

Why is NOD32 asking for a password to access Settings?

Eset Smart Security and Nod32 3.0 Anti-Virus have the ability for the User to create a Password to protect settings. This password is not to be confused with the Eset issued password. The password asked for when you try to access any Settings is User created. In the event this password is forgotten or not known, Eset has a program to unlock it.

Follow the instructions below to download and run the Unlock Utility.

Step1. First, download the Unlock Utility for your Version of Nod32 3.0 or Nod32 2.7.

For ESET NOD32 Antivirus v2.7 – Click [here](#)

For Eset Nod32 Antivirus v3.0 or Eset Smart Security- Click [here](#)

Step 2. After you have downloaded the unlock utility, double click on file unlock2.7.exe or unlock3.0.exe, depending on which version you selected. A new window will appear with a numeric code. Write this numeric code down.

NOTE: For Microsoft Windows Vista users, it is necessary to right-click on the ESET Unlock Utility and **Run as Administrator**.

Step 3. Click [here](#) to submit a case to Eset's Customer Care. Fill in the necessary information along with the numeric code from the unlock utility. You also need to know your Username and Password issued from Eset, these can be found in the Eset Email sent to you after you purchased or renewed Nod32/Eset Smart Security. In the event you do not know these, please contact our Support for help at 303-232-9070 Option 3. Submit the case after you fill in the required information.

Step 4. You will receive an automatic reply to your email address. This reply will contain the case number for the request you submitted. You can close the unlock utility while you wait for the second reply from Eset Customer Care that will contain your unlock code. It varies on the amount of time for the second reply.

Step 5. Once you receive the second email from Eset Customer Care, write down the unique unlock code that is listed in the email.

Step 6. Now that you have the unlock code, double click the Unlock utility you downloaded. There should be a field to place the unlock code into, once you place it into the field, press Enter. The Settings Password should now be removed, and you should be able to access your settings.