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: <u>Install version 6.8 of ESET Cyber Security or ESET Cyber</u> <u>Security Pro</u>

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.

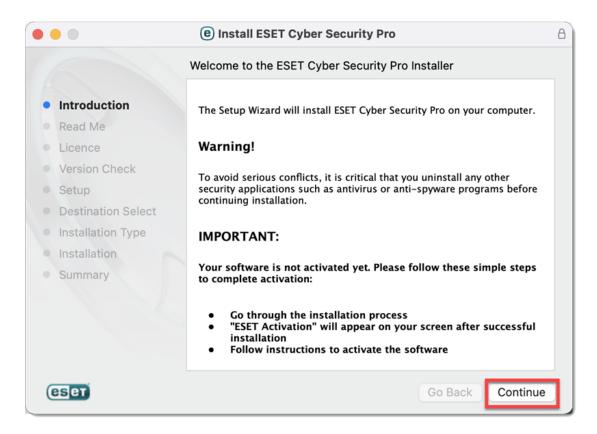
4. Double-click the Install icon.



 $5. \ Click \ Allow$ to launch the Installation Wizard.

	Install ESET Cyber Security Pro	В
	<image/> <section-header><section-header><text><text></text></text></section-header></section-header>	
eser		Go Back Continue

6. Click Continue.



7. Click Continue.

	Install ESET Cyber Security Pro	۵
	Important Information	
 Introduction Read Me Licence Version Check Setup Destination Select Installation Type Installation Summary 	 System requirements Mac computer with an Intel processor Processor architecture: Intel 64-bit macOS: 10.12 - 11.0 Memory: 300 MB Disk space: 200 MB 	
eset	Print Save Go Back Continue]

• • •		Install ESET Cyber Security Pro	8
		Software Licence Agreement	
Intro	oduction	English	
Read	d Me	IMPORTANT: Please read the terms and conditions of pro	oduct
• Lic			
• Ver	To continue inst software license	alling the software you must agree to the terms of the	NG
• Set			
• De	the Installer.	ntinue or click Disagree to cancel the installation and quit	
Ins			er
• Ins			_
• Sui	Read License	Disagree Agree	ter
administrated by Diamontal Forum Forum, Security Security Forum, 100 3586/B, Business Registration Number: 31 333 535 (hereinaftyr referred to as "ESET" or "the Provider") and you, a physical person or legal entity (hereinafter referred to as "You" or "the End User", You are entitled to use the Software defined in Article 1 of this Agreement Character The Software defined in Article 1 of this Agreement can			einafter cal person d User", f this ement cap

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

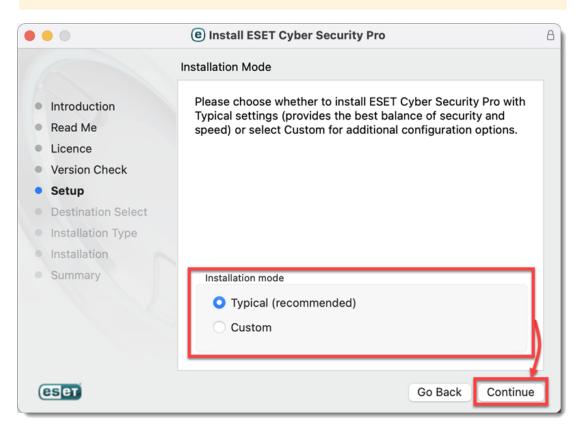
		Install ESET Cyber Security Pro	8
		Version Check	
•	Introduction	Version check successful. Click Continue.	
•	Read Me		
٠	Licence		
•	Version Check		
	Setup		
	Destination Select		
	Installation Type		
	Installation		
	Summary		
G	eser	Go Back Continue	1
e		Go Back Continue	

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.

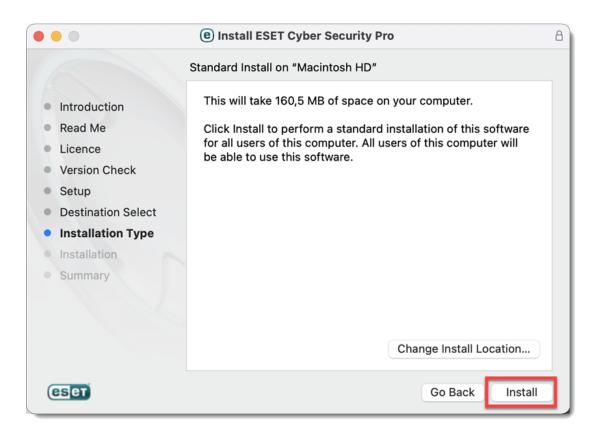


11. Select your preference for $\underline{\text{ESET LiveGrid}}$ and click **Continue**.

	e Install ESET Cyber Security Pro	8
 Introduction Read Me Licence Version Check Setup Destination Select Installation Type Installation Summary 	ESET LiveGrid® feedback system allows us to collect statistics and information about suspicious objects, which we process automatically to create detection mechanisms in our cloud system. We then immediately apply these to ensure that our customers have the maximum level of protection.	
CSCT	Please select one of the options	1

12. Select your <u>Potentially Unwanted Applications</u> preference and click **Continue**.

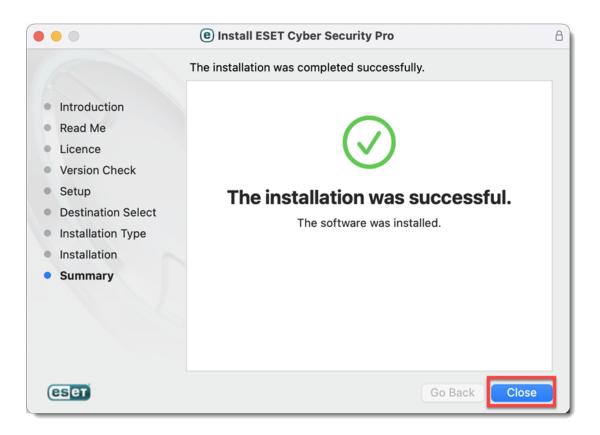
•		Install ESET Cyber Security Pro	8
IntroductionRead MeLicence		Potentially Unwanted Applications Potentially unwanted applications are programs that usually require the user's consent before installation. They might not pose any security risk, however, they can affect your computer's performance, speed and reliability as well as change its behavior.	
• • • • •	Version Check Setup Destination Select Installation Type Installation Summary		
(eset	Please select one of the options Go Back Continue]



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

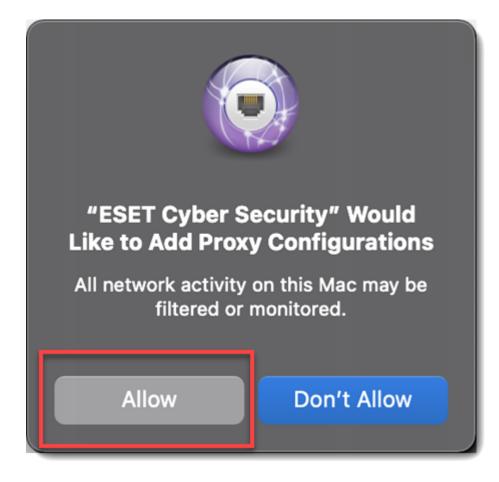
15. The installation may take a few minutes to complete. When the **Installation was successful** screen displays, click **Close**.

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. <u>Allow system</u> <u>extensions for your ESET product for Mac</u>.

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

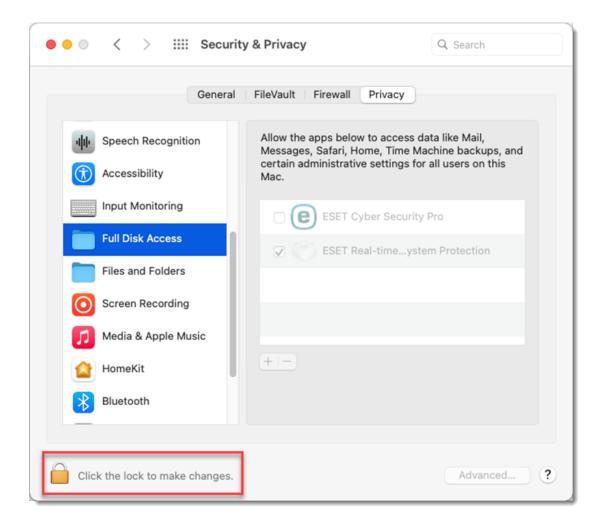
a. Click **Open System Preferences**.

eser CYBER SECURITY PRO
Your computer is not fully protected macOS is preventing ESET Cyber Security Pro from accessing some folders. Please allow scanning of those folders: 1. Open the System Preferences > Privacy 2. Add to the 'Full Disk Access' permission: • ESET Cyber Security Pro • ESET Real-time file system protection 3. Start ESET Cyber Security Pro again
Start Again Open System Preferences

b. Select the Full Disk Access option.

General	FileVault Firewall Privacy
III Speech Recognition	Enable Location Services Allow the apps and services below to determine your location.
Accessibility	System Services Details
Input Monitoring	
Full Disk Access	
Files and Folders	
Screen Recording	
Media & Apple Music	 Indicates an app that has used your location within the last 24 hours.
🙆 HomeKit	
Bluetooth	About Location Services & Privacy

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.

• • · · Securit	ty & Privacy Q Search	
General	FileVault Firewall Privacy	
Accessibility	Allow the apps below to access data like Mail, Messages, Safari, Home, Time Machine backups, and certain administrative settings for all users on this Mac.	
Input Monitoring	ESET Cyber Security Pro	
Files and Folders	SET Real-timeystem Protection	
Screen Recording Media & Apple Music		
HomeKit Bluetooth	+ -	
Click the lock to prevent further changes. Advanced ?		
Click the lock to prevent further of	changes. Advanced ?	

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

	eser CYBER SECURITY PRO
Your computer is not fully protected macOS is preventing ESET Cyber Security Pro from accessing some folders. Please allow scanning of those folders: 1. Open the System Preferences > Privacy 2. Add to the 'Full Disk Access' permission: • ESET Cyber Security Pro • ESET Real-time file system protection 3. Start ESET Cyber Security Pro again	
	Start Again Open System Preferences

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 <u>our macOS Big Sur support article</u>. Click **Close** to continue.

eset	CYBER SECURITY PRO
	Unsupported functionality Some of the functionality of ESET Cyber Security Pro is not supported on macOS 11 Big Sur yet. Check for product updates regularly to get the unsupported functionality back for your macOS.
	Close

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.

I have a License Key	I don't have a license yet	
License Key	Free trial license Test this product for free for a limited time. You only need an email address.	
	Purchase license Purchase a full license for this product from your local ESET distributor.	
Where can I find the License Key? I have a Username and Password, what do I do?	Activate later Your device will not be fully protected until you activate this product.	
? Activate		

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.

eser	CYBER SECURITY PRO					
1		rk connection detected nected to an unknown location. Please select a profile ction.				
[Profile:	Home				
L	Remember network					
		Cancel				
Show se	ttings					

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

macOS 10.11 and earlier users must use version 6.8. <u>Visit our End of Life policy page to view product support</u> <u>levels</u>

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

- <u>Version 6.8 of ESET Cyber Security</u>
- Version 6.8 of ESET Cyber Security Pro

tivate ESET Cyber S	Security using License Key (6	.x)	Later bekij
			Later Dekij
OOO ESET CYBER SECU	RITY PRO		
👌 Home 🔳	Maxin	num protection	
Computer scan			
🕞 Update			
Setup	▲ ✓	✓	
X Tools	Computer Firewall	Web and Mail	Parental Control
Cybersecurity Training			
-			
Help			
	FREQUENTLY USED		
	Smart Scan		
	🗇 Update		
	Number of checked objects with Real-time scanner:	0	
	Version of virus signature database:	7929 (20130124)	
	License valid until:	10/24/13 5:00:00 AM	
eser			