ESET®

Rip and Replace Service

Overview

Switching security solutions on a large scale can be challenging for any organization. A well-planned strategy can minimize the impact on business processes without sacrificing security.

Choosing the best strategy

The essential requirement for switching security solutions is to cleanly remove all existing antivirus software as quickly and efficiently as possible. There are a number of approaches to antivirus software removal, most of which have serious limitations: generic or "cookie cutter" displacement tools cannot guarantee a clean removal of existing antivirus software; and native uninstallers included with many antivirus products leave "debris" that can lead to system instability. The most effective approach is one that is customized for the unique needs of your organization. ESET's Rip and Replace Service provides such a strategy.

A customized approach

ESET's Rip and Replace Service is a customized solution for organizations medium-sized or larger. Based on your computer's configurations, the ESET Rip and Replace Service removes all traces of existing antivirus software from all of your machines and seamlessly installs the ESET antivirus software from a central location. This can be done without a system reboot.

Personal consulting and deployment assistance are included with the Rip and Replace Service.

Email: ripandreplace@eset.com
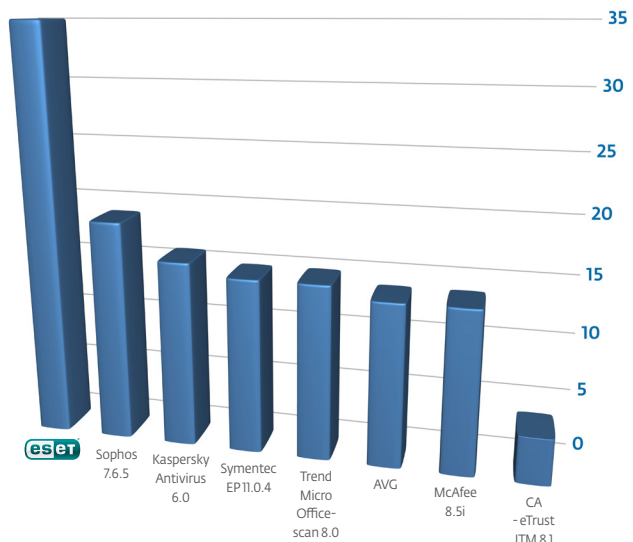
KEY FEATURES

Custom uninstaller	Safely removes all versions of existing antivirus software including any file and registry entries normally left behind by native uninstallers
Custom transition plan	Efficiently switches your existing antivirus solution to ESET's product
Low impact on resources	Can be configured to run silently in the background, or to be triggered on reboot, minimizing impact on employee productivity
Accounting & reporting	Quickly run reports on all machines in your network that have been processed or are in queue to be processed
Free Technical Consultation	Price includes consulting and deployment time with an engineer
Resolves legacy passwords	Cleanly removes existing password-protected AV clients
Uninterrupted protection	Seamless protection during transition from existing AV to ESET's AV
Frees up IT resources	Saves IT staff time while ensuring the fast and safe deployment of a superior antivirus product
Saves time and money	Cleans and replaces faster and more accurately than the native uninstall process for existing antivirus products

SYSTEM REQUIREMENTS

Management Tools	ESET Rip and Replace can be deployed from a number of central management tools including, but not limited to, the following: • ESET Remote Administrator Version 2 and higher • Microsoft Windows Active Directory (Group Policy) • Microsoft Windows Systems Management Server • Microsoft Windows PsExec • Novell ZENworks • Symantec Altiris • IBM Tivoli • HP OpenView • CiscoWorks
Operating Systems	Windows 2000 (Professional & Server editions) Windows XP (32- and 64-bit editions) Windows Vista (32- and 64-bit editions) Windows Server 2003 (32- and 64-bit editions) Windows Server 2008 (32- and 64-bit editions) Windows 7 (32- and 64-bit editions)
Memory	As recommended by Microsoft OS
Disk space	Less than 100 MB needed

The following product removal tools/services were tested to demonstrate which products have the best solution for replacing competitive software with their own. Competitive analyses were conducted with each manufacturer's removal process.

Final Scorecard

ESET — 35
Sophos 7.6.5 — ~19
Kaspersky Antivirus 6.0 — ~16
Symentec EP 11.0.4 — ~15
Trend Micro Office-scan 8.0 — ~15
AVG — ~14
McAfee 8.5i — ~14
CA - eTrust ITM 8.1 — ~4

Americas & Global Distribution

ESET, LLC
610 West Ash Street
Suite 1900
San Diego, CA 92101
U.S.A.

Toll Free: +1 (866) 343-3738
Tel. +1 (619) 876-5400
Fax. +1 (619) 876-5845

www.eset.com

Product	Trend Micro OfficeScan 8.0	Sophos 7.6.5	Kaspersky AntiVirus 6.0	McAfee 8.5i	CA - eTrust ITM 8.1	Symantec EP 11.0.4	AVG	ESETv4
ESET Rip and Replace								
Identified the product to remove?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	N/A
Was the product automatically removed?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Was the new product installed?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Successfully completed without a reboot?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Cleaned all program files and registry keys?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Total	5	5	5	5	5	5	5	**35**
Sophos 7.6.5								
Identified the product to remove?	Yes	N/A	Yes	Yes	No	Yes	No	No
Was the product automatically removed?	Yes		Yes	Yes	Yes	Yes	No	No
Was the new product installed?	Yes		Yes	Yes	Yes	Yes	Yes	Yes
Successfully completed without a reboot?	No		No	No	Yes	No	No	No
Cleaned all program files and registry keys?	No		No	No	No	No	Yes	No
Total	3		3	3	4	2	3	1 — **19**
Kaspersky AntiVirus 6.0								
Identified the product to remove?	Yes	Yes	N/A	Yes	Yes	No	Yes	No
Was the product automatically removed?	No	No		Yes	Yes	No	No	No
Was the new product installed?	Yes	Yes		Yes	Yes	Yes	Yes	Yes
Successfully completed without a reboot?	No	No		Yes	No	No	No	No
Cleaned all program files and registry keys?	No	No		Yes	No	No	No	No
Total	2	2		5	3	1	2	1 — **16**
Symantec EP 11.0.4								
Identified the product to remove?	No	Yes	Yes	Yes	No	N/A	No	No
Was the product automatically removed?	No	Yes	Yes	Yes	No		No	No
Was the new product installed?	Yes	Yes	Yes	Yes	Yes		Yes	Yes
Successfully completed without a reboot?	No	Yes	Yes	No	No		No	No
Cleaned all program files and registry keys?	No	No	No	No	No		No	No
Total	1	4	4	3	1		1	1 — **15**
Trend Micro OfficeScan 8.0								
Identified the product to remove?	N/A	Yes	No	Yes	No	Yes	No	No
Was the product automatically removed?		Yes	No	Yes	Yes	Yes	No	No
Was the new product installed?		Yes	Yes	Yes	Yes	Yes	Yes	Yes
Successfully completed without a reboot?		Yes	No	No	Yes	No	No	No
Cleaned all program files and registry keys?		No	No	No	No	No	No	No
Total		4	1	3	4	1	1	1 — **15**
AVG								
Identified the product to remove?	Yes	Yes	Yes	Yes	Yes	No	N/A	No
Was the product automatically removed?	No	No	No	No	No	No		No
Was the new product installed?	Yes	Yes	Yes	Yes	Yes	No		Yes
Successfully completed without a reboot?	No	No	No	No	No	No		No
Cleaned all program files and registry keys?	Yes	No	No	Yes	No	No		No
Total	3	2	2	3	2	0		2 — **14**
McAfee 8.5i								
Identified the product to remove?	No	Yes	No	N/A	Yes	No	No	No
Was the product automatically removed?	No	Yes	No		Yes	No	No	No
Was the new product installed?	Yes	Yes	Yes		Yes	Yes	Yes	Yes
Successfully completed without a reboot?	No	Yes	No		Yes	No	No	No
Cleaned all program files and registry keys?	No	Yes	No		No	No	No	No
Total	1	5	1		4	1	1	1 — **14**
CA - eTrust ITM 8.1								
Identified the product to remove?	Yes	No	No	No	N/A	No	No	No
Was the product automatically removed?	Yes	No	No	Yes		No	No	No
Was the new product installed?	No	No	No	No		No	No	No
Successfully completed without a reboot?	No	No	No	No		No	No	No
Cleaned all program files and registry keys?	No	No	No	No		No	No	No
Total	2	0	0	2		0	0	0 — **4**

● = Yes
● = No

ESETRARDs20101219

ESET