
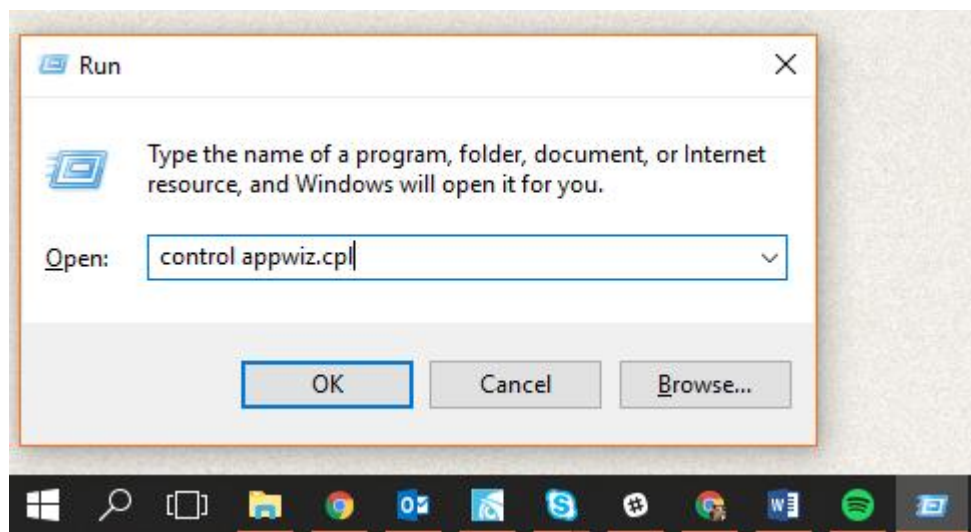


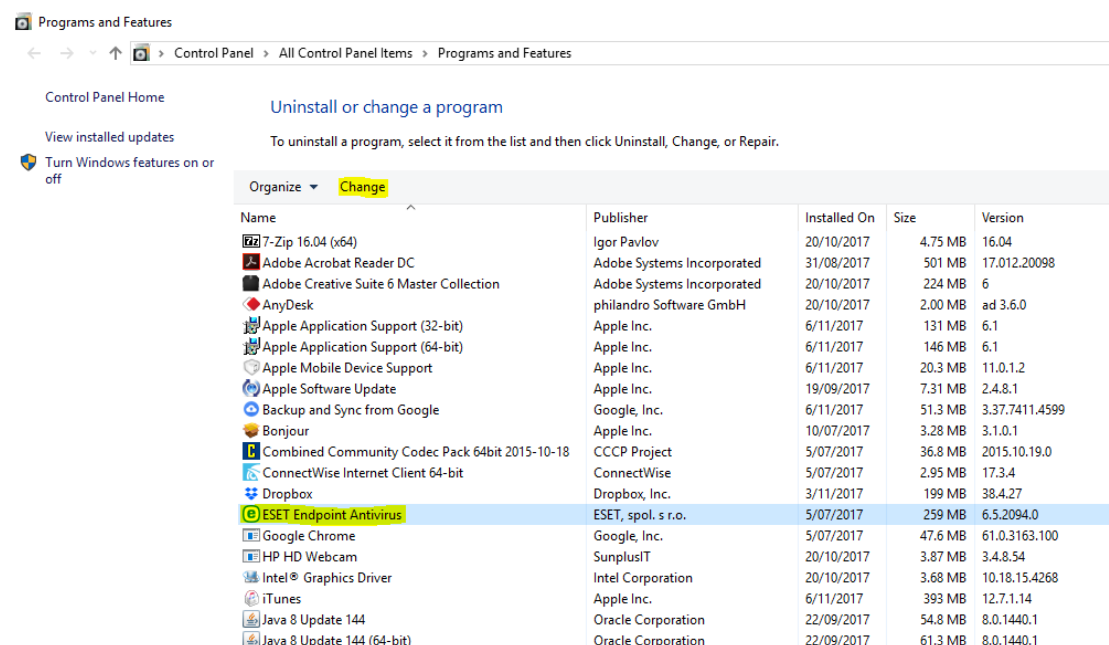
ESET Uninstall/Installation guide

Uninstallation

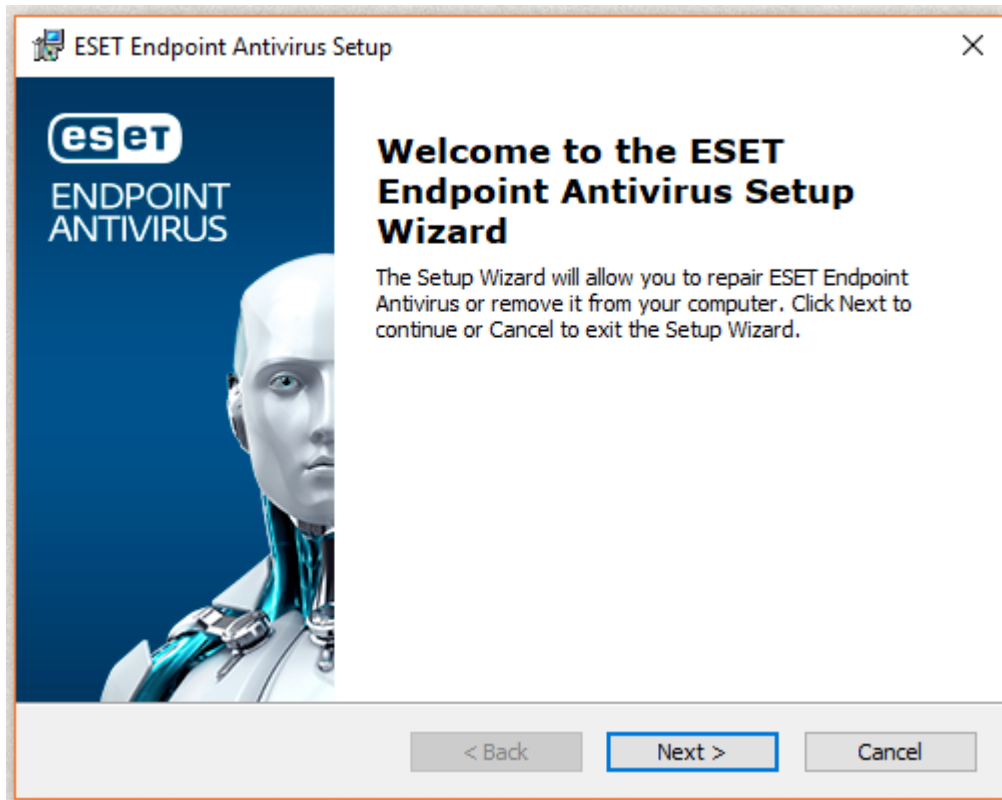
1. Press the Windows Key  + R on your keyboard to bring up the 'Run' prompt, type in 'control appwiz.cpl' and click Ok.



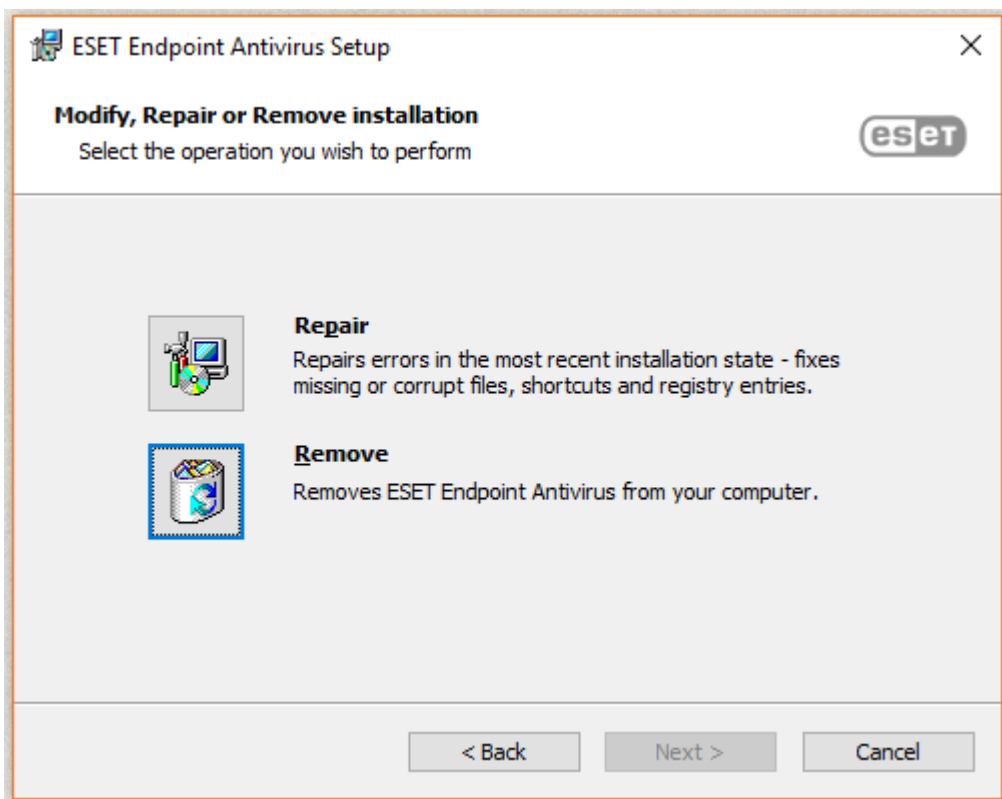
2. Find your ESET product (in this case, ESET Endpoint Antivirus) and click on it, then click 'Change' at the very top.



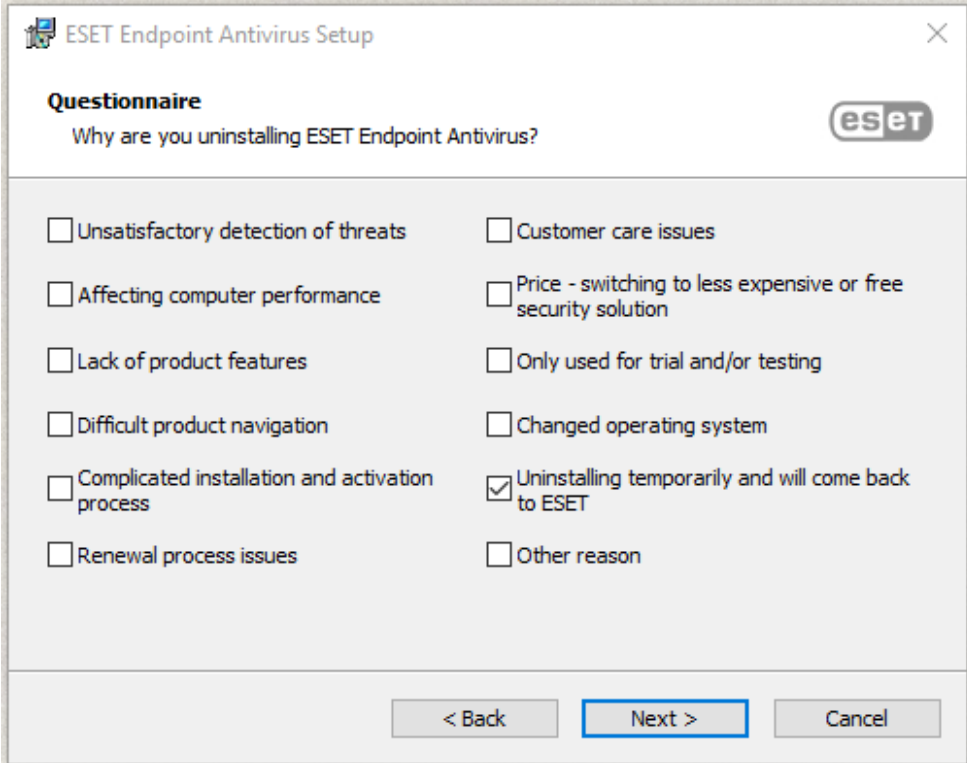
3. The ESET setup wizard will open, press 'Next' to continue.



4. Select 'Remove', then press 'Next' to continue.



- You will be asked to select an uninstall reason, in this case you will want to select 'Uninstalling temporarily and will come back to ESET', then press 'Next'.



ESET Endpoint Antivirus Setup

Questionnaire
Why are you uninstalling ESET Endpoint Antivirus?

☐ Unsatisfactory detection of threats

☐ Affecting computer performance

☐ Lack of product features

☐ Difficult product navigation

☐ Complicated installation and activation process

☐ Renewal process issues

☐ Customer care issues

☐ Price - switching to less expensive or free security solution

☐ Only used for trial and/or testing

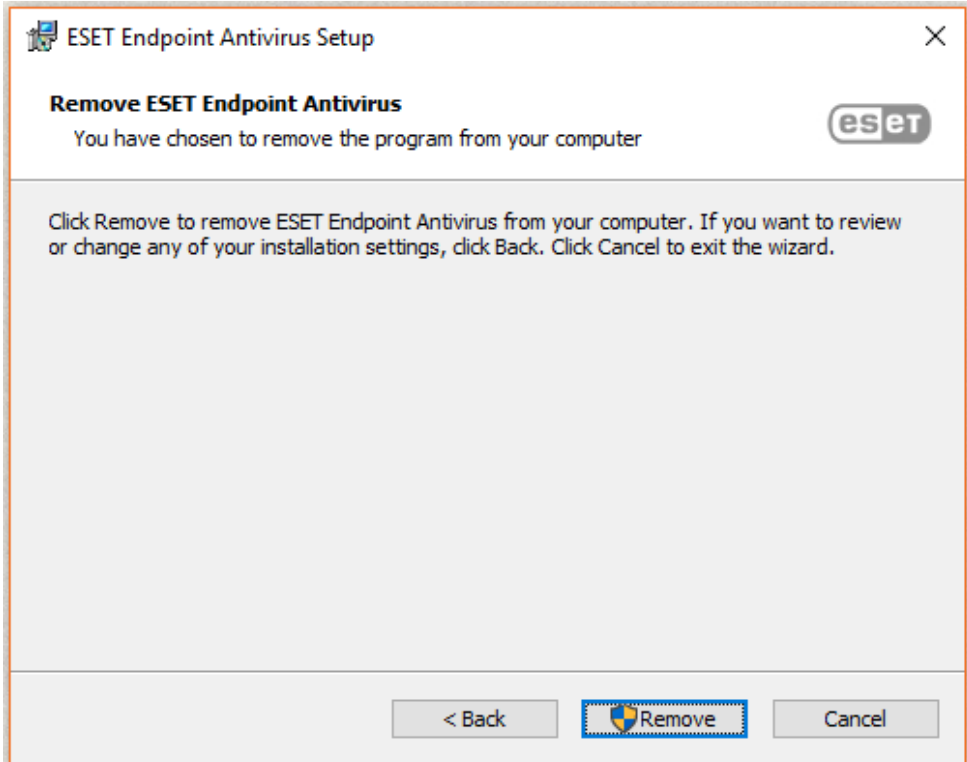
☐ Changed operating system

☒ Uninstalling temporarily and will come back to ESET

☐ Other reason

< Back **Next >** Cancel

- Next you will have an opportunity to review settings. If you think you have made a mistake, feel free to press 'Back' and confirm everything is correct. Once you are sure, press 'Remove'.



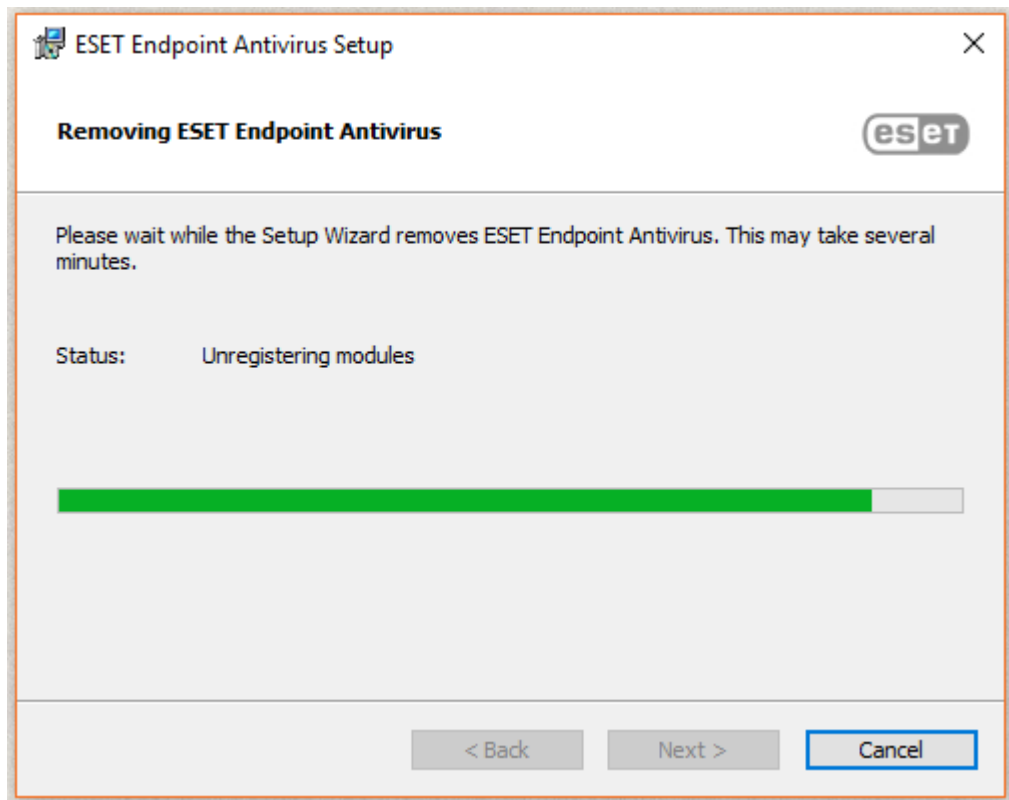
ESET Endpoint Antivirus Setup

Remove ESET Endpoint Antivirus
You have chosen to remove the program from your computer

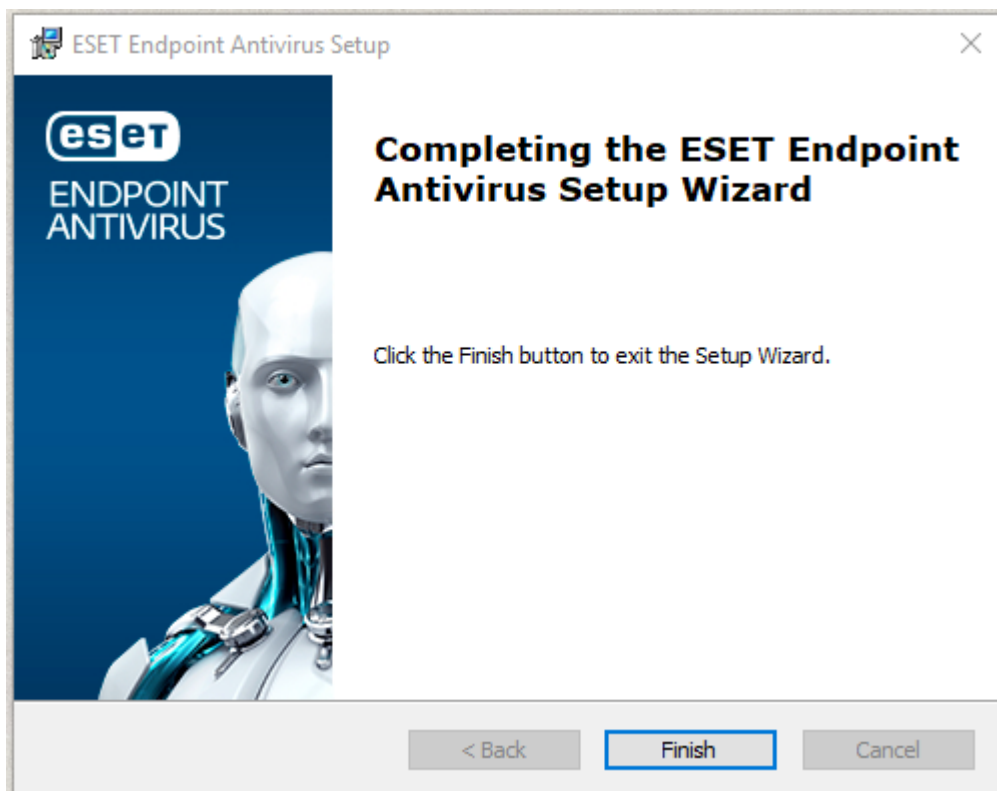
Click Remove to remove ESET Endpoint Antivirus from your computer. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

< Back **Remove** Cancel

7. Wait for the uninstaller to complete, this may take some time.

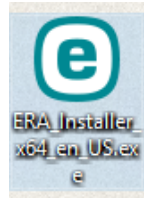


8. Once completed, you will see this screen. Click 'Finish' to close the installer. You will be prompted to restart your computer, please do so before installing ThinkProtect.

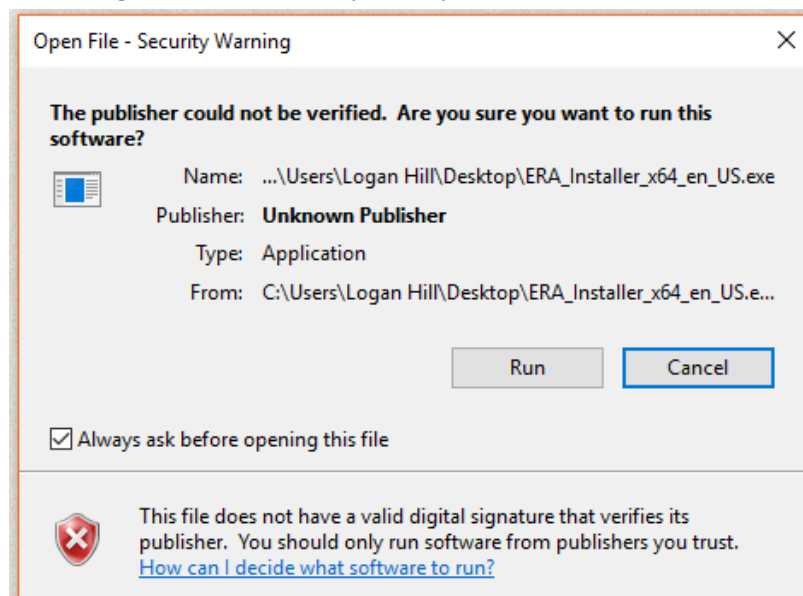


Installation

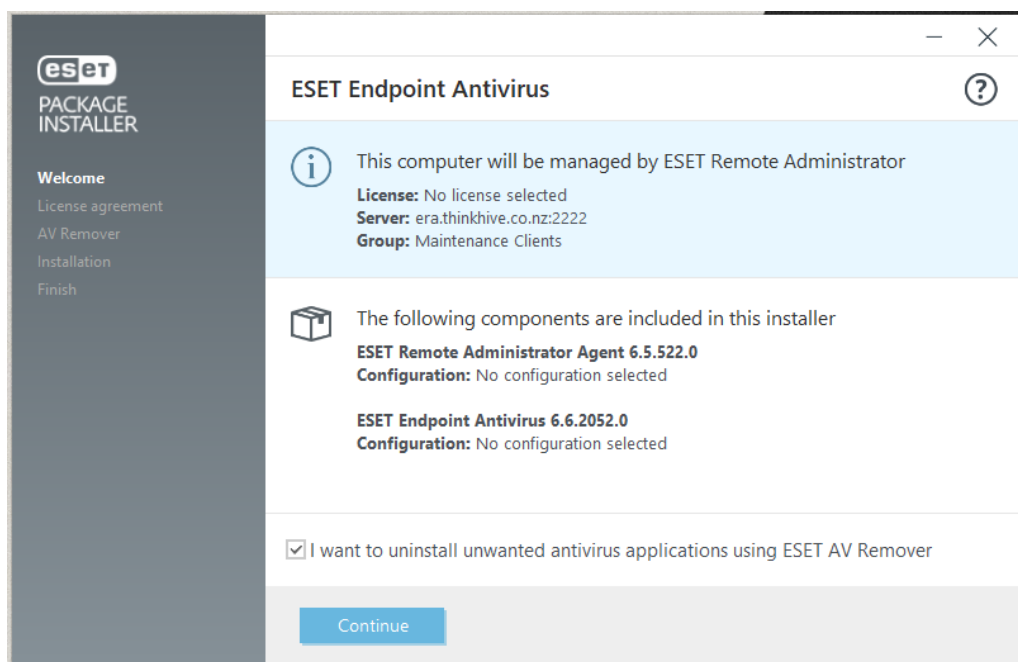
1. Locate the installer file you were sent, it will start with 'ERA' and have a blue 'e' as the icon.



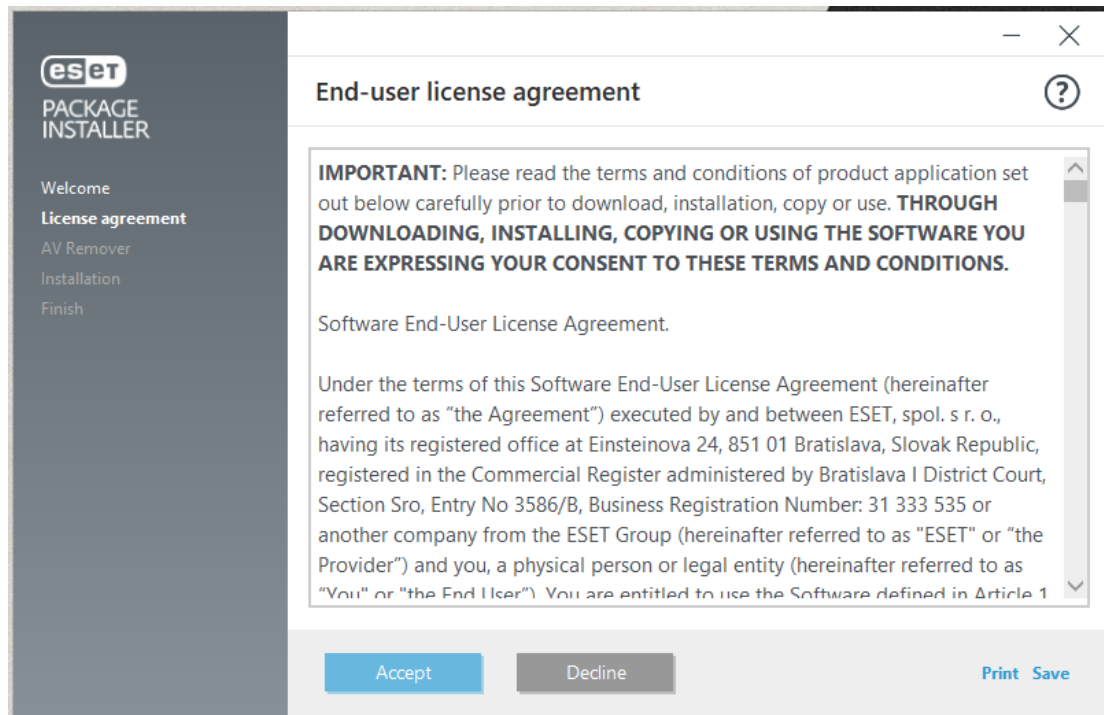
2. Open the installer file. You may see this window pop up (as seen below). Press 'Run'. If you do not get this window, skip to step 3.



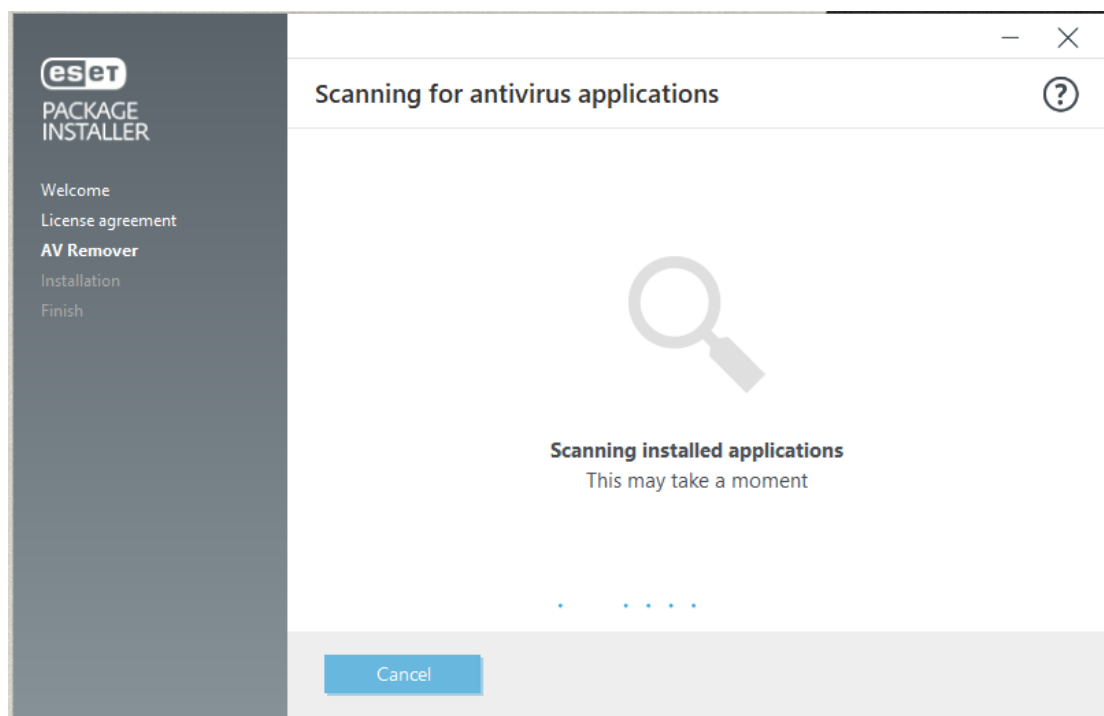
3. Next you will see the ESET package installer open, press 'Continue' to continue.



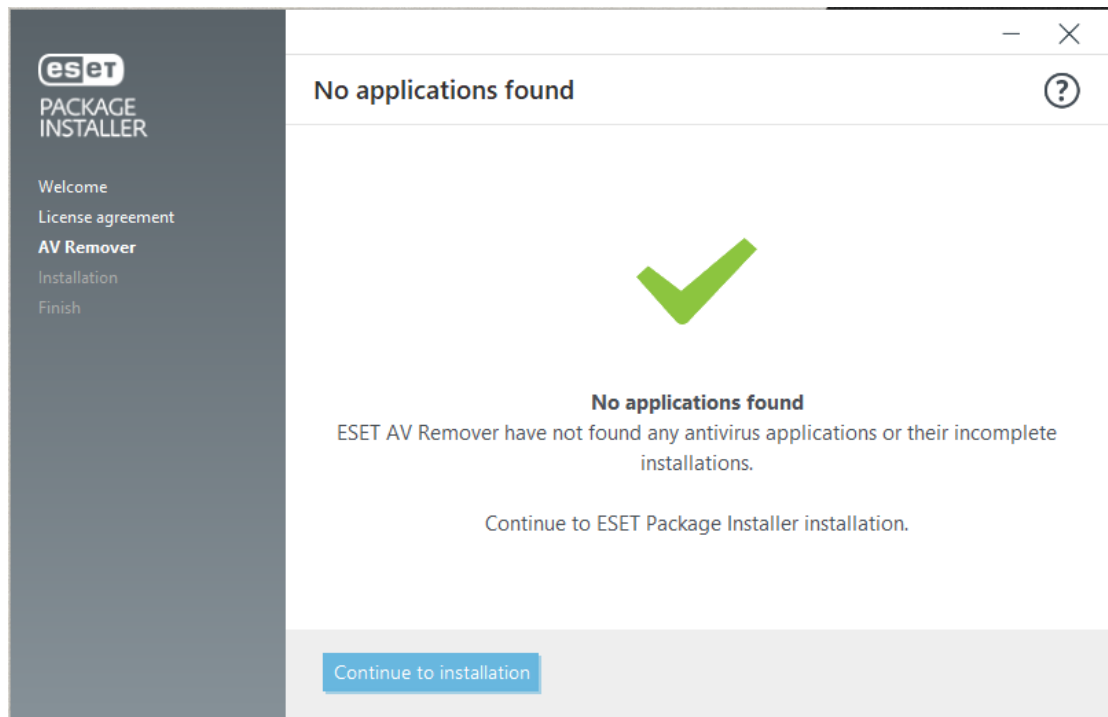
4. Next the license agreement will display, you will have to accept this to continue.



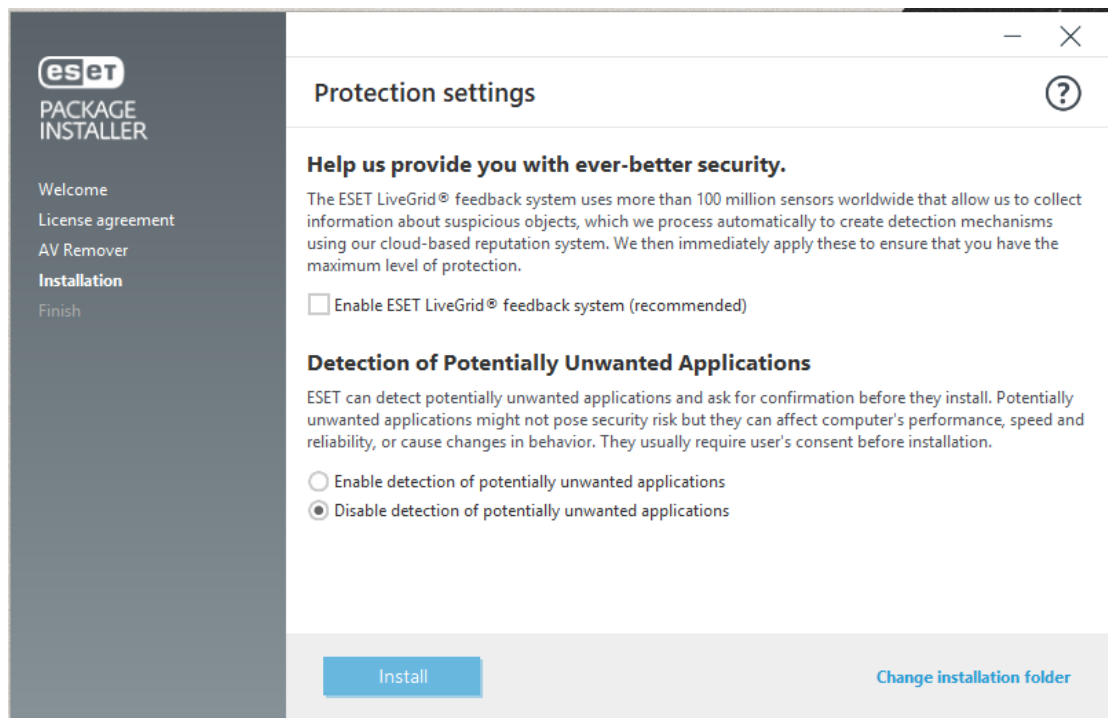
5. Next the antivirus application scanner will scan, let this run.



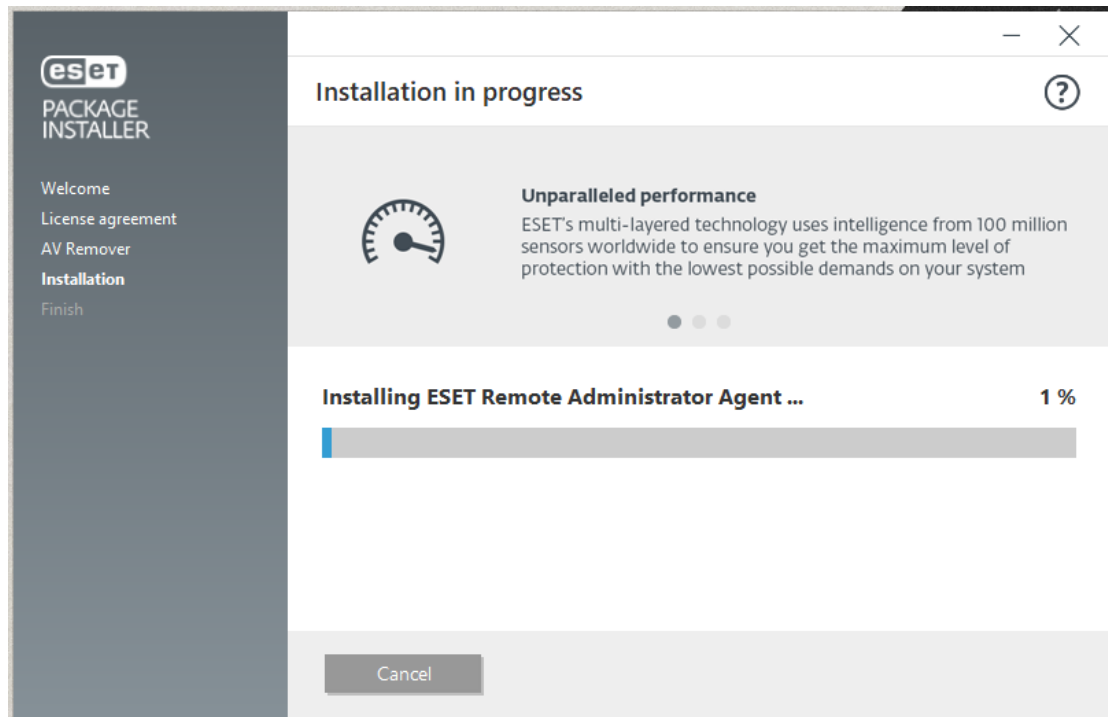
6. The next screen will show that no antivirus applications have been found. Press 'Continue to installation'.



7. Now you will be asked to set Protection settings. Disable ESET LiveGrid and Detection of Potentially Unwanted Applications, then press 'Install'.



8. The installer will now install ThinkProtect, this may take some time.



9. When the installer completes, press 'Done'. ESET will open after this and will require activation. Give us a call or email and we will push the license to your machine.

If at any point in the process you get stuck or encounter any issues, call us on 0800 4 THINK (0800 484 465) or email our helpdesk at support@thinking.co.nz for assistance.