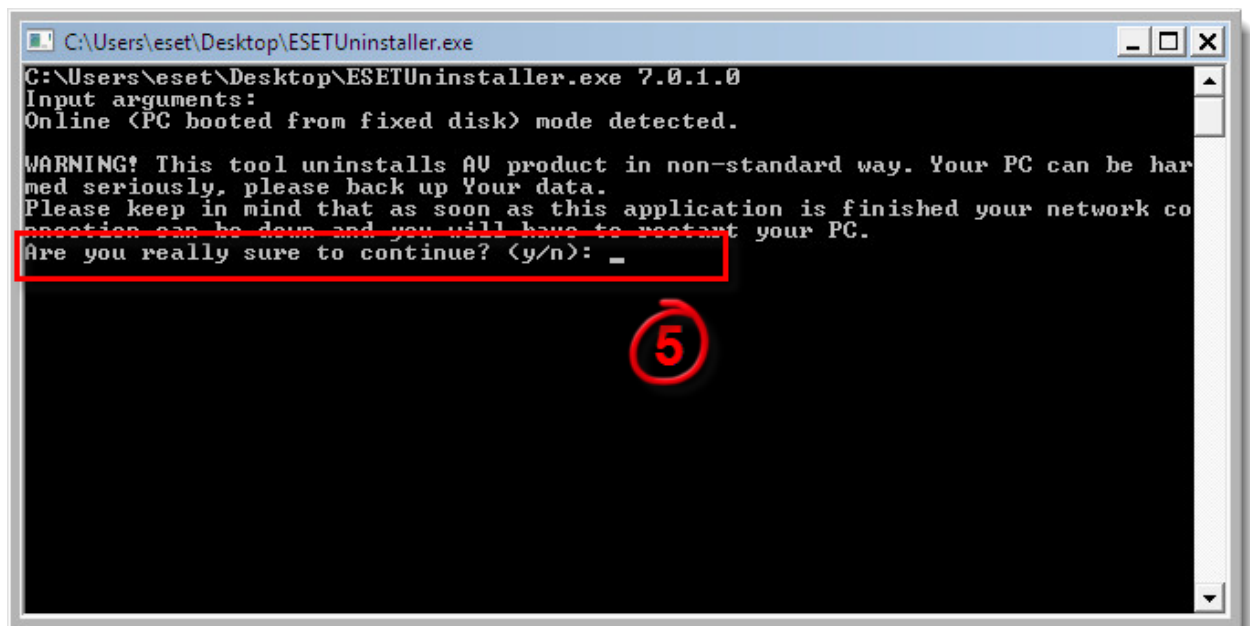


in results and select **Run as administrator** from the context menu.

4. In the command prompt window type `cd Desktop` and press **Enter**.
  - In some cases, the ESET Uninstaller utility will need to be launched by typing `ESETUninstaller.exe /reinst` into the command line and pressing **Enter** (see Figure 1-4). The ESET Uninstaller utility will prompt you if the above switch is necessary.
  - If you are prompted to use the `ESETUninstaller.exe /reinst` command, your Network Interface Card settings will be reset. We recommend that you record your network settings somewhere so that you can easily reconfigure them after running the uninstaller tool.

**Advanced user commands:** To view a full list of available commands for the ESET Uninstaller, type `ESETUninstaller.exe /help`.

- If you are removing ESET products from bootable media you will be asked whether you want to remove ESET files from each available partition separately.
  - The `/mode=offline` parameter specifies the uninstallation mode for CD and USB drives.
  - The `/mode=online` parameter specifies hard disks. Very rarely, you may need to use the `/mode=online` parameter to force the ESET product file deletions if the ESET Uninstaller does not detect your bootable media automatically.
  - To remove all present antivirus installations without being prompted, run the uninstaller with the `/force` parameter.
  - If the ESET Uninstaller cannot be used successfully in Safe Mode, disable self-defense in your ESET product and restart your computer. Run the ESET Uninstaller again using the `/nosafemode` parameter.
5. Read the warning and type **y** to confirm.



**Figure 2-2**





- Review the item(s) listed under **Installed AV products**, type the number that corresponds to the ESET installation in this list that you want to remove and then press **Enter**.

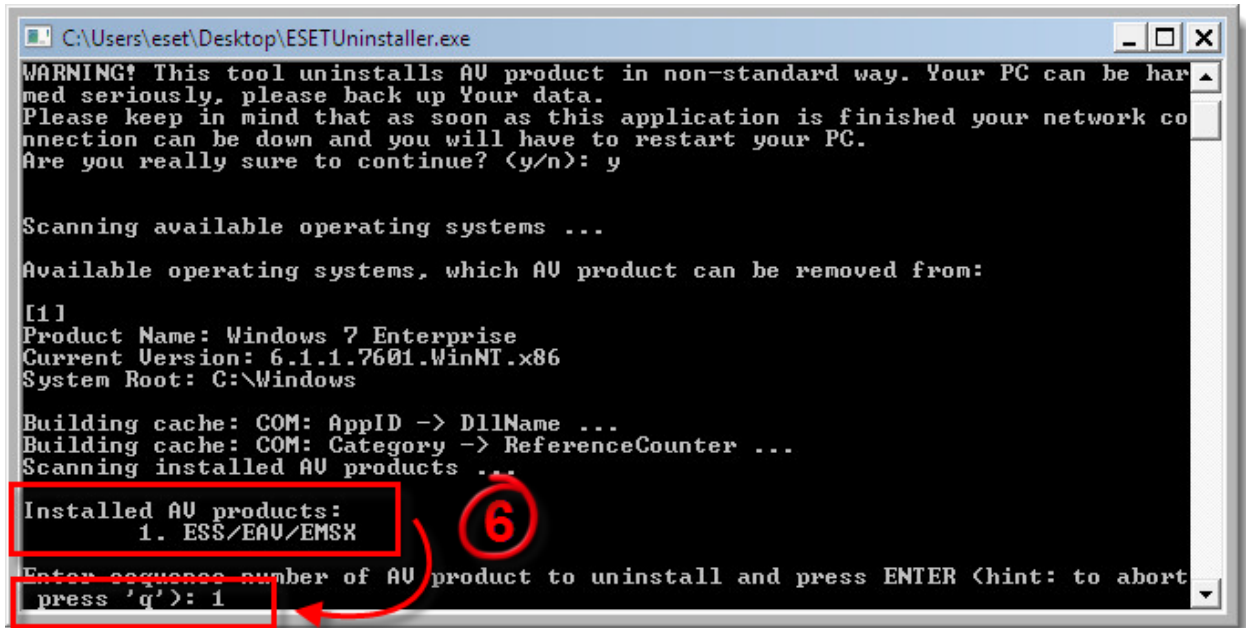


Figure 2-3

- Verify that you are uninstalling the correct ESET product from the correct operating system and type **y** to confirm.

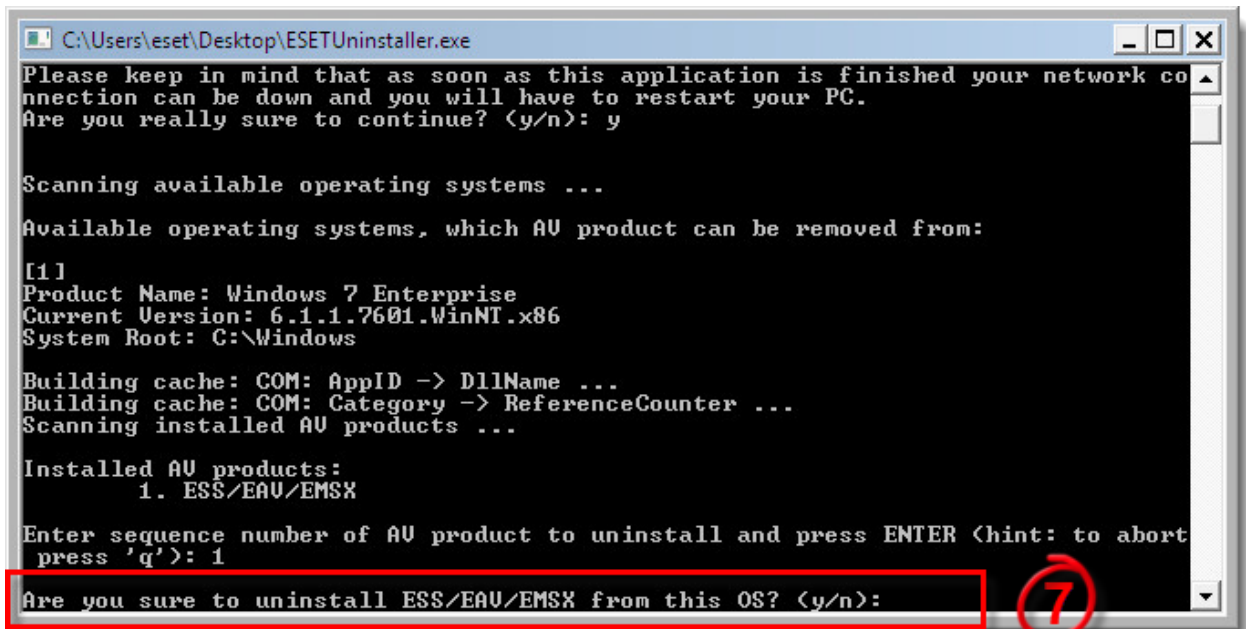


Figure 2-4

- Once the ESET Uninstaller tool is finished running, press any key to exit and then restart your computer in normal mode.



- The uninstaller writes a log of all its processes to the **~ESETUninstaller.log** file (located in the same folder as the **ESETUninstaller.exe** file) for future reference.

```
C:\Users\eset\Desktop\ESETUninstaller.exe
Building cache: COM: Category -> ReferenceCounter ...
Scanning installed AV products ...

Installed AV products:
  1. ESS/EAU/EMSX

Enter sequence number of AV product to uninstall and press ENTER (hint: to abort
press 'q'): 1

Are you sure to uninstall ESS/EAU/EMSX from this OS? (y/n): y

Product uninstallation: ESS/EAU/EMSX
Uninstallation in progress, please wait ...
Uninstallation ESS/EAU/EMSX finished successfully.

Log file location: "C:\Users\eset\Desktop\ESETUninstaller.log"
Uninstallation finished successfully, please restart your PC now.
Press any key to exit ...
```

Figure 2-5

9. Click the link below that corresponds to your ESET product for help with reinstallation. If you continue to experience issues with reinstallation, [delete the ehdrv driver using device manager](#) and then repeat the steps above to run the ESET Uninstaller application again. Because ESET is designed as a security application, in some instances multiple attempts are required to uninstall the product completely.
  - [ESET Smart Security](#)
  - [ESET NOD32 Antivirus](#)
  - [ESET Endpoint Security/ESET Endpoint Antivirus](#)

## Windows 10

### Back up network adapter settings


After using the ESET Uninstaller Tool, you may be required to reinstall your network adapter drivers. Follow the steps below to back up your network adapter settings and restore them after uninstallation is finished:

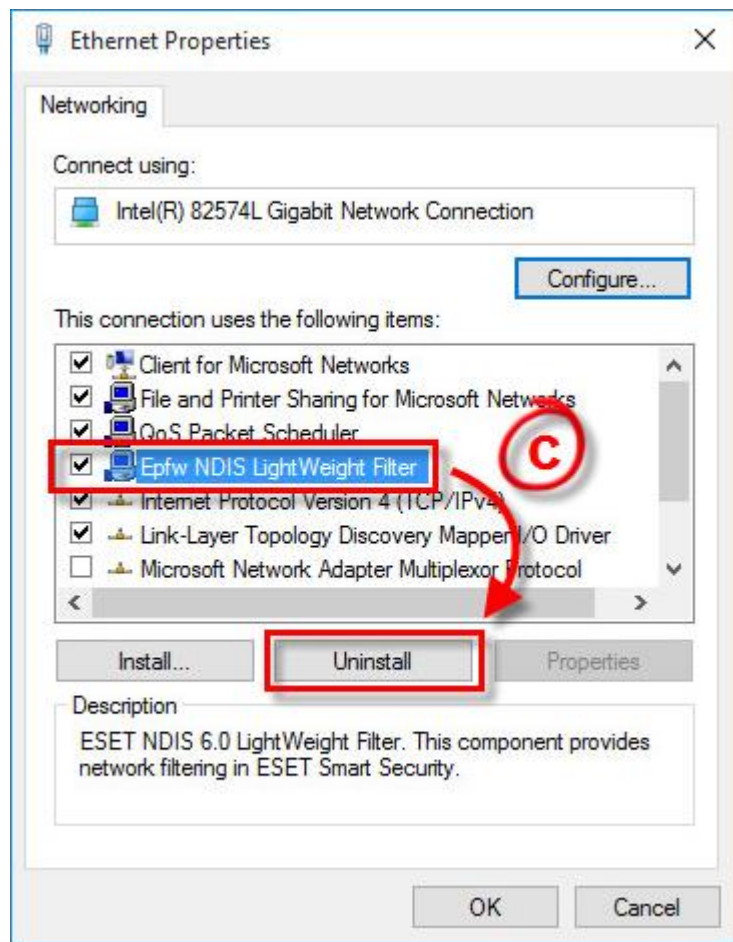
1. **Before running the Uninstaller Tool:** Open an administrative command prompt (Right-click the **Start** icon, select **Command Prompt (Admin)** from the context menu and click **Yes** at the prompt) and enter the following command to back up your network adapter settings:
  - `netsh -c interface dump > c:\NetworkSettings.txt`



2. **After uninstallation is complete:** Reinstall your network adapter drivers if necessary and then open an administrative command prompt and enter the following command to restore your network adapter settings:

- `netsh -f C:\NetworkSettings.txt`

1. [Download the ESET Uninstaller](#) (650 KB) and save it to your Desktop.
2. Uninstall the Efw NDIS LightWeight Filter:
  - a. Press the Windows key  + **r** to open a **Run** dialog, type **ncpa.cpl** into the blank field and then click **OK**.
  - b. Right-click your network adapter (select **Wireless network connection**) and select **Properties** from the drop-down menu.
  - c. Select **Efw NDIS LightWeight Filter** and click **Uninstall**. Click **Yes** at the prompt, uninstallation may take several minutes.



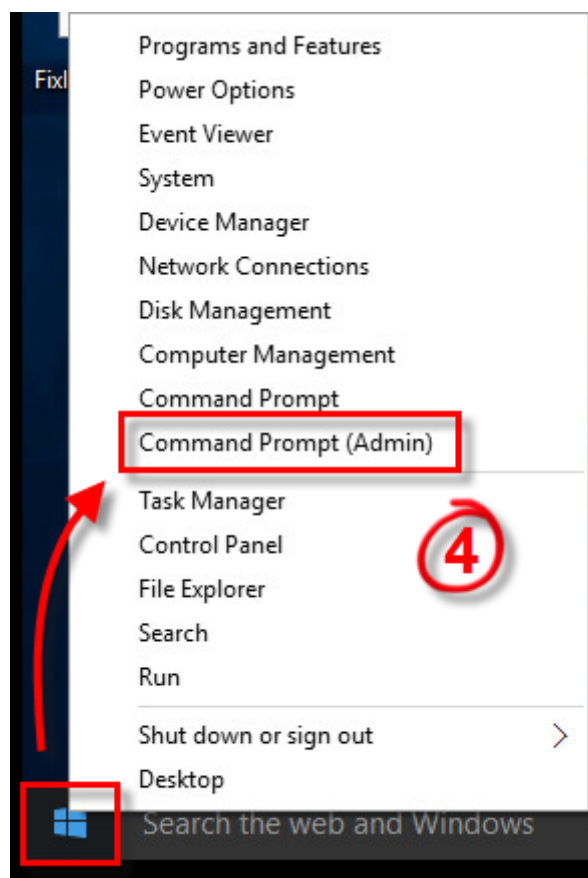
**Figure 3-1**

3. [Restart your computer in Safe Mode.](#)





4. Right-click the **Start** icon, select **Command Prompt (Admin)** from the context menu and click **Yes** at the prompt.



**Figure 3-2**

5. In the command prompt window type `cd Desktop` and press **Enter**.
  - In some cases, the ESET Uninstaller utility will need to be launched by typing `ESETUninstaller.exe /reinst` into the command line and pressing **Enter**. The ESET Uninstaller utility will prompt you if the above switch is necessary.
  - If you are prompted to use the `ESETUninstaller.exe /reinst` command, your Network Interface Card settings will be reset. We recommend that you record your network settings somewhere so that you can easily reconfigure them after running the uninstaller tool.

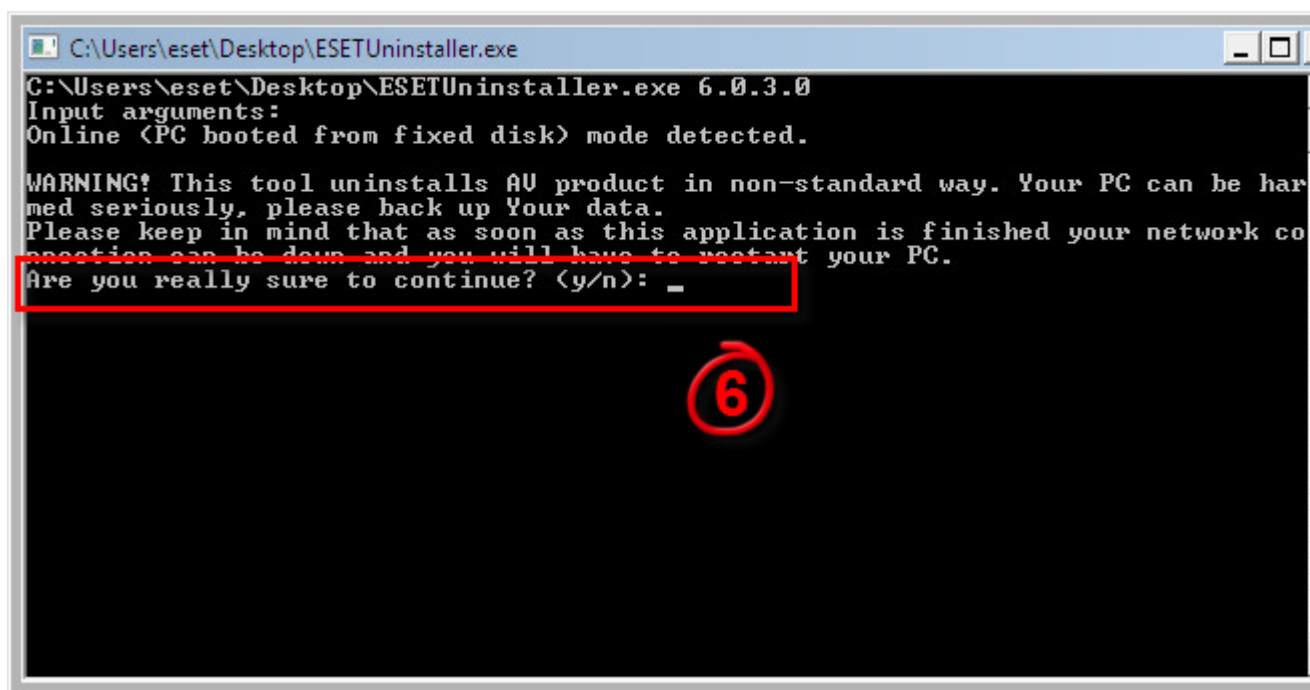
**Advanced user commands:** To view a full list of available commands for the ESET Uninstaller, type `ESETUninstaller.exe /help`.

- If you are removing ESET products from bootable media you will be asked whether you want to remove ESET files from each available partition separately.
- The `/mode=offline` parameter specifies the uninstallation mode for CD and USB drives.



- The `/mode=online` parameter specifies hard disks. Very rarely, you may need to use the `/mode=online` parameter to force the ESET product file deletions if the ESET Uninstaller does not detect your bootable media automatically.
- To remove all present antivirus installations without being prompted, run the uninstaller with the `/force` parameter.
- If the ESET Uninstaller cannot be used successfully in Safe Mode, disable self-defense in your ESET product and restart your computer. Run the ESET Uninstaller again using the `/nosafemode` parameter.

6. Read the warning and type **y** to confirm.



**Figure 3-3**

7. Review the item(s) listed under **Installed AV products**, type the number that corresponds to the ESET installation in this list that you want to remove and then press **Enter**.



```
C:\Users\eset\Desktop\ESETUninstaller.exe

WARNING! This tool uninstalls AV product in non-standard way. Your PC can be harmed seriously, please back up Your data.
Please keep in mind that as soon as this application is finished your network connection can be down and you will have to restart your PC.
Are you really sure to continue? <y/n>: y

Scanning available operating systems ...

Available operating systems, which AV product can be removed from:

[1]
Product Name: Windows 7 Enterprise
Current Version: 6.1.1.7601.WinNT.x86
System Root: C:\Windows

Building cache: COM: AppID -> DllName ...
Building cache: COM: Category -> ReferenceCounter ...
Scanning installed AV products ...

Installed AV products:
  1. ESS/EAU/EMSX

Enter sequence number of AV product to uninstall and press ENTER (hint: to abort press 'q'): 1
```

Figure 3-4

8. Verify that you are uninstalling the correct ESET product from the correct operating system and type y to confirm.

```
C:\Users\eset\Desktop\ESETUninstaller.exe

Please keep in mind that as soon as this application is finished your network connection can be down and you will have to restart your PC.
Are you really sure to continue? <y/n>: y

Scanning available operating systems ...

Available operating systems, which AV product can be removed from:

[1]
Product Name: Windows 7 Enterprise
Current Version: 6.1.1.7601.WinNT.x86
System Root: C:\Windows

Building cache: COM: AppID -> DllName ...
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Scanning installed AV products ...

Installed AV products:
  1. ESS/EAU/EMSX

Enter sequence number of AV product to uninstall and press ENTER (hint: to abort press 'q'): 1

Are you sure to uninstall ESS/EAU/EMSX from this OS? <y/n>: y
```

Figure 3-5

9. Once the ESET Uninstaller tool is finished running, press any key to exit and then restart your computer in normal mode.



- The uninstaller writes a log of all its processes to the **~ESETUninstaller.log** file (located in the same folder as the **ESETUninstaller.exe** file) for future reference.

```
C:\Users\eset\Desktop\ESETUninstaller.exe
Building cache: COM: Category -> ReferenceCounter ...
Scanning installed AV products ...

Installed AV products:
  1. ESS/EAU/EMSX

Enter sequence number of AV product to uninstall and press ENTER (hint: to abort
press 'q'): 1

Are you sure to uninstall ESS/EAU/EMSX from this OS? (y/n): y

Product uninstallation: ESS/EAU/EMSX
Uninstallation in progress, please wait ...
Uninstallation ESS/EAU/EMSX finished successfully.

Log file location: "C:\Users\eset\Desktop\~ESETUninstaller.log"
Uninstallation finished successfully, please restart your PC now.
Press any key to exit ...
```

Figure 3-6

10. Click the link below that corresponds to your ESET product for help with reinstallation. If you continue to experience issues with reinstallation, [delete the ehdrv driver using device manager](#) and then repeat the steps above to run the ESET Uninstaller application again. Because ESET is designed as a security application, in some instances multiple attempts are required to uninstall the product completely.
  - [ESET Smart Security](#)
  - [ESET NOD32 Antivirus](#)
  - [ESET Endpoint Security/ESET Endpoint Antivirus](#)

Quelle: [http://support.eset.com/kb2289/#Win\\_7](http://support.eset.com/kb2289/#Win_7)