

ESET Tech Center

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Mitch | ESET Nederland - 2022-10-27 - Comments (0) - ESET Endpoint Security

Issue

- After upgrading your computer to macOS 13 Ventura, you receive a warning "Your computer is not fully protected."

Solution

1. Verify the current version of your ESET product.

- [ESET Endpoint Antivirus for macOS/ESET Endpoint Security for macOS](#)
- [ESET Cyber Security/ESET Cyber Security Pro](#)

2. Only the following versions and later support macOS 13 Ventura:

- ESET Endpoint Antivirus 7.2.1600.0
- [ESET Endpoint Security 6.11.606.0](#)
- [ESET Endpoint Antivirus 6.11.606.0](#)
- [ESET Cyber Security 6.11.404.0](#)
- [ESET Cyber Security Pro 6.11.404.0](#)

3. Click the Apple menu → **System Settings** → **Privacy & Security**.

4. Click **Full Disk Access**.

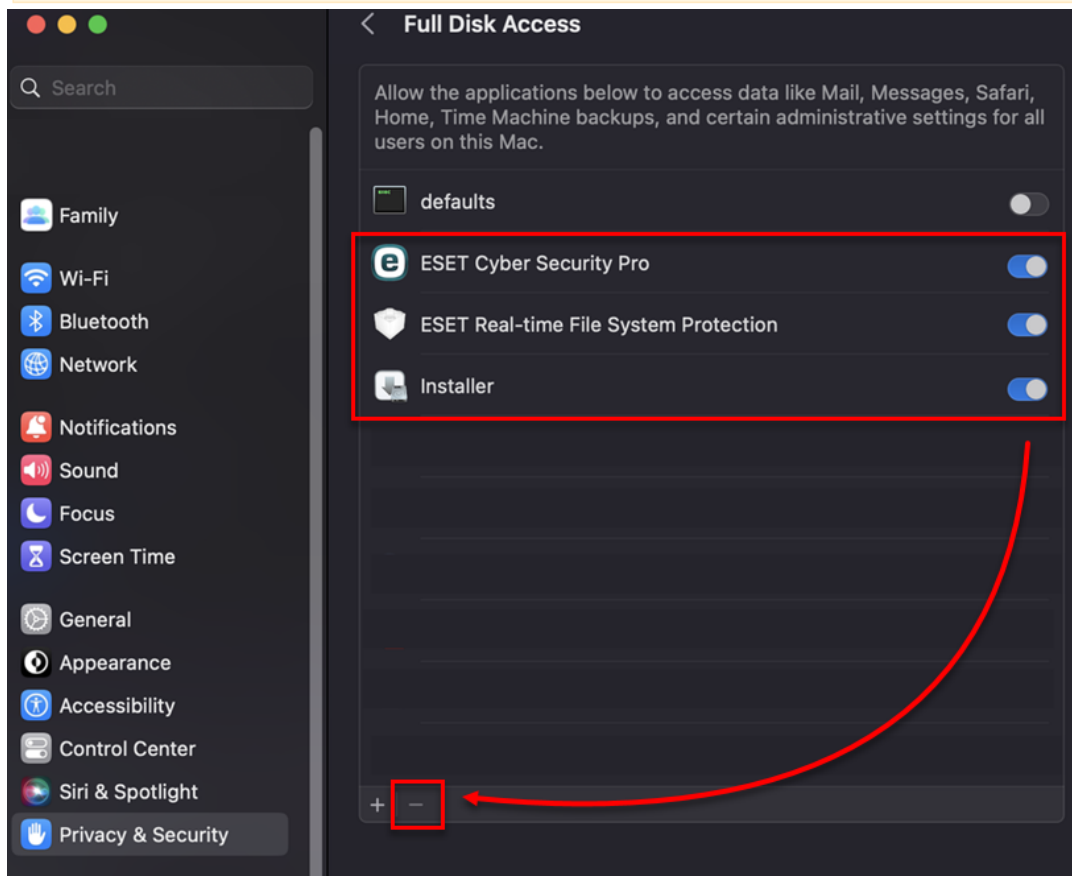
5. The settings will show the slider bar in the enabled position indicating the ESET product has Full Disk Access privileges; however, Full Disk Access is not enabled.

6. Click the slider bar next to all ESET options and **Installer**, then click the minus icon at the bottom of the window to remove the selected options. Alternatively, users can individually remove ESET options.



Remove options

Do not remove the existing ESET options more than one time. After clicking the minus icon, allow the workstation time to remove the ESET option from the window.



7. Each option will be removed from the menu and automatically added back.

8. After the ESET options appear, click the slider bar next to each ESET option to enable Full Disk Access.

9. ESET Endpoint Antivirus 7.2.1600.0 will automatically detect Full Disk Access. ESET Cyber Security and ESET Cyber Security Pro users, click **Start again** in the ESET alert dialog or restart your macOS.
