

ESET Tech Center

Knowledgebase > Endpoint Solutions > Download, install and activate ESET Cyber Security or ESET Cyber Security Pro

Download, install and activate ESET Cyber Security or ESET Cyber Security Pro

Mitch | ESET Nederland - 2022-11-29 - Comments (0) - Endpoint Solutions

Issues

- [Install the latest version of ESET Cyber Security or ESET Cyber Security Pro](#)
- macOS El Capitan (10.11) and earlier users: [Install version 6.8 of ESET Cyber Security or ESET Cyber Security Pro](#)



Use the latest version of macOS operating system

To install the latest version of ESET Cyber Security or ESET Cyber Security Pro (6.10), upgrade to macOS Sierra (10.12) or later.

Solution

Install the latest version of ESET Cyber Security or ESET Cyber Security Pro



Installation from the .pkg file requires internet access

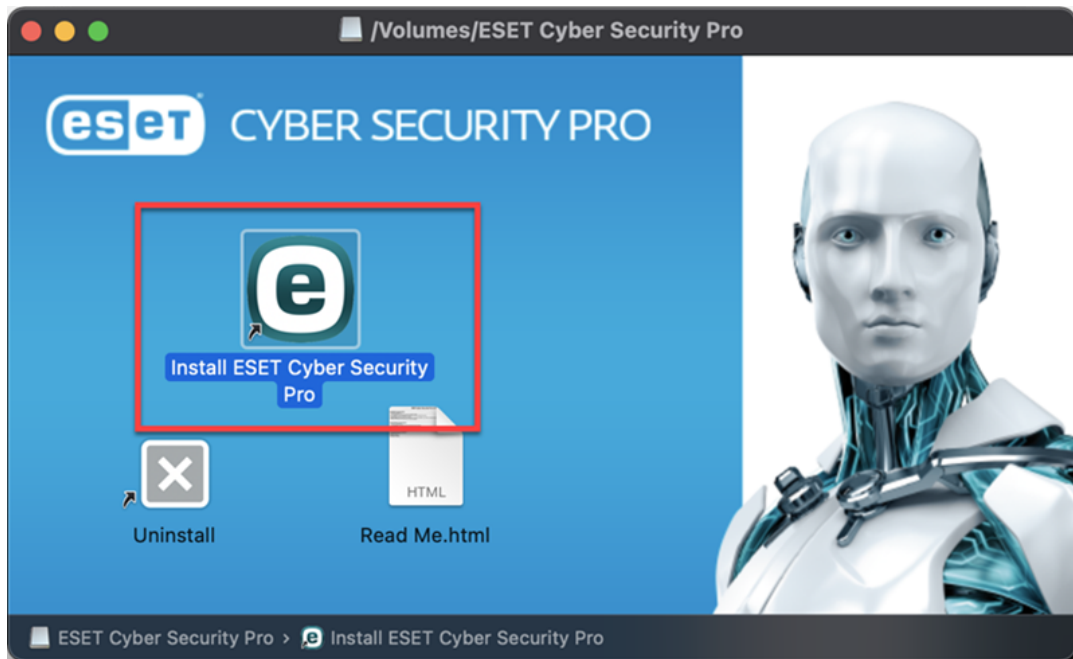
During installation and the first startup of your ESET products for macOS installed from the .pkg file, it is necessary to have internet access on your mac to allow Apple to verify ESET kernel extensions notarization.

1. [Uninstall any previously installed antivirus software](#) on your system.
2. Click one of the links below to download the installer package and then double-click the appropriate installer file to begin installation:
 - [Latest version of ESET Cyber Security](#)
 - [Latest version of ESET Cyber Security Pro](#)

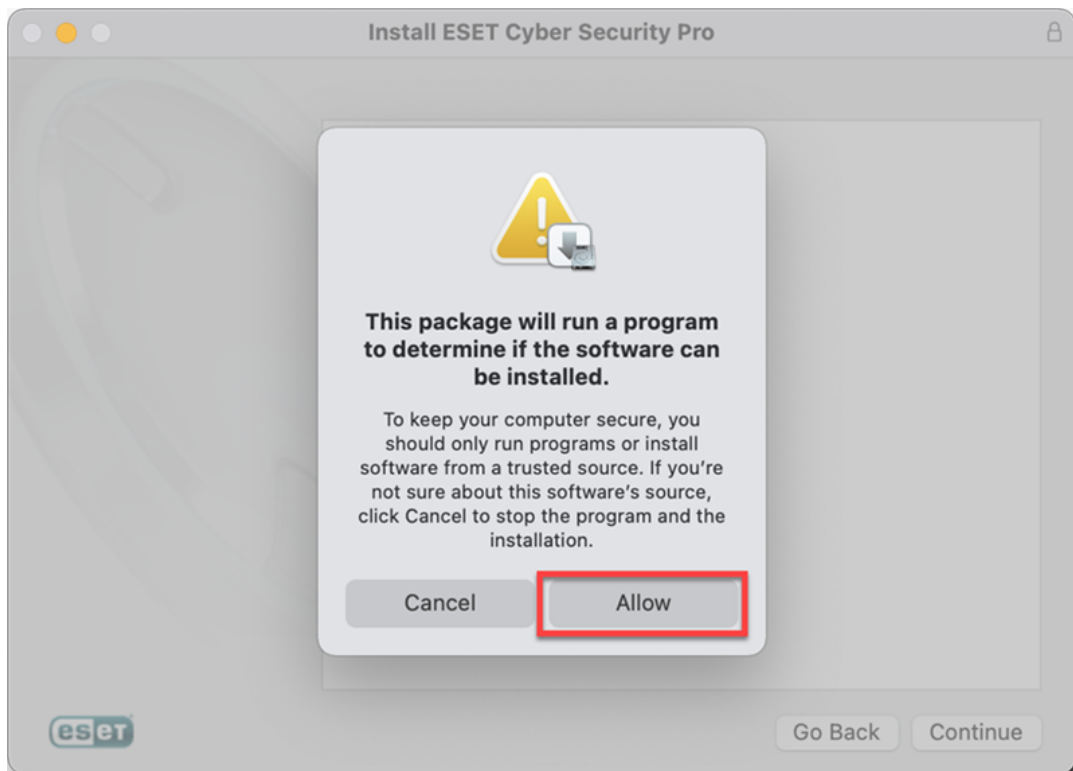
If you have a CD, insert it into your computer (if the installation does not begin automatically, double-click the ESET disc icon on your desktop). The **ESET Cyber Security** or **ESET Cyber Security Pro** window will open automatically.

3. Double-click **English**.

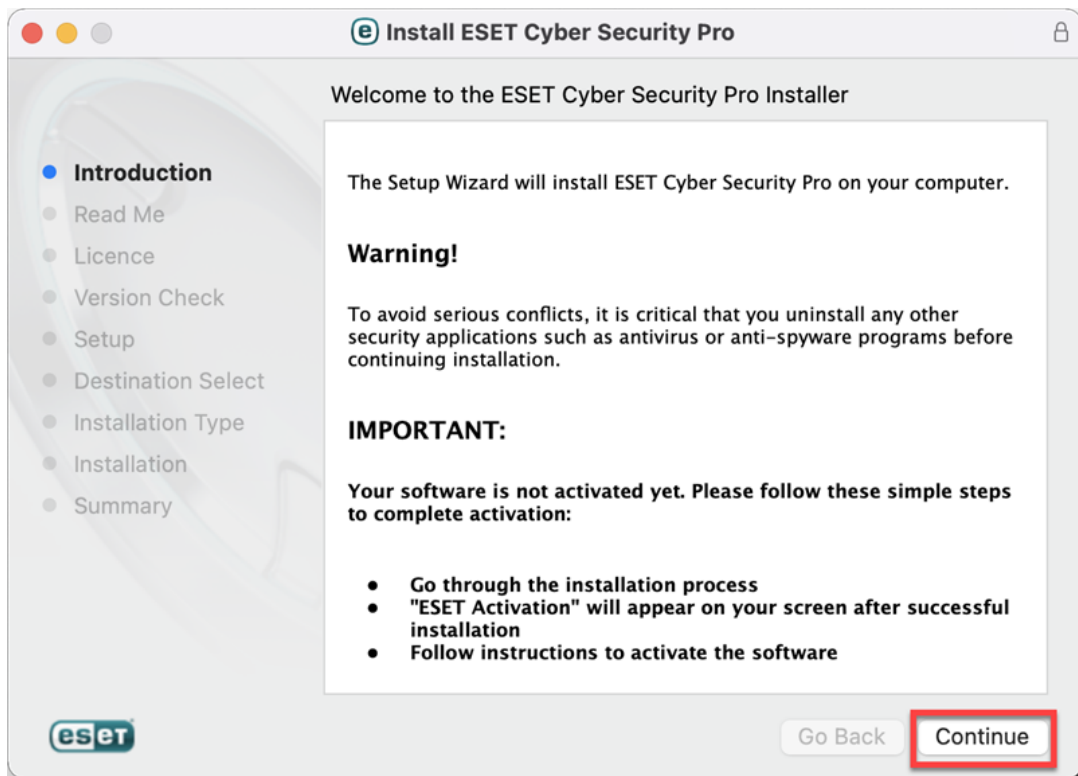
4. Double-click the **Install** icon.



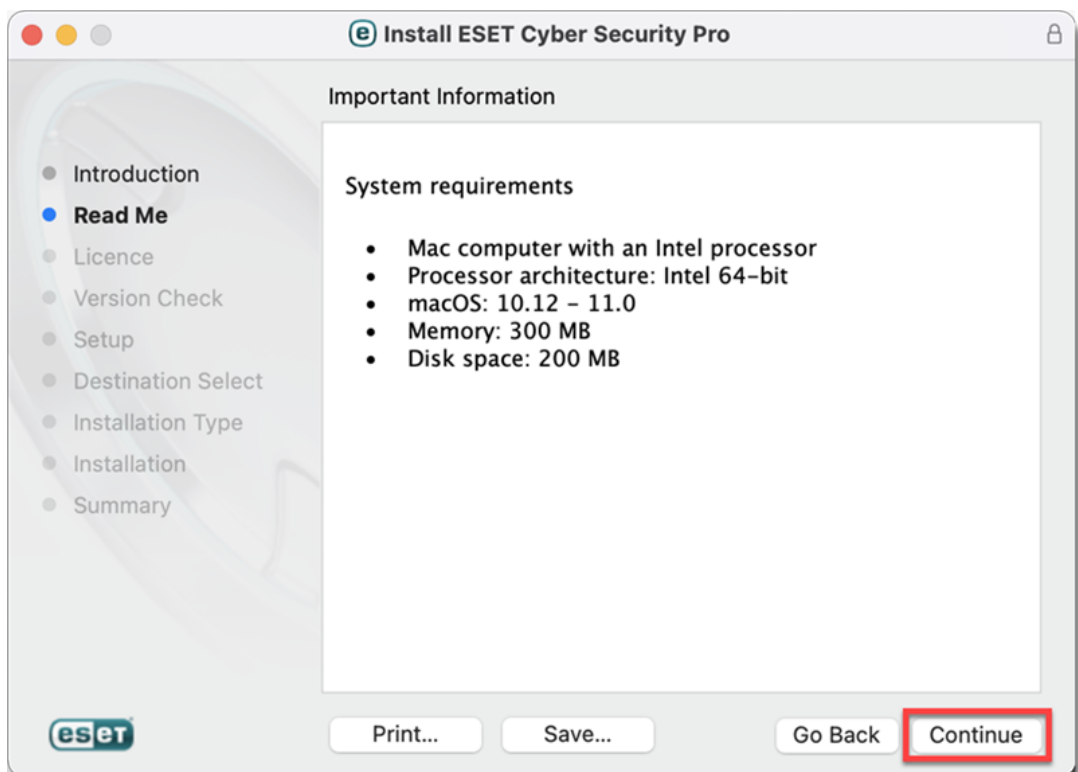
5. Click **Allow** to launch the Installation Wizard.



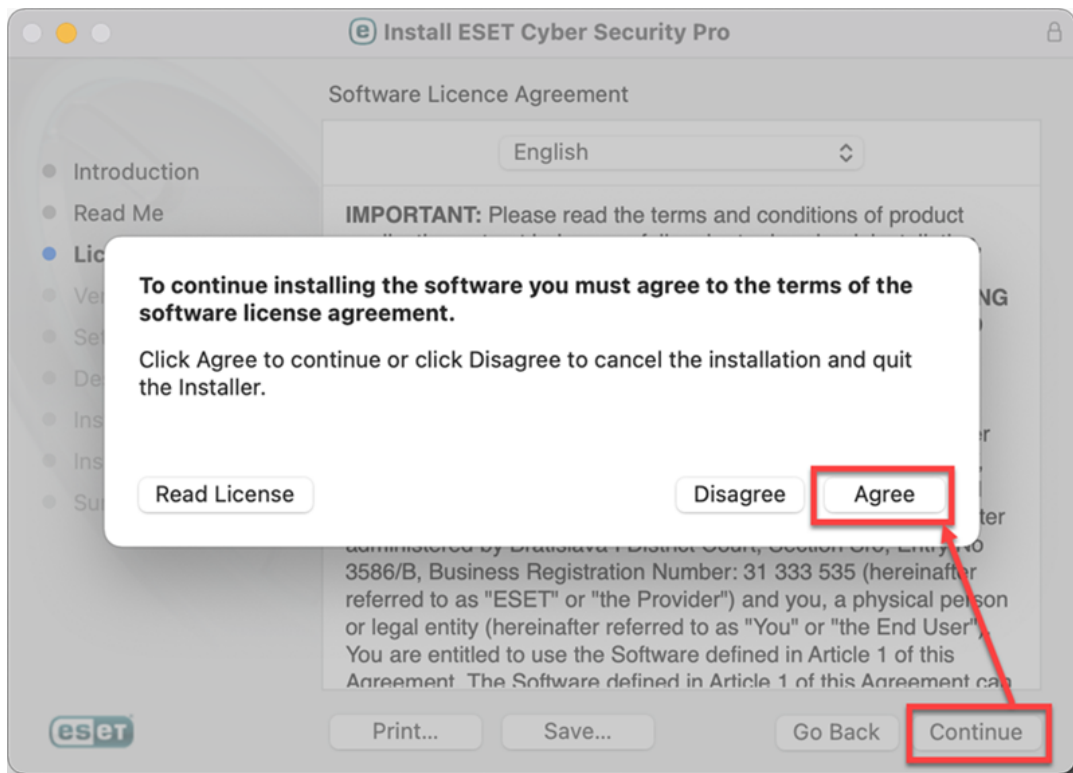
6. Click **Continue**.



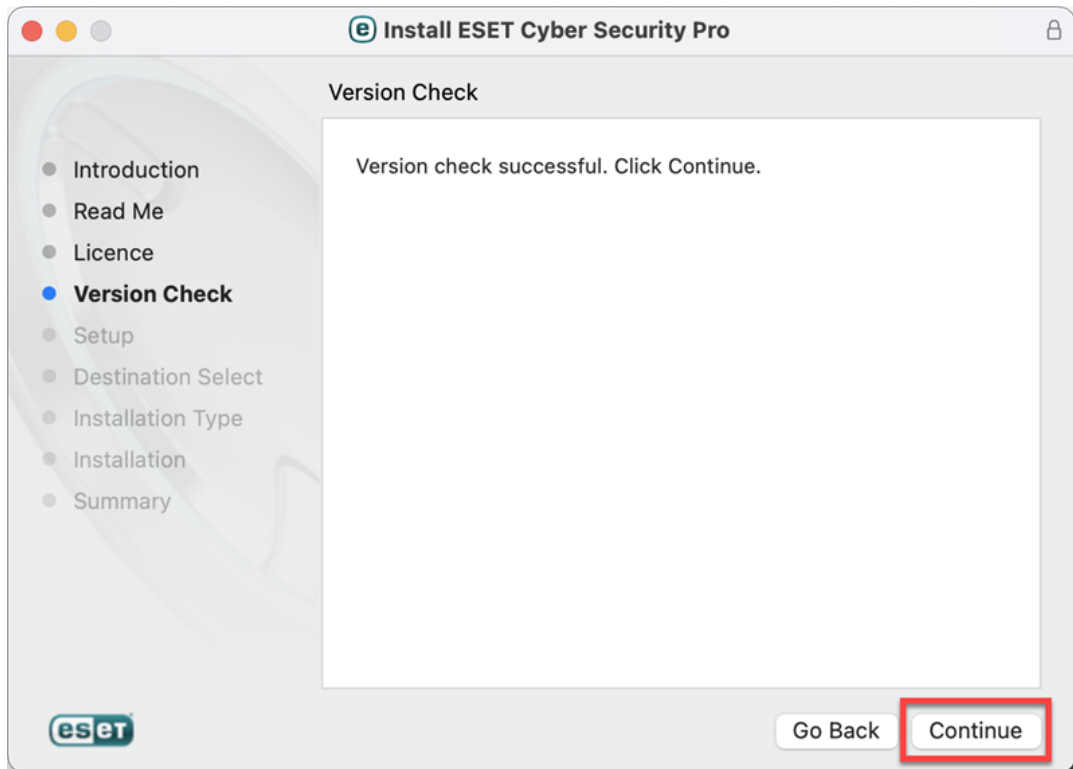
7. Click **Continue**.



8. Click **Continue** → **Agree**.



9. Click **Continue**. We recommend you install the latest version if you are notified one is available.



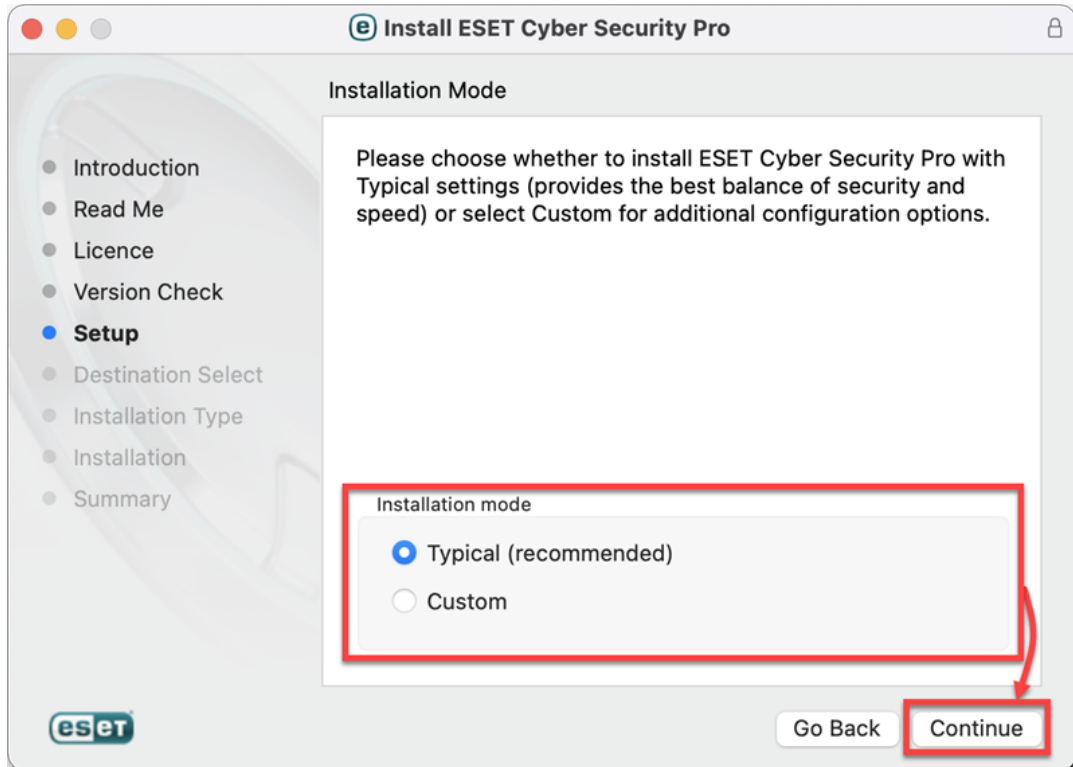
10. Select an Installation mode and click **Continue**.



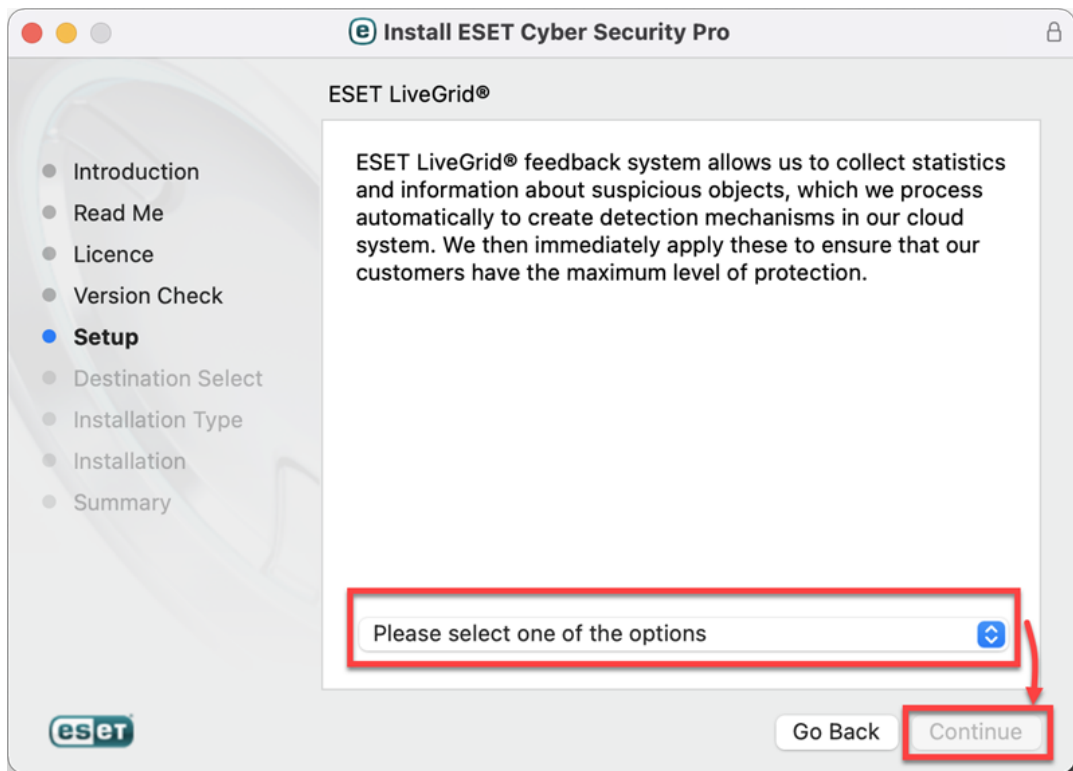
Compatibility issues

After clicking **Continue**, you might receive the following message: "This installer is intended for use with macOS versions: 10.12 - 11.0!"

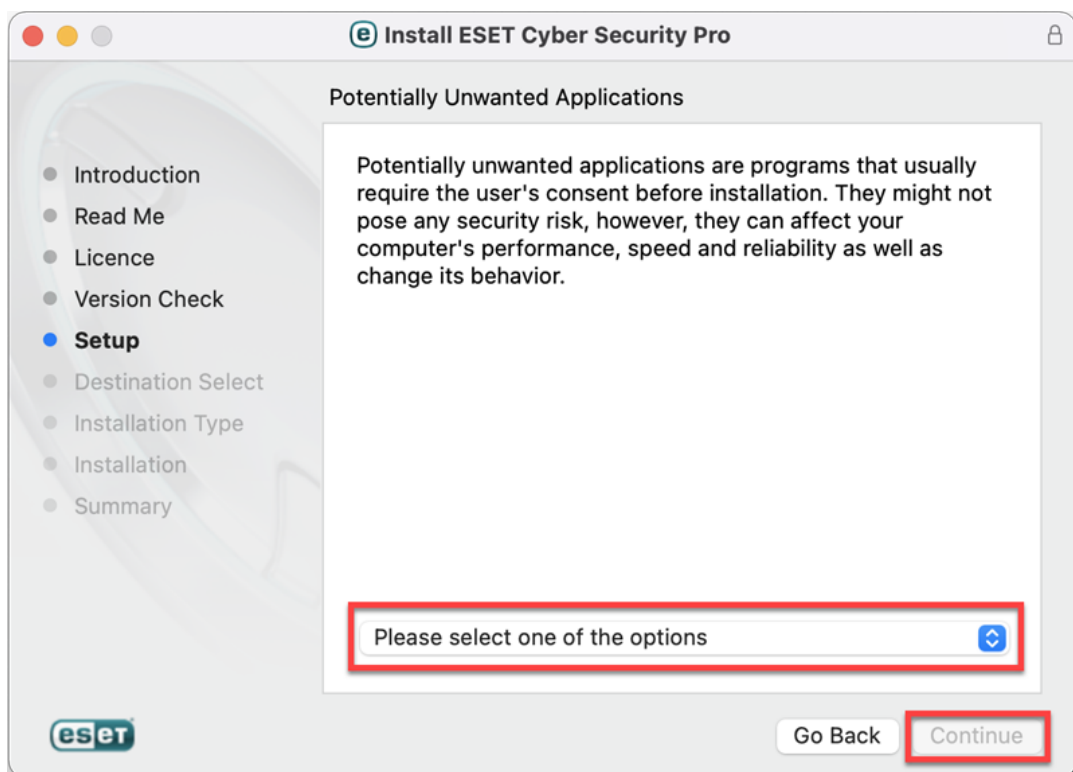
After receiving the following message, click **Continue** to resume the installation. ESET Endpoint products for Mac are compatible with macOS Big Sur 11.0 and later. This issue is caused by the versioning change of macOS versions.



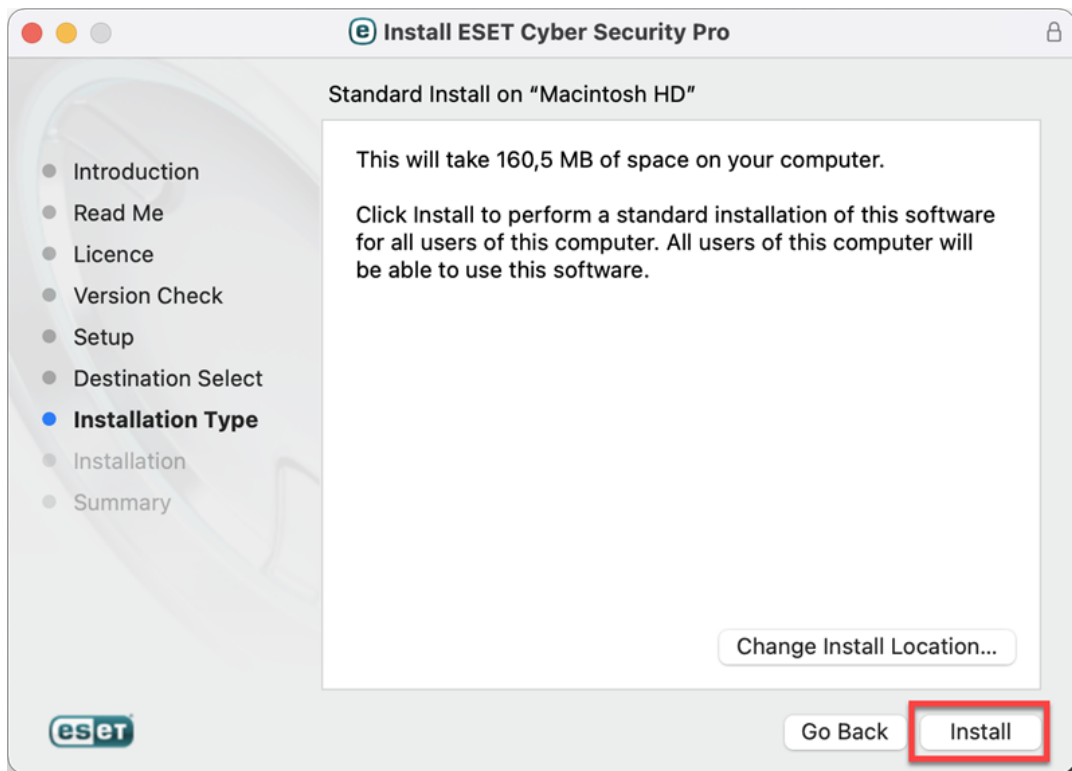
11. Select your preference for [ESET LiveGrid](#) and click **Continue**.



12. Select your [Potentially Unwanted Applications](#) preference and click **Continue**.



13. Click **Install**.



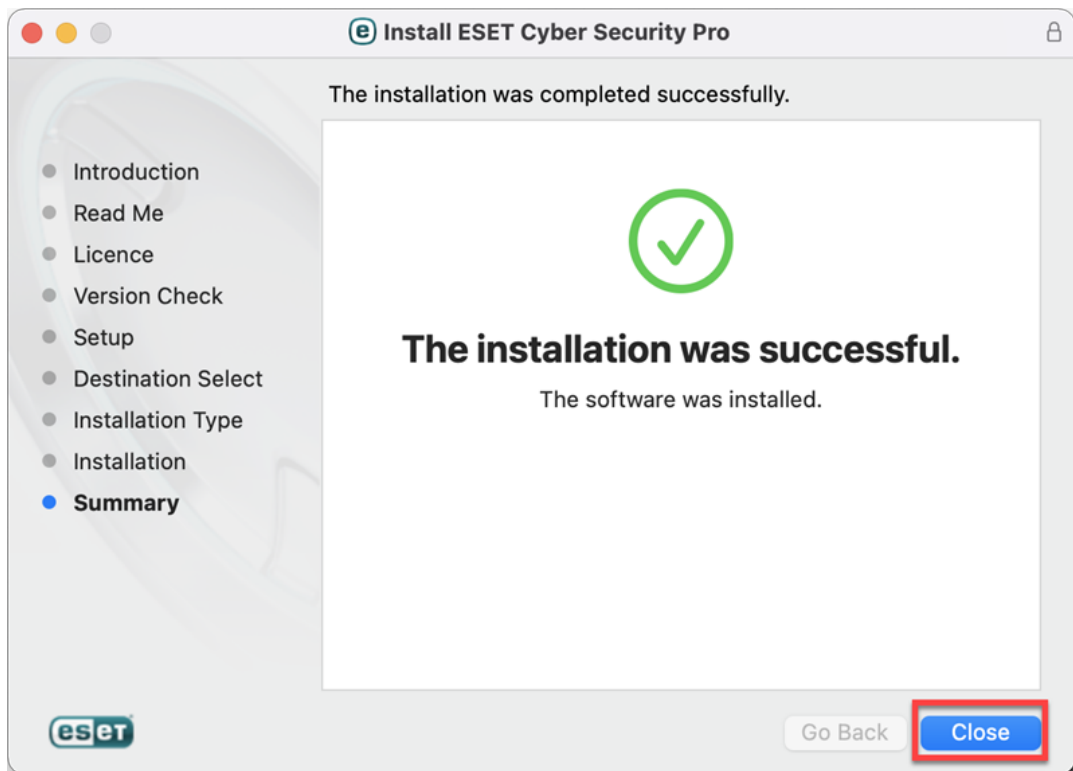
14. When prompted, type your administrator Name and Password and click **Install Software**.

15. The installation may take a few minutes to complete. When the **Installation was successful** screen displays, click **Close**.



System Extension Blocked notification

After the installation, **System Extension Blocked** notification windows may overlay the **Installation was successful** window. Move the windows to the side, close the installer and continue.



16. After the installation, you will receive **System Extension Blocked** system notification. [Allow system extensions for your ESET product for Mac.](#)

17. After allowing system extensions, you need to allow your ESET product to add proxy configurations for Web access protection to work. Click **Allow**. This option is required by Apple to increase your protection.



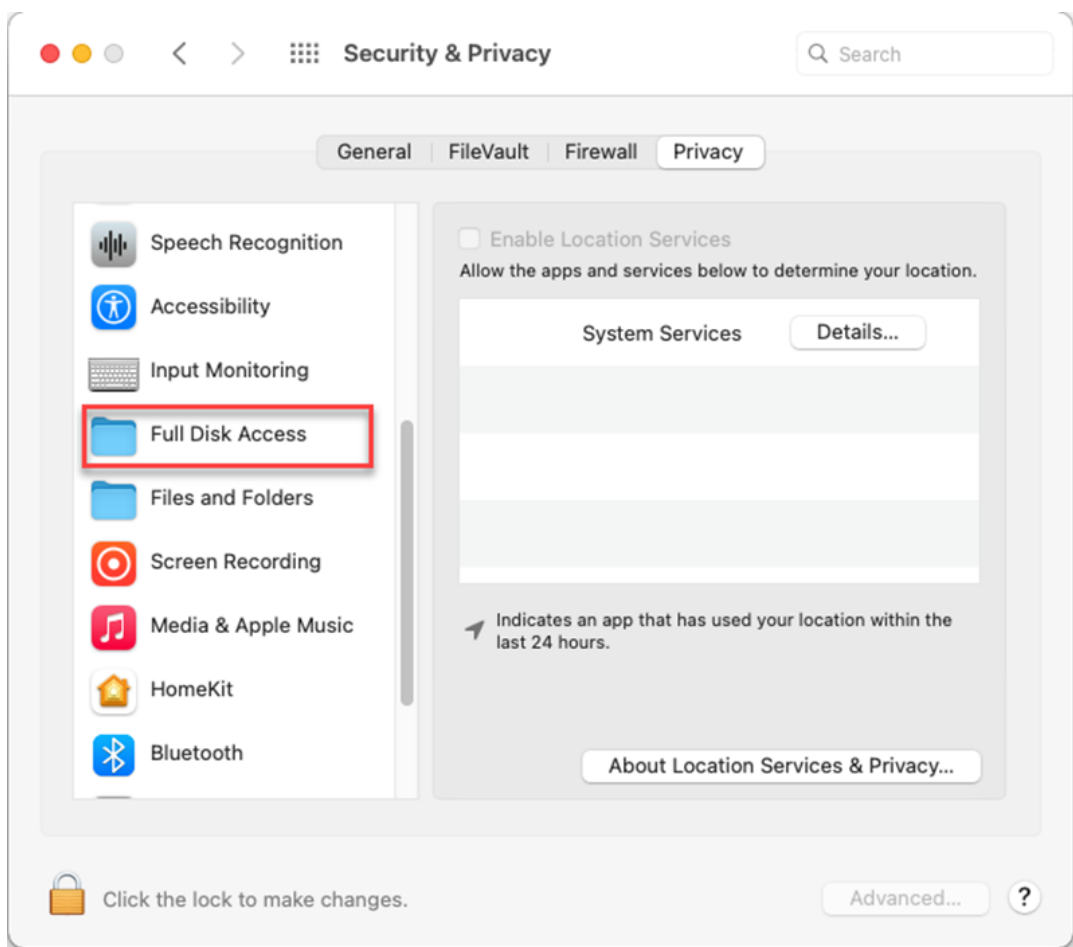
18. After allowing system extensions, you will receive **Your computer is not protected** notification from your ESET product. You need to allow your ESET product access to **user protected data** to receive full protection.

Allow full disk access

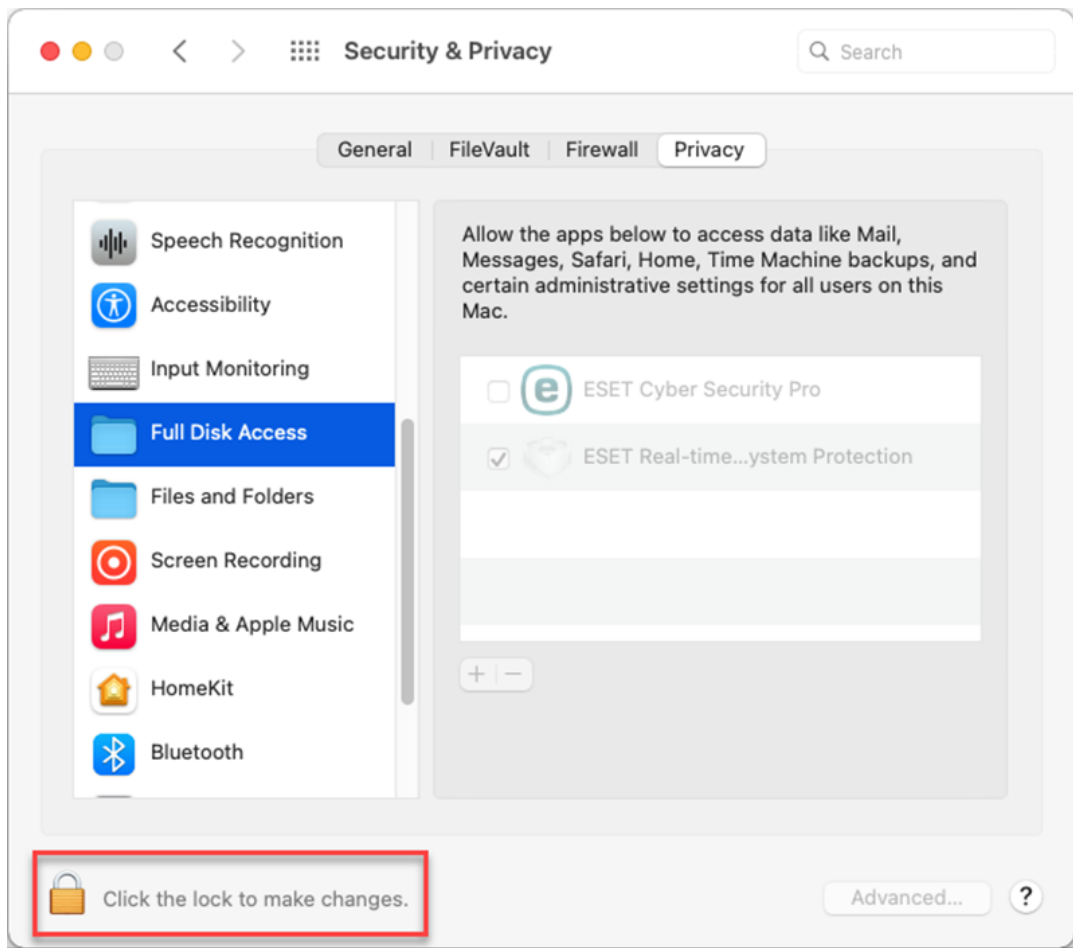
a. Click **Open System Preferences**.



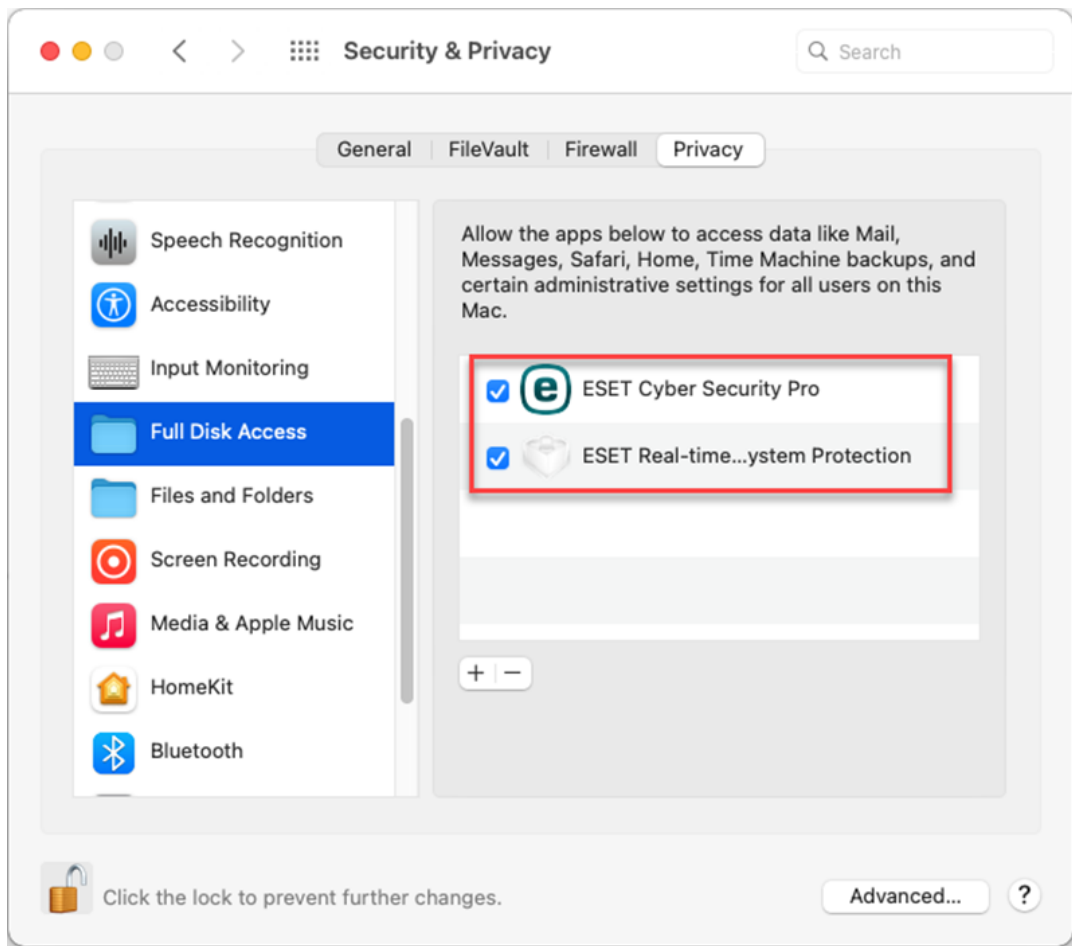
b. Select the **Full Disk Access** option.



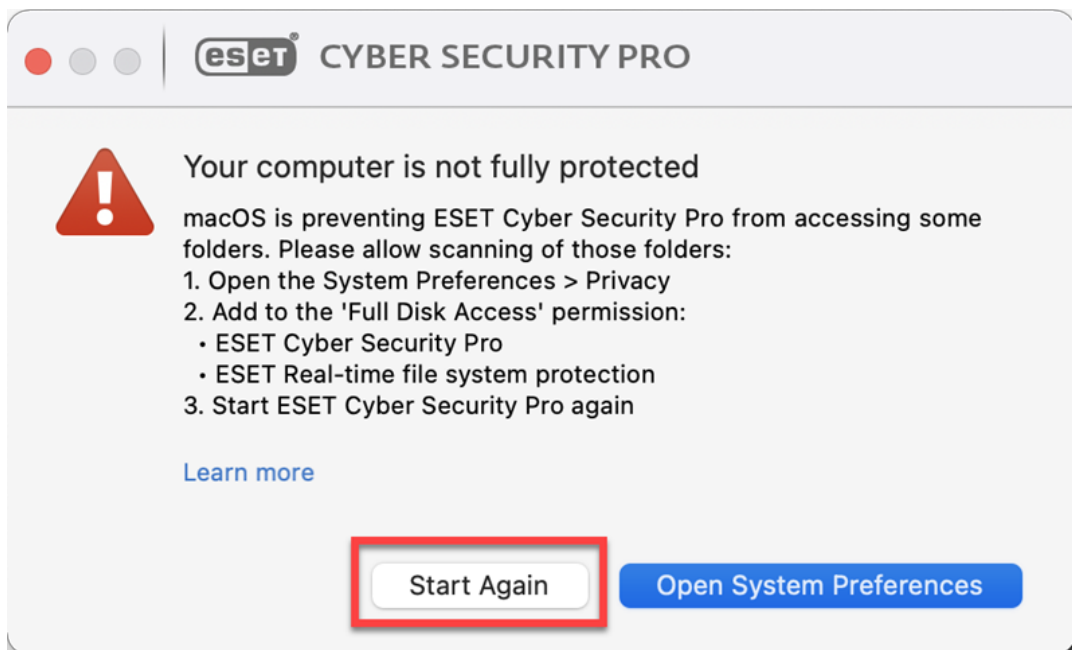
c. Click the Lock icon so that you can make changes.



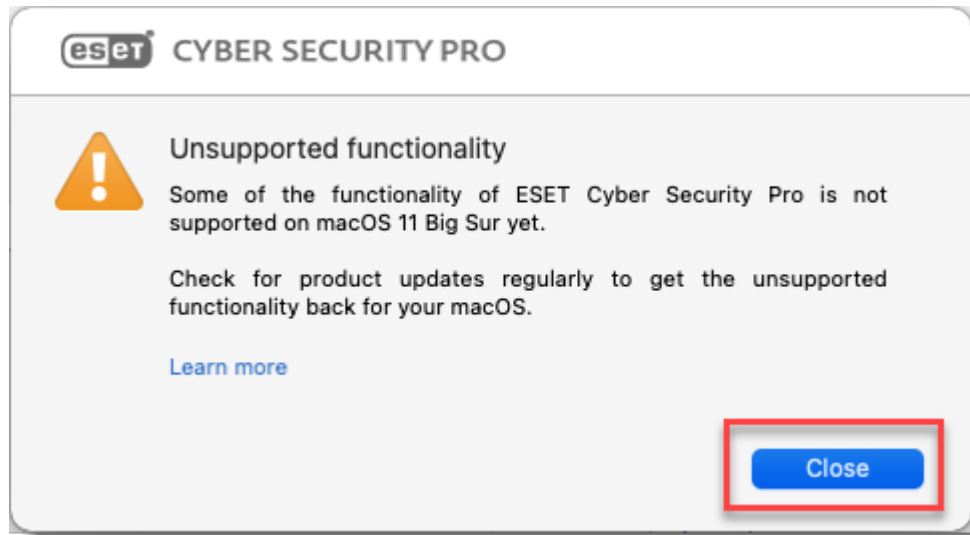
d. Check the check box next to **ESET Cyber Security Pro** and **ESET Real-time System Protection**.





e. Click **Start Again** in ESET product notification to restart ESET product or restart your computer.

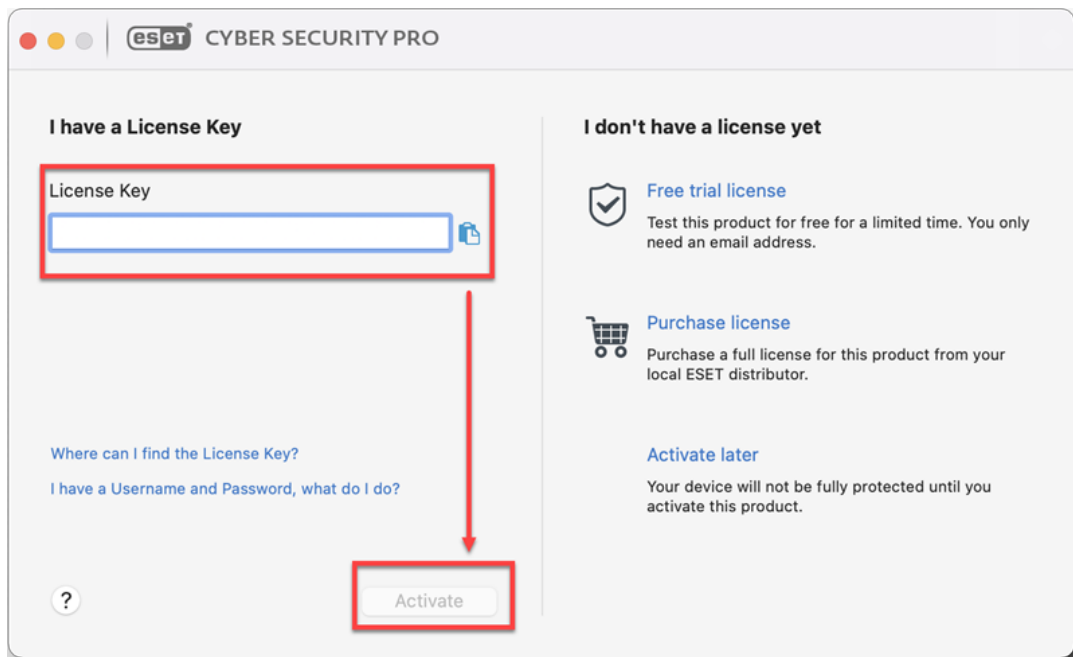


19. After the installation and system configuration is complete, the activation window will open automatically. If you are using macOS Big Sur (11), you will be informed about unsupported functionality. Some functionalities in ESET products for macOS 11 Big Sur will be added in future versions. For more information click **Learn more** or visit [our macOS Big Sur support article](#). Click **Close** to continue.



20. In the **License Key** field, type or copy/paste your License Key and click **Activate**. Make sure you type or copy/paste in the **License Key** exactly as it appears and include the hyphens. If you copy/paste be sure you do not accidentally select additional space around the text. If you have a CD, type your Activation Key (printed on the label) into the blank field. Be sure to include hyphens. If the activation window does not open automatically, in the menu bar, click the  or  icon in the menu bar. Select **Open ESET Cyber Security** or **ESET Cyber Security Pro** and click **Activate**.

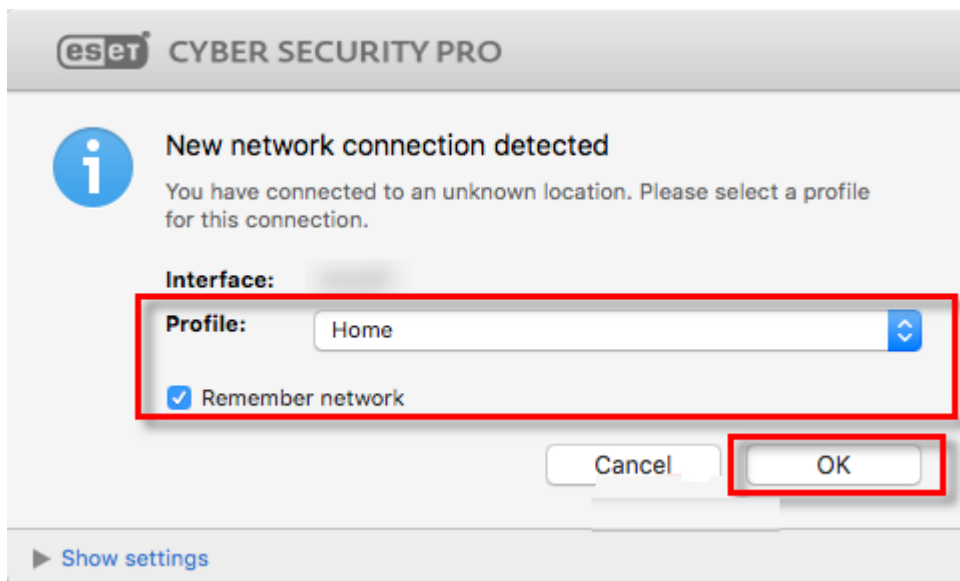
[If you do not have a License Key or did not receive an email with license information following your purchase, you can retrieve your license information.](#)



21. If your credentials were entered correctly, you will see the **Activation was successful** screen. Click **Done** to complete your activation. Your product will now automatically begin downloading the latest modules update.

22. **Cyber Security Pro users only:** In the **New network connection detected** window, select the check box next to **Remember network**, select your preferred **Profile** from the drop-down menu and click **OK**.

If you are performing this installation in an office or home environment on a secure network, click **Home** or **Office**. Only select **Public** if you are traveling with your client computer and ESET Cyber Security Pro detects a new network.



Install version 6.8 of ESET Cyber Security or ESET Cyber Security Pro

macOS 10.11 and earlier users must use version 6.8. [Visit our End of Life policy page to view product support levels](#)

Double-click the appropriate installer file to download the appropriate installer file:

- [Version 6.8 of ESET Cyber Security](#)
- [Version 6.8 of ESET Cyber Security Pro](#)

