

Tema

Deinstaliranje ESET-ovog programa i / ili detaljno čišćenje Windowsa od eventualnih ostataka programa.

Postupak

[1] Ako ste mijenjali konfiguraciju ESET-ovog sigurnosnog programa nakon što ste ga instalirali, obavezno prije nastavka izvezite postavke programa ("Export your settings"; <https://support.eset.com/en/kb3133>) i

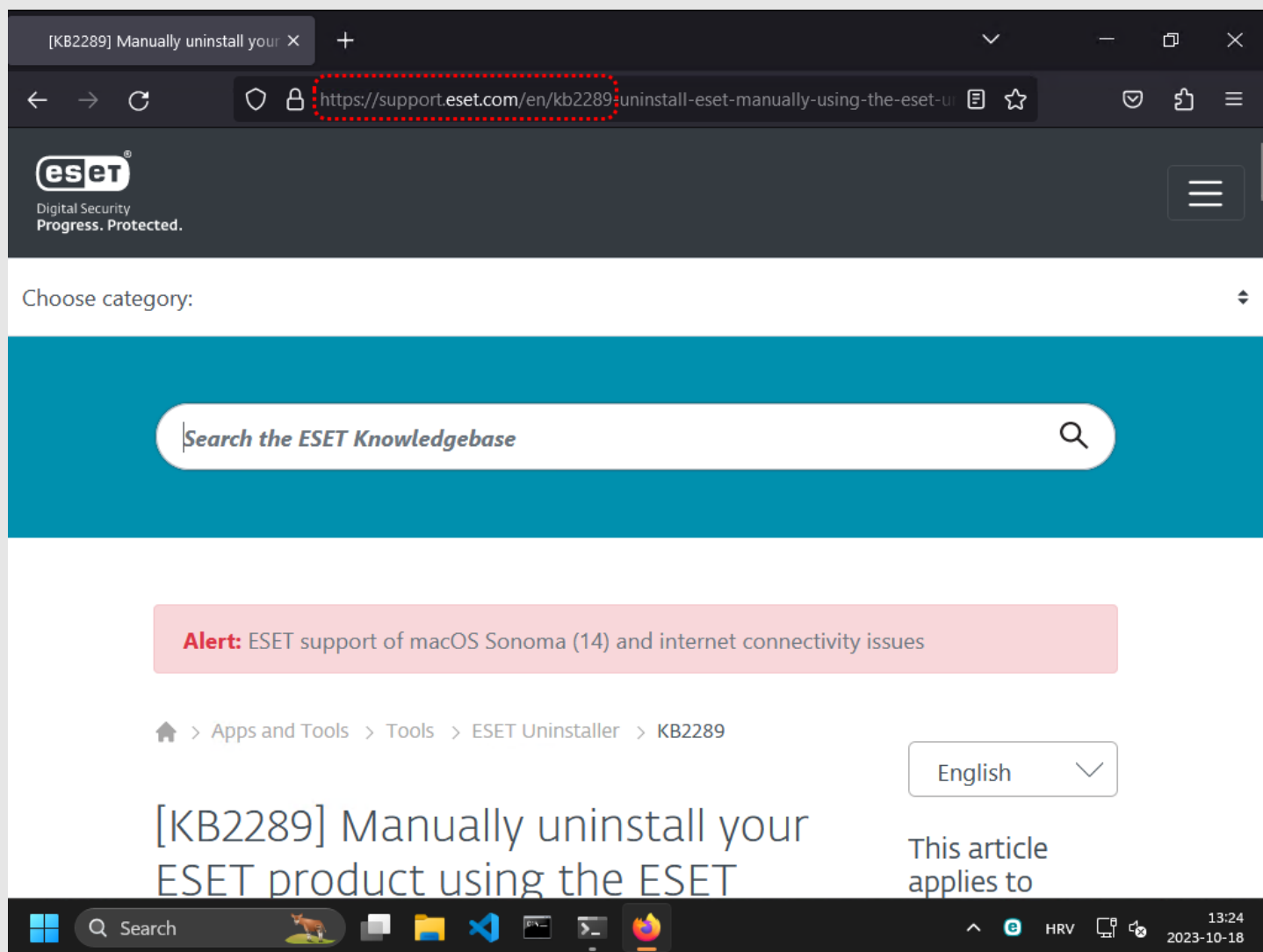
[2] napravite backup postavki mrežne kartice ("Back up network adapter settings"):

The screenshot shows a web browser with two tabs: "[KB2289] Manually uninstall your" and "[KB3133] Import or export ESET". The address bar shows the URL [https://support.eset.com/en/kb2289-uninstall-eset-manually-using-the-eset-un](https://support.eset.com/en/kb2289-uninstall-eset-manually-using-the-eset-uninstaller). The page content includes two main sections with warning icons:

- Export your settings**
Before using the Uninstaller tool, [export all ESET product settings](#). Your settings will not be restored automatically when you reinstall ESET.
- 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:
 - Before running the Uninstaller Tool: Open an administrative command prompt and type the following command to back up your network adapter settings:
 - `netsh -c interface dump > C:\NetworkSettings.txt`
 - After uninstallation is complete: Reinstall your network adapter drivers if necessary and then open an administrative command prompt and type the following command to restore your network adapter settings:
 - `netsh -f C:\NetworkSettings.txt`

At the bottom, a step is partially visible: "1. Download the ESET Uninstaller and save it to your computer."

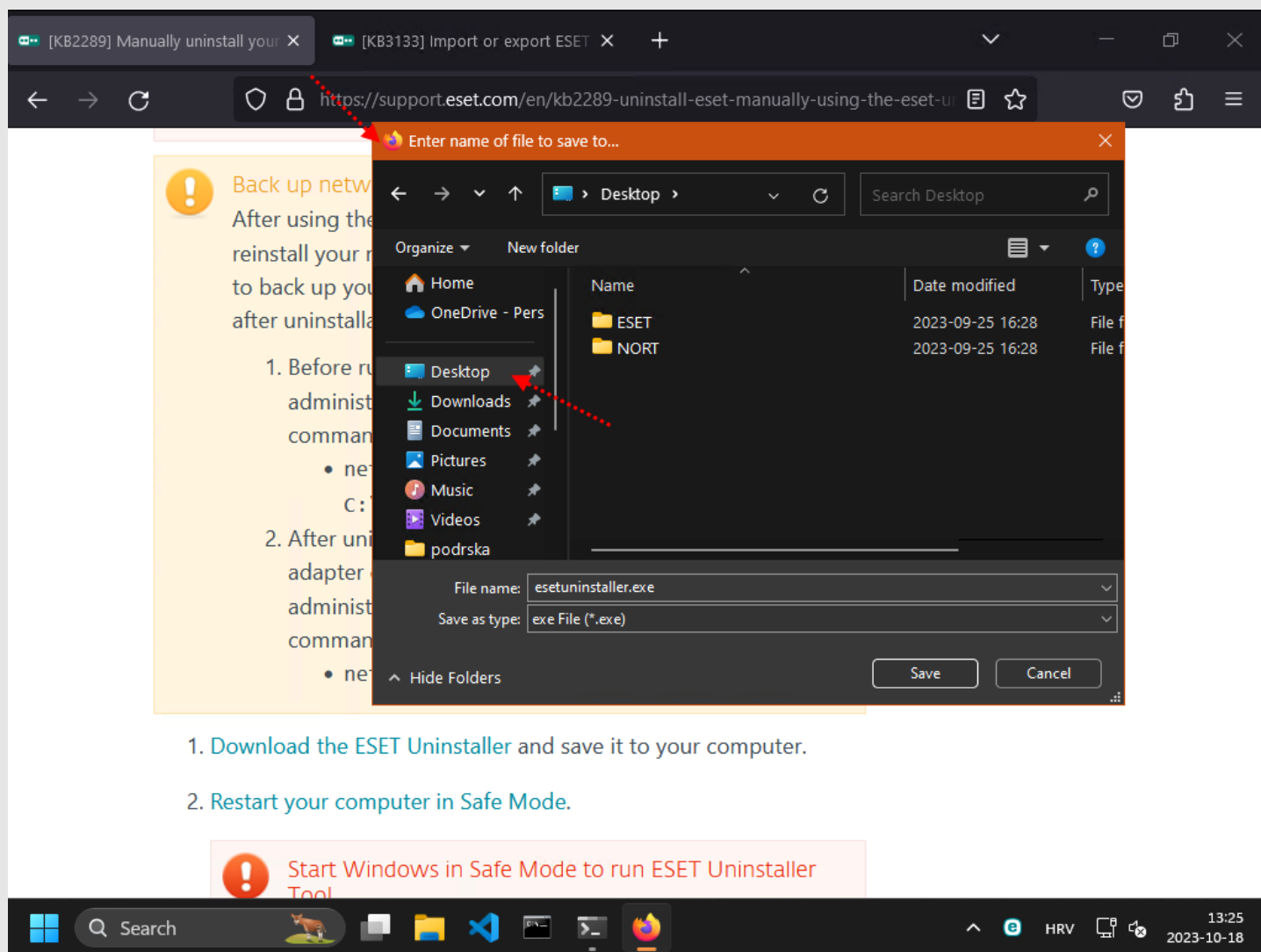
[3] Otvorite stranicu <https://support.eset.com/en/kb2289>



Kliknite na "Download the ESET uninstaller"

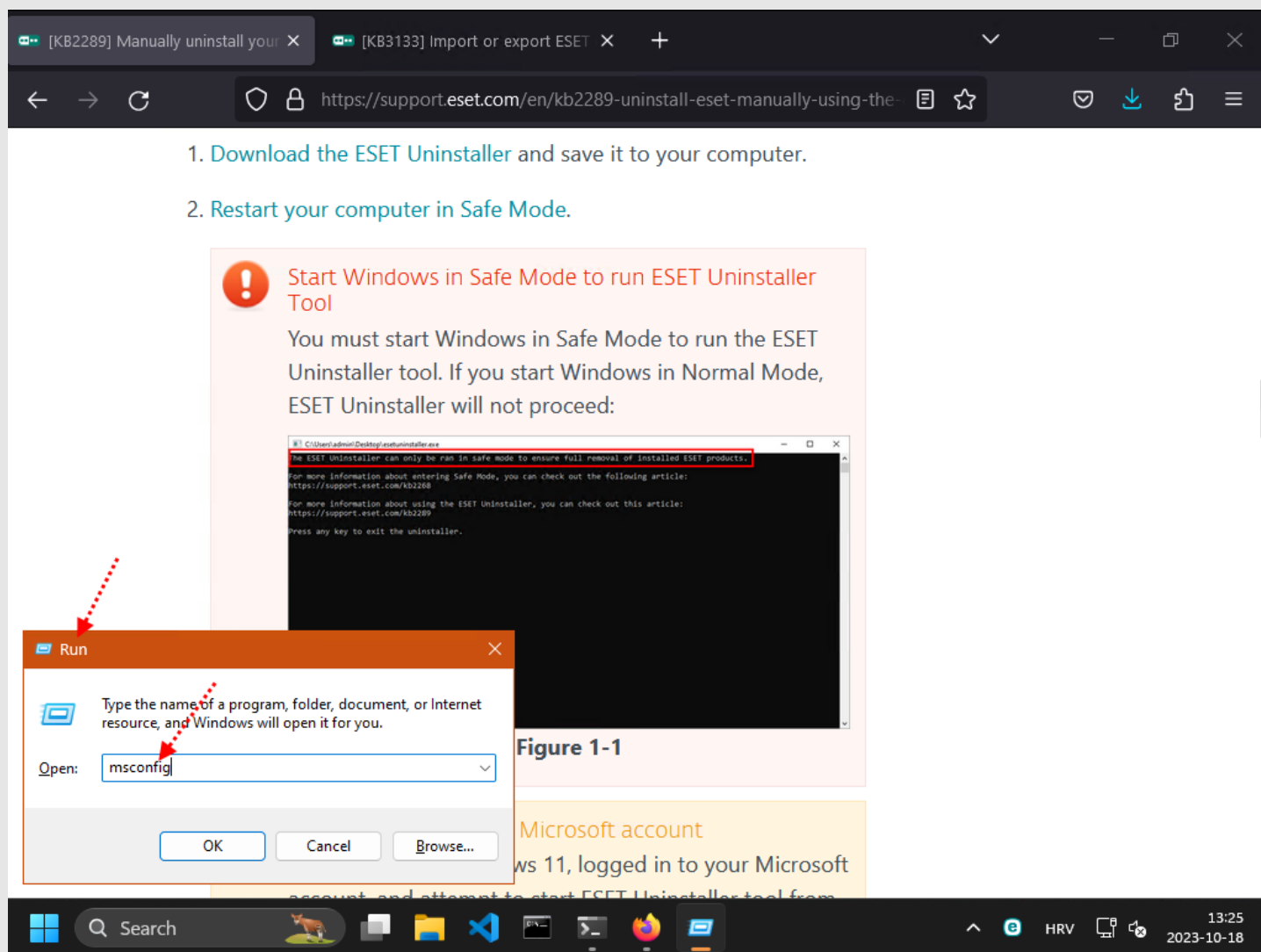
(https://download.eset.com/com/eset/tools/installers/eset_apps_remover/latest/esetuninstaller.exe) i

[4] spremite ga na Desktop:



[5] Deinstalirajte naš program na uobičajen način (<https://www.nod32.com.hr/podrska/kb837>) i restartajte ("Ponovno pokreni") Windowse

[6] Pokrenite MSCONFIG.EXE (Start >> Run >> MSconfig):



[7] Otvorite karticu "Boot" i uključite "Safe boot" i "Network"

Kliknite na [OK]:

KB2289] Manually uninstall your x KB3133] Import or export ESET x

https://support.eset.com/en/kb2289-uninstall-eset-manually-using-the

1. Download the ESET Uninstaller and save it to your computer.
2. Restart your computer in Safe Mode.

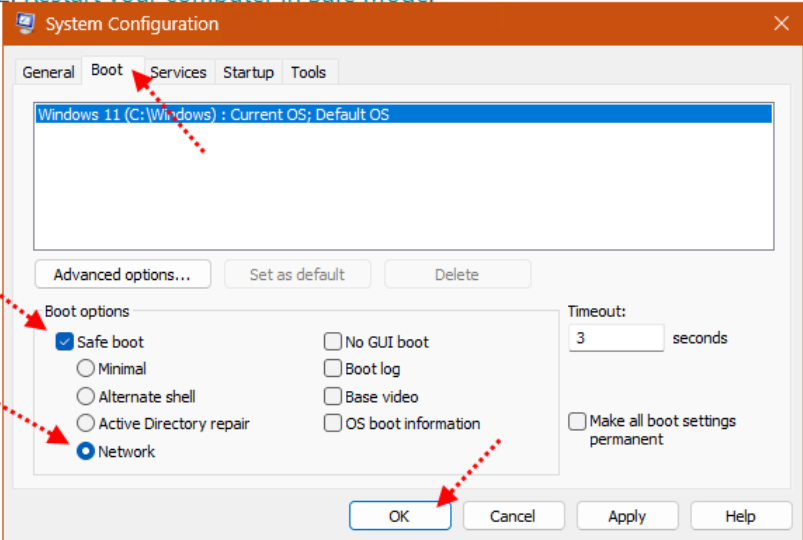


Figure 1-1

Windows 11 users with Microsoft account
If you are using Windows 11, logged in to your Microsoft account, and attempt to start ESET Uninstaller tool from

13:26 2023-10-18

[8] Kliknite na [Restart]:

[KB2289] Manually uninstall your ESET product | [KB3133] Import or export ESET settings

https://support.eset.com/en/kb2289-uninstall-eset-manually-using-the-e...

1. Download the ESET Uninstaller and save it to your computer.
2. Restart your computer in Safe Mode.

Start Windows in Safe Mode to run ESET Uninstaller Tool

You must start Windows in Safe Mode to run the ESET Uninstaller tool.

System Configuration

You may need to restart your computer to apply these changes. Before restarting, save any open files and close all programs.

☐ Don't show this message again.

Restart Exit without restart

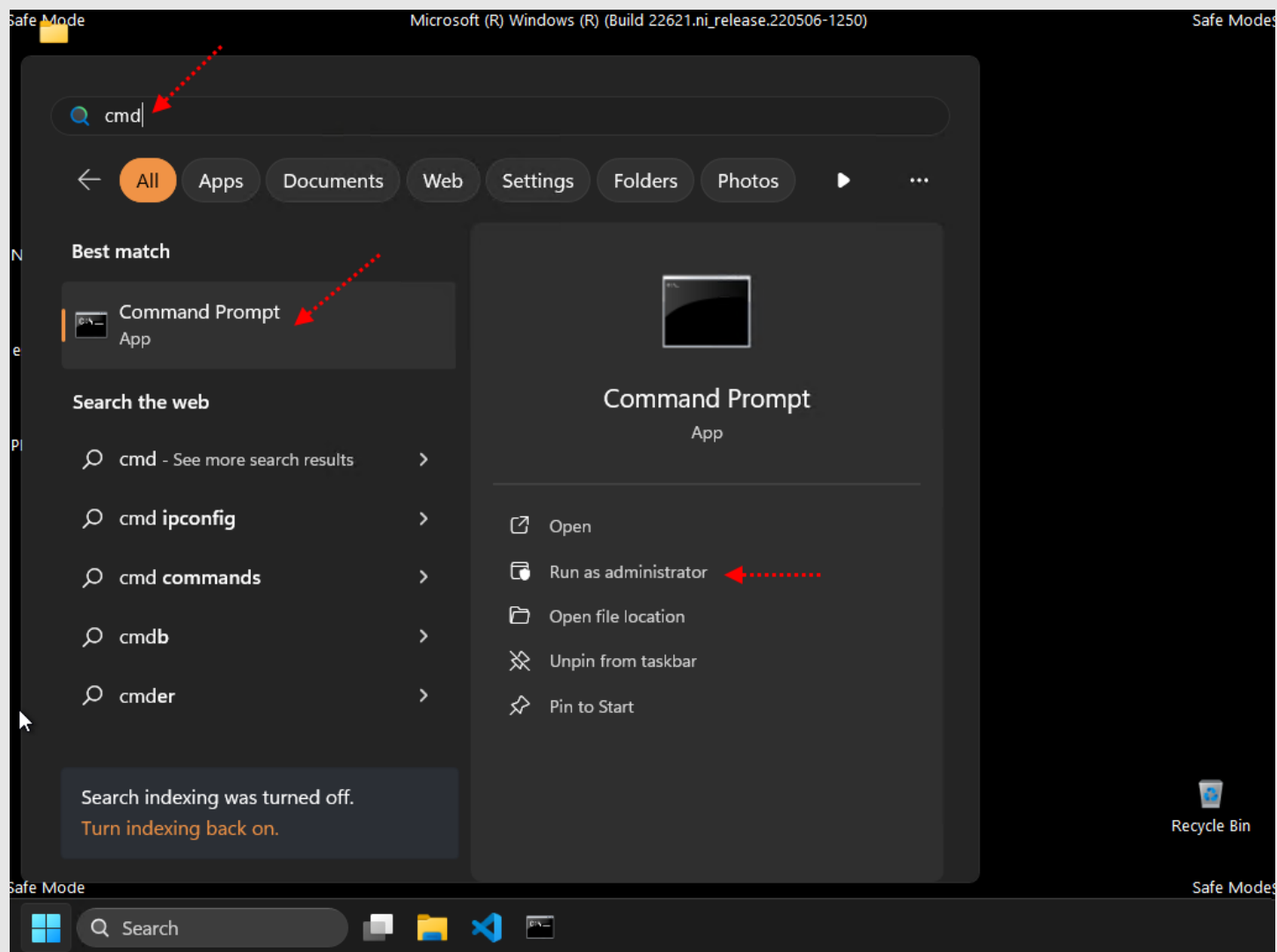
Figure 1-1

Windows 11 users with Microsoft account

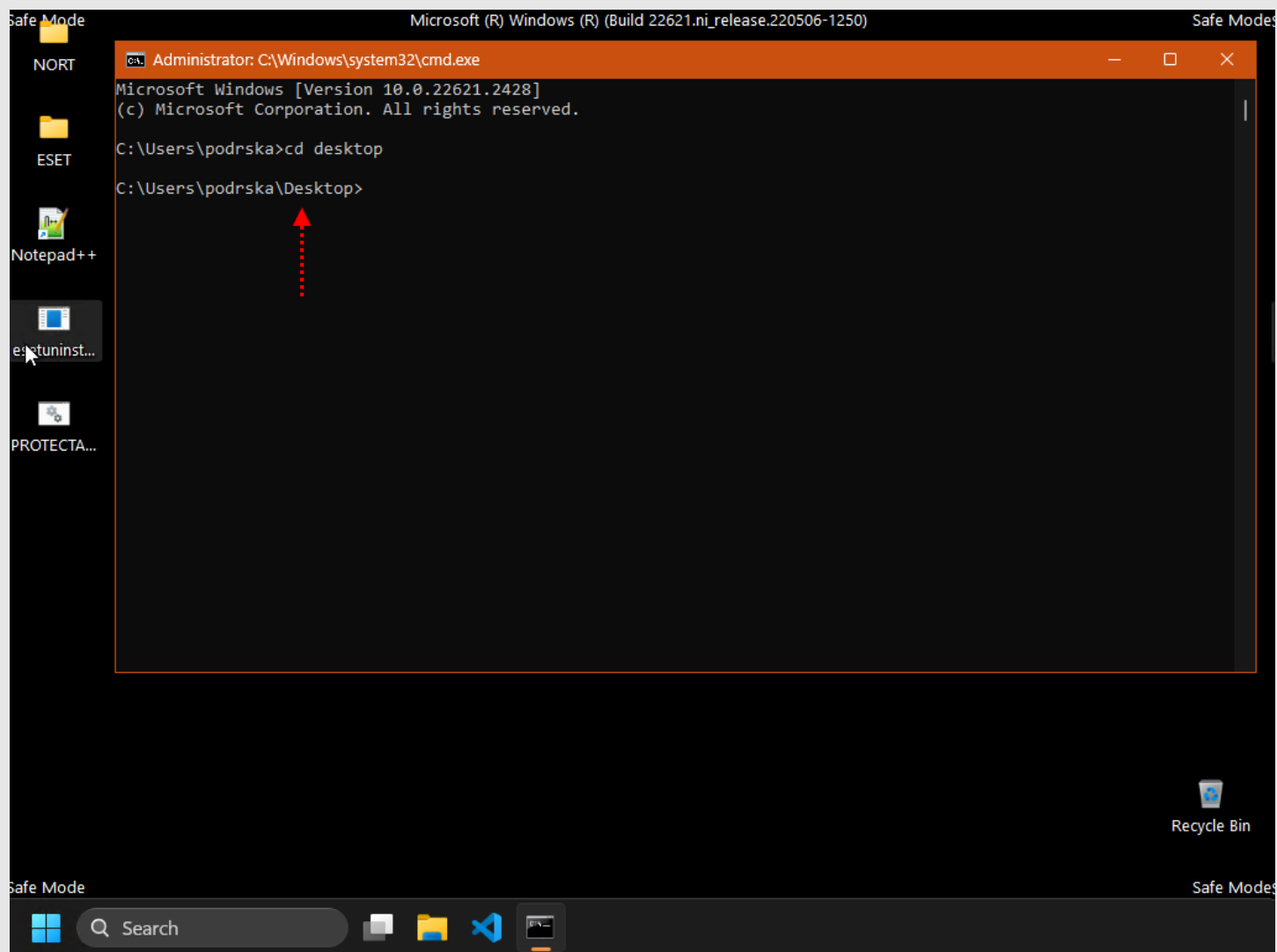
If you are using Windows 11, logged in to your Microsoft account, and attempt to start ESET Uninstaller tool from

13:28 2023-10-18

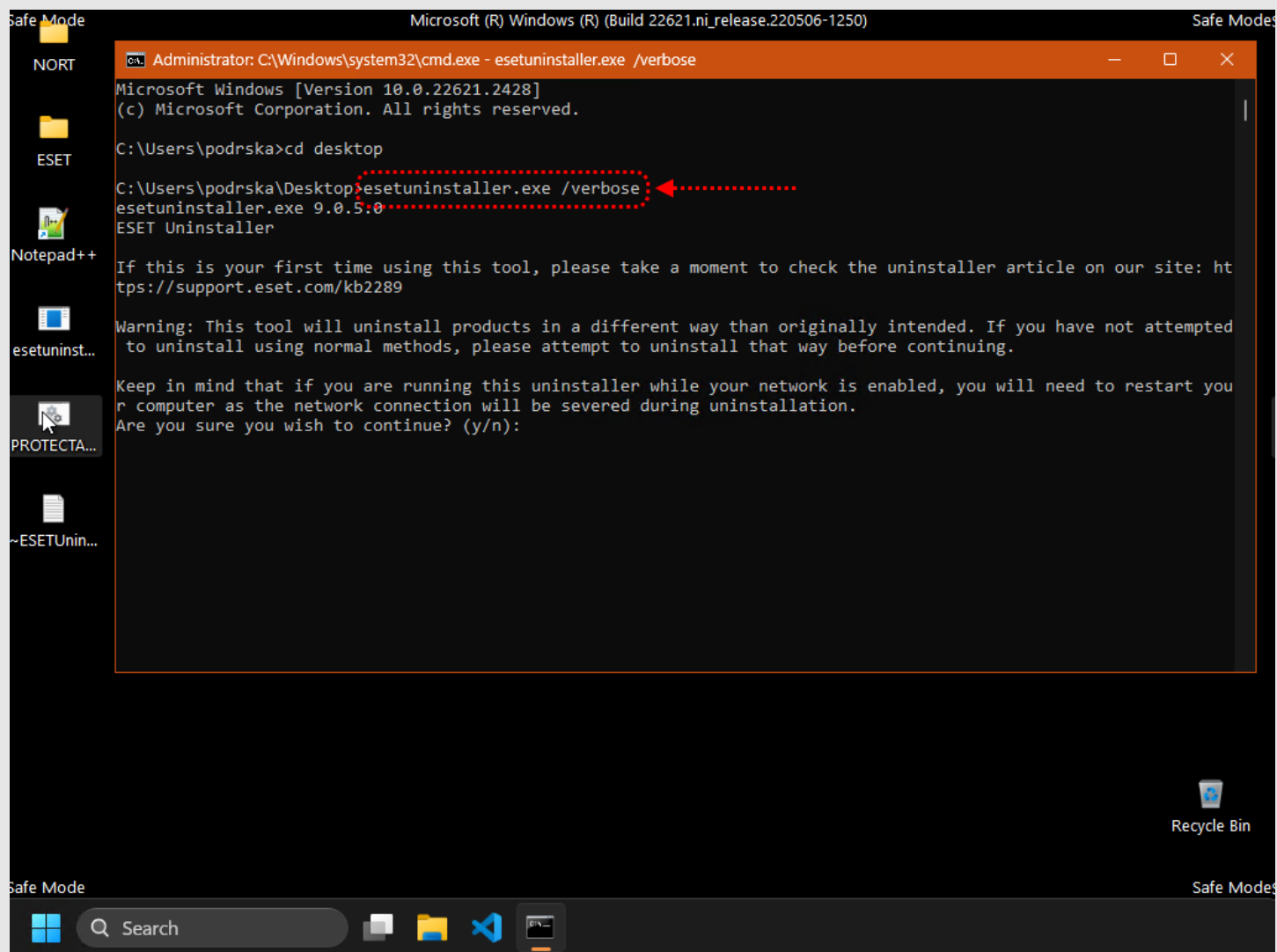
[9] Nakon restarta pokrenite CMD kao administrator (Start >> CMD >> Run as administrator):



[10] Prebacite se u mapu "Desktop" (CD desktop):



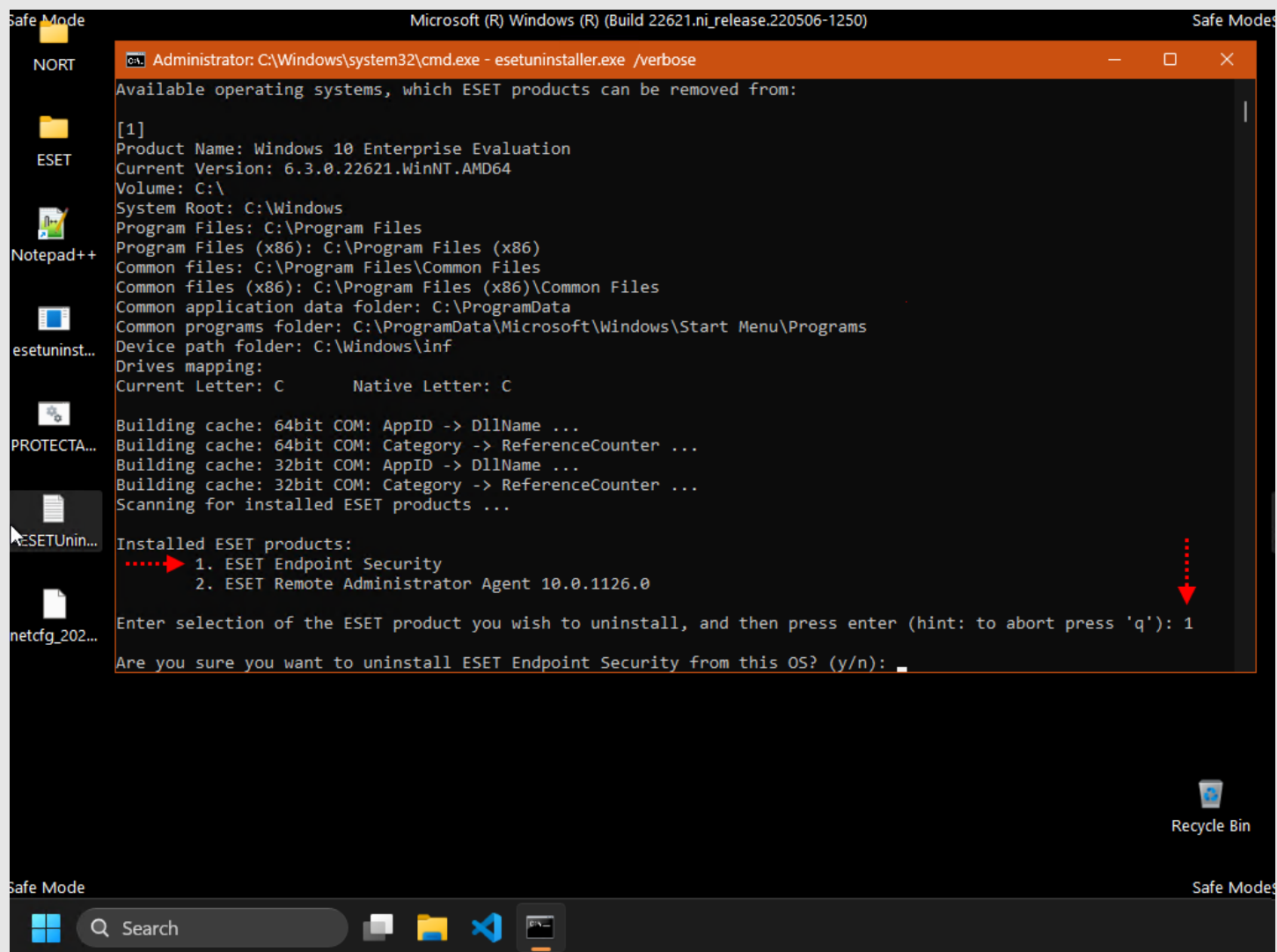
[11] Pokrenite "esetuninstaller.exe /verbose":



EUI će prikazati instalirane ESET-ove programe i njihove redne brojeve.

[12] Upišite redni broj programa koji želite deinstalirati.

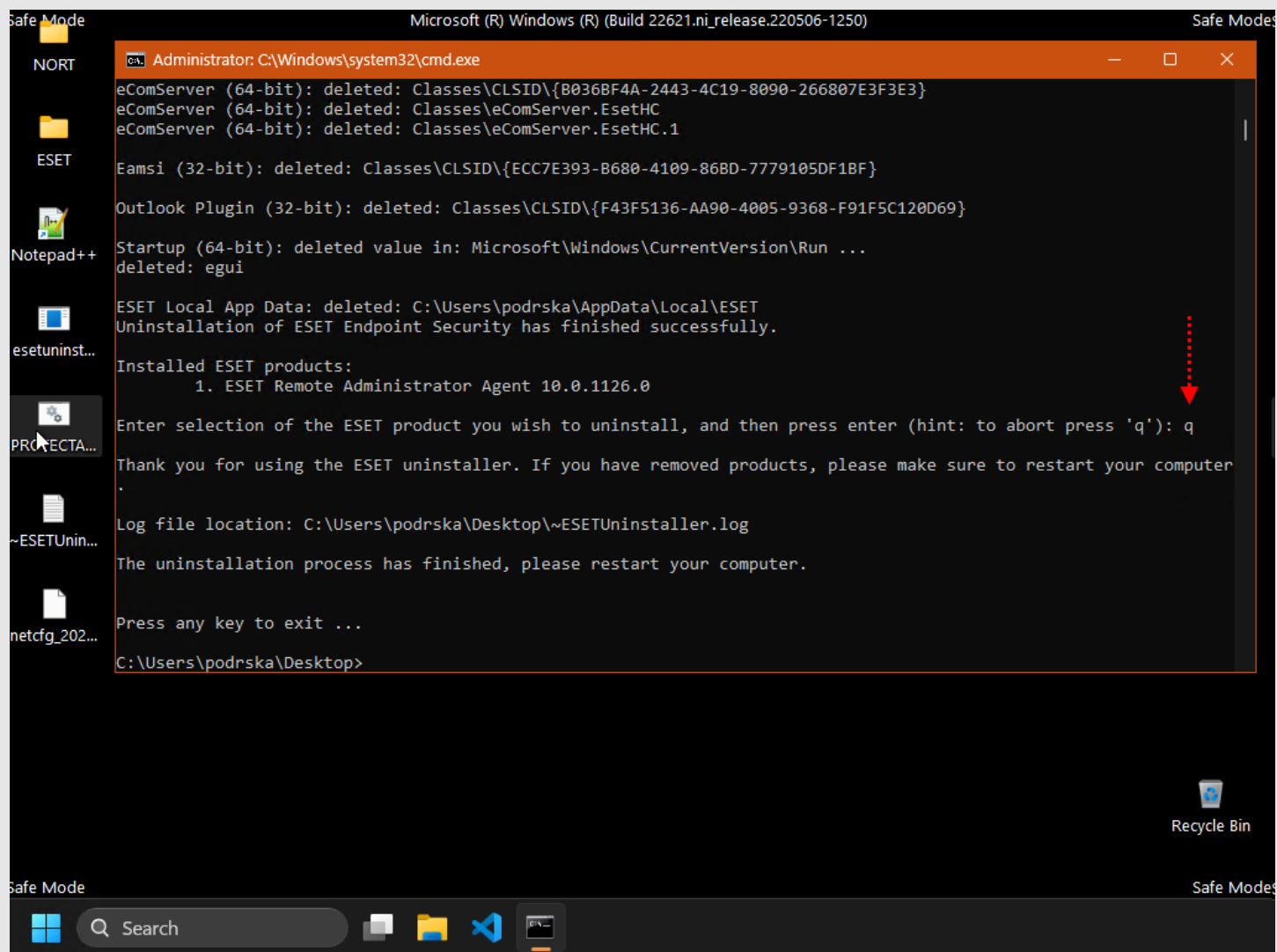
U primjeru: za deinstaliranje programa ESET Endpoint Security upišite 1 i pritisnite [Enter]:



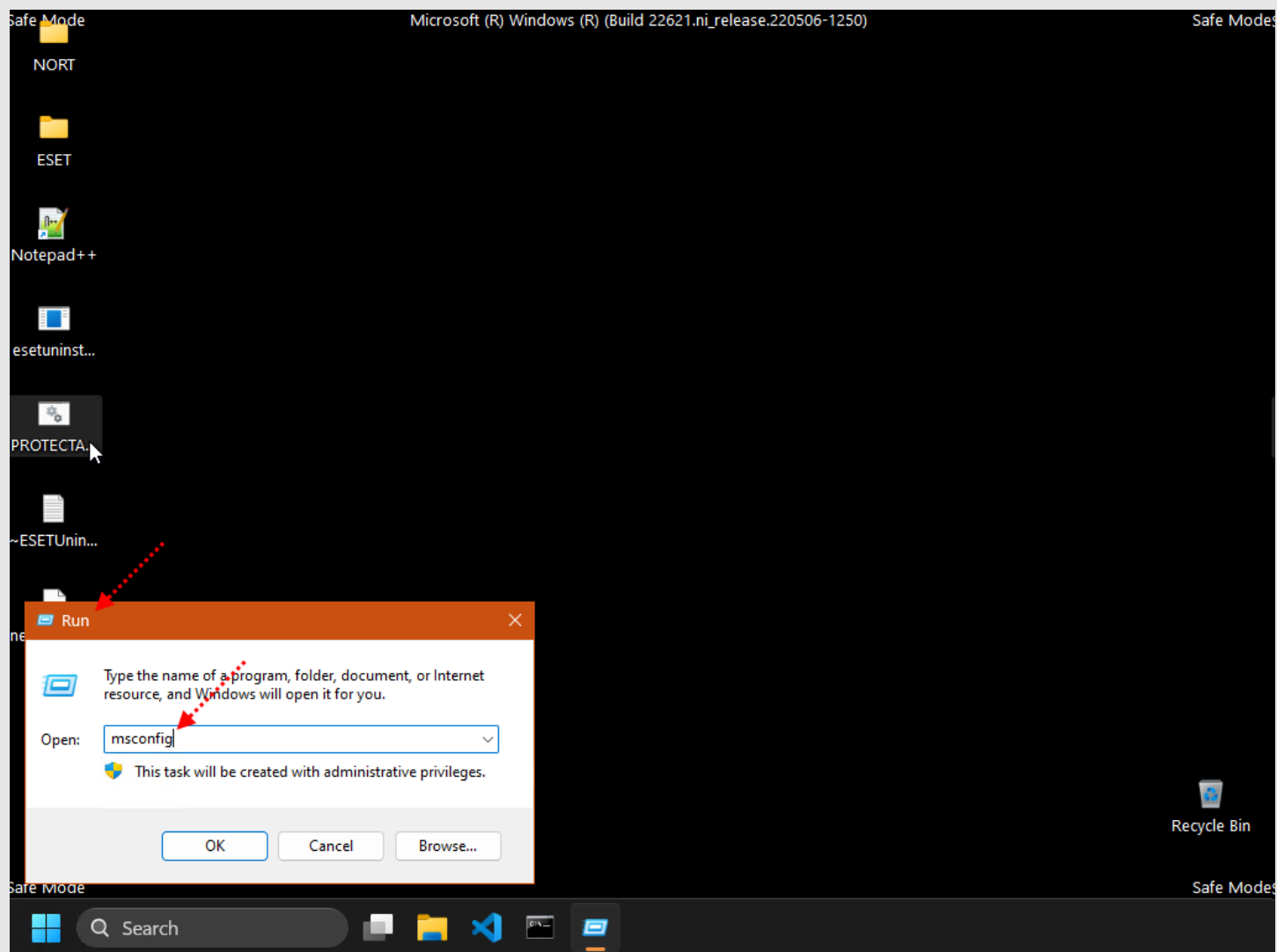
Ako to radite na serveru, možete ukloniti i neke ESET-ove serverske programe:

```
Installed ESET products:
1. ESET Server Security for Microsoft Windows Server
2. ESET Remote Administrator Agent 11.0.503.0
3. ESET Remote Administrator Server
4. ESET Rogue Detection Sensor
5. ESET Enterprise Inspector Server
```

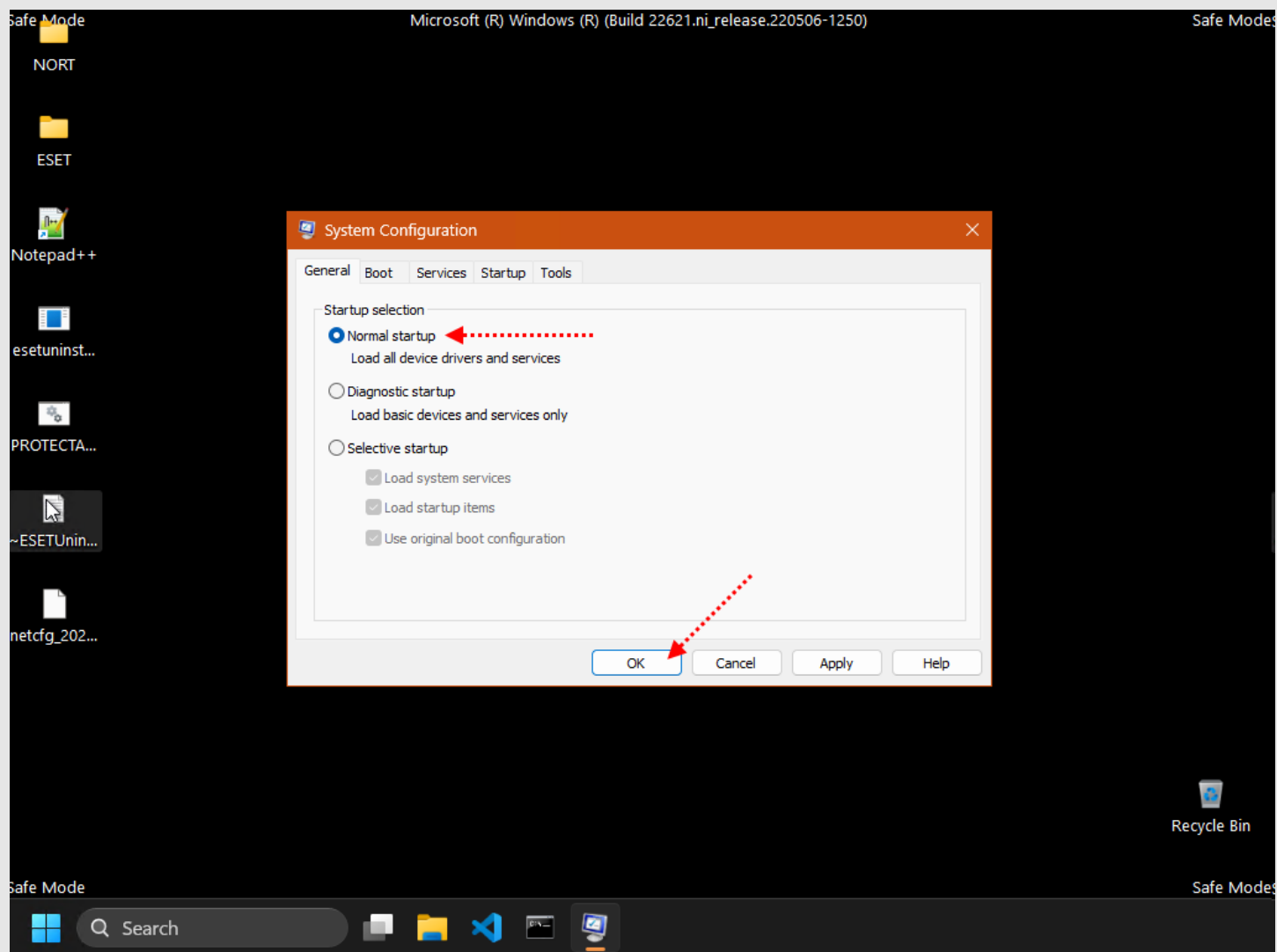
[13] Po završetku čišćenja upišite q ("quit") i pritisnite [Enter]:



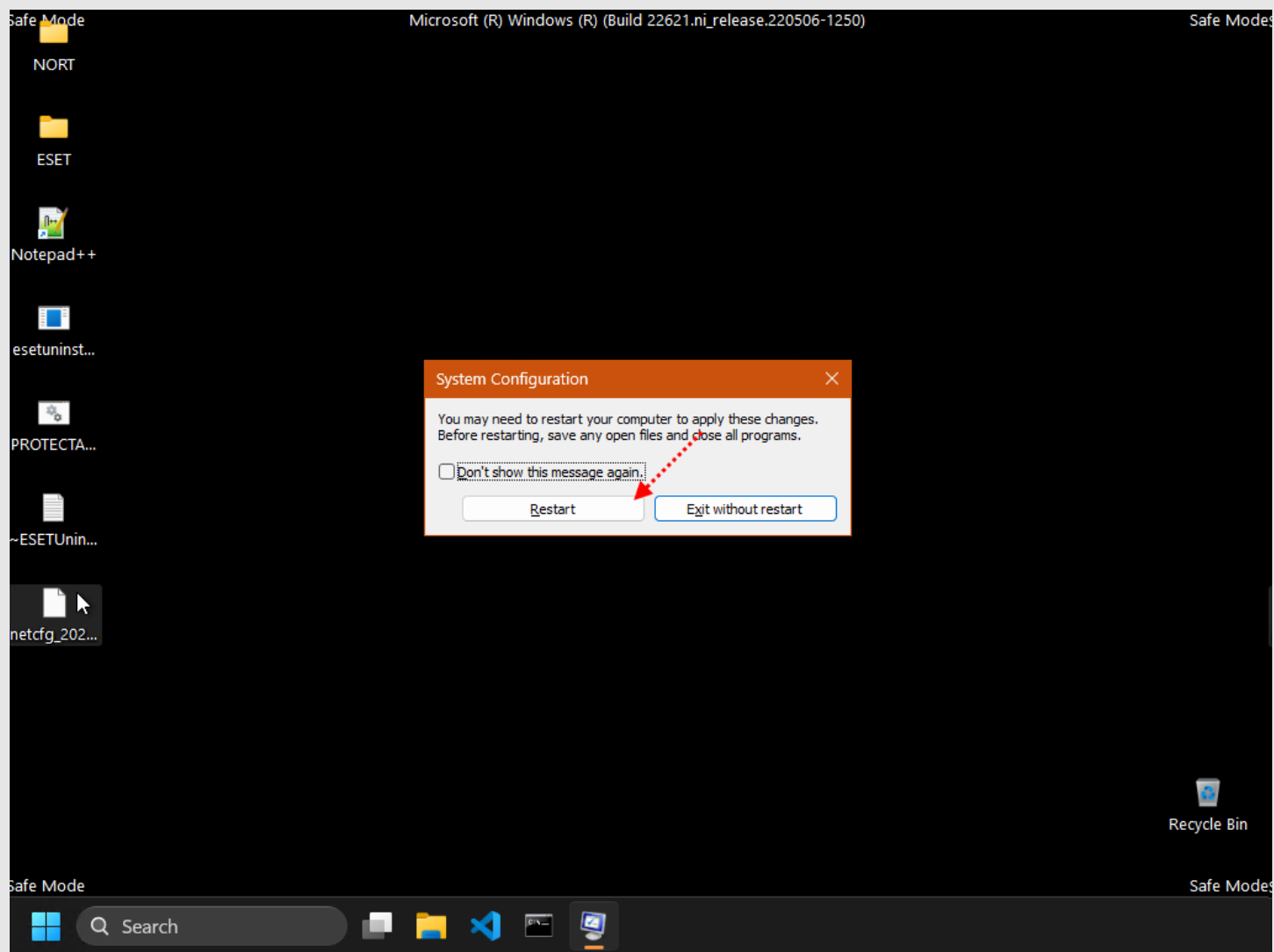
[14] Pokrenite MSCONFIG (Start >> Run >> MSconfig):



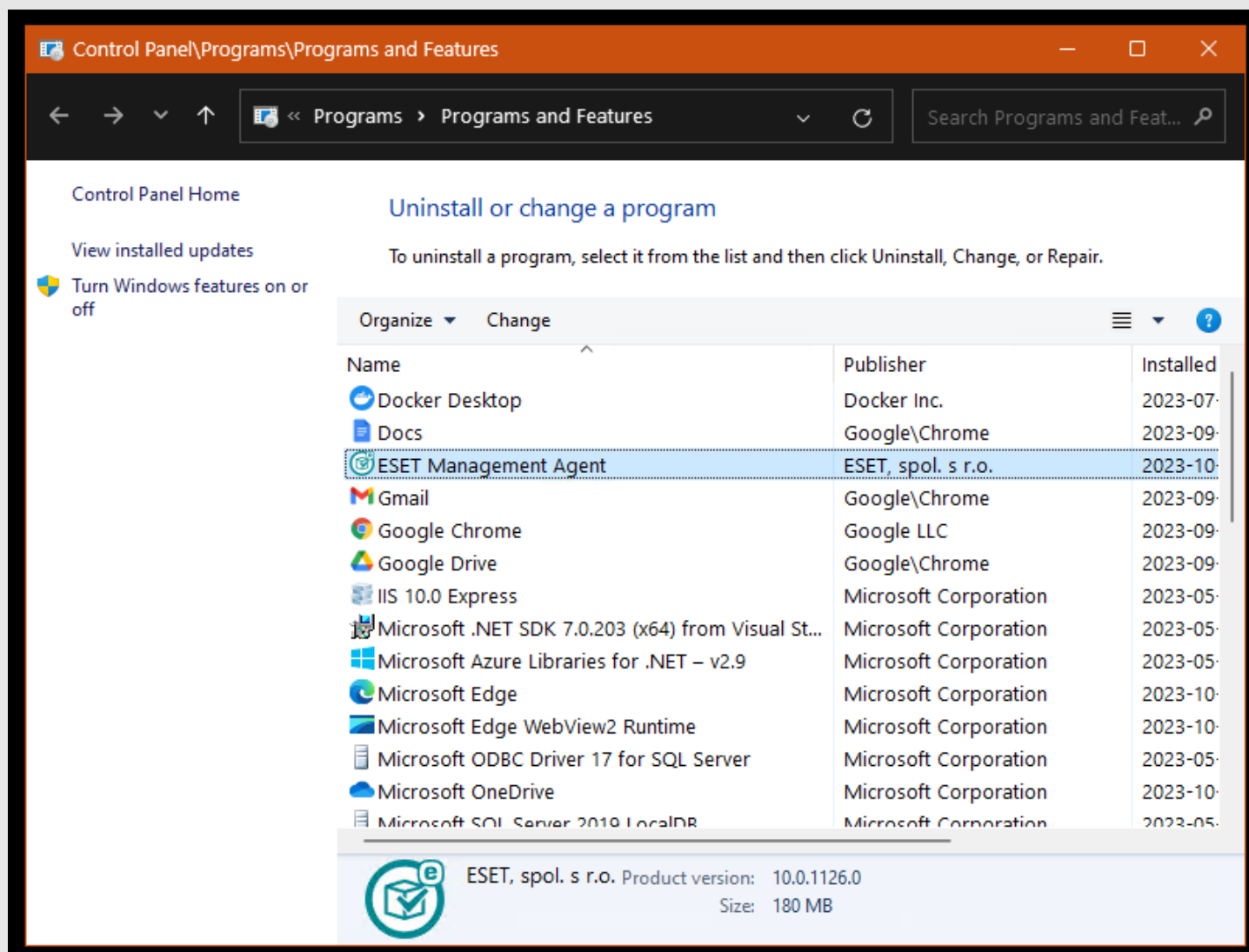
[15] U kartici “General” uključite “Normal startup” i kliknite na [OK]:



[16] Kliknite na [Restart]:



[17] Nakon povratka u normalan način rada Windowsa možete provjeriti je li ESET-ov program deinstaliran (u primjeru: nema više ESET Endpoint Securityja):



Video

..s engleskim uputama; drugačiji pristup pokretanju u Safe-Mode:

<https://www.nod32.com.hr/podrska/wp-content/uploads/eui-opt.mp4>

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