

ESET Tech Center

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Install ESET Endpoint Security or ESET Endpoint Antivirus for macOS on a client workstation (6.11)

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

Issue

- Install ESET Endpoint Security or ESET Endpoint Antivirus for macOS on a client workstation (6.x)

Solution

- I. [Download and install your ESET business product for Mac](#)
- II. [Allow system extensions and add proxy configurations](#)
- III. [Allow access to user protected data](#)
- IIII. [Activate your ESET business product](#)



Install ESET Endpoint Security or ESET Endpoint Antivirus for macOS 6.9 or earlier

To install ESET Endpoint Security or ESET Endpoint Antivirus for macOS 6.9 or earlier, see our [ESET knowledgebase article](#).

I. Download and install your ESET business product for Mac



Installation from the .pkg file

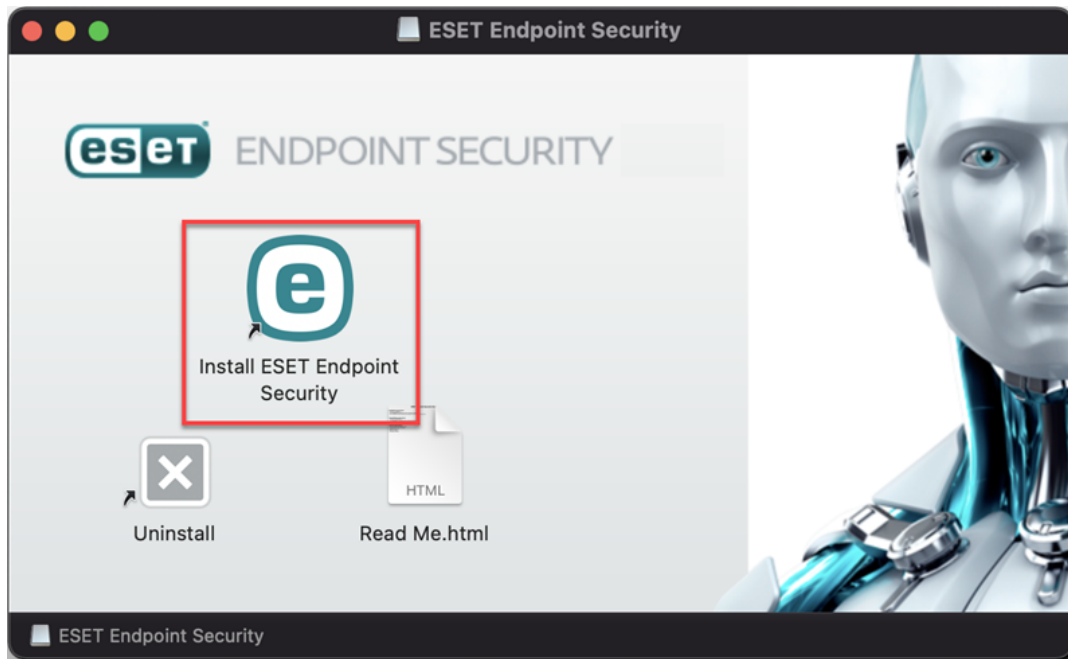
During installation and the first startup of your ESET products for macOS installed from the .pkg file, it is necessary to have internet access on your Mac to allow Apple to verify ESET kernel extensions notarization.

1. Click the appropriate link below to download the ESET Endpoint Security or ESET Endpoint Antivirus installer file:

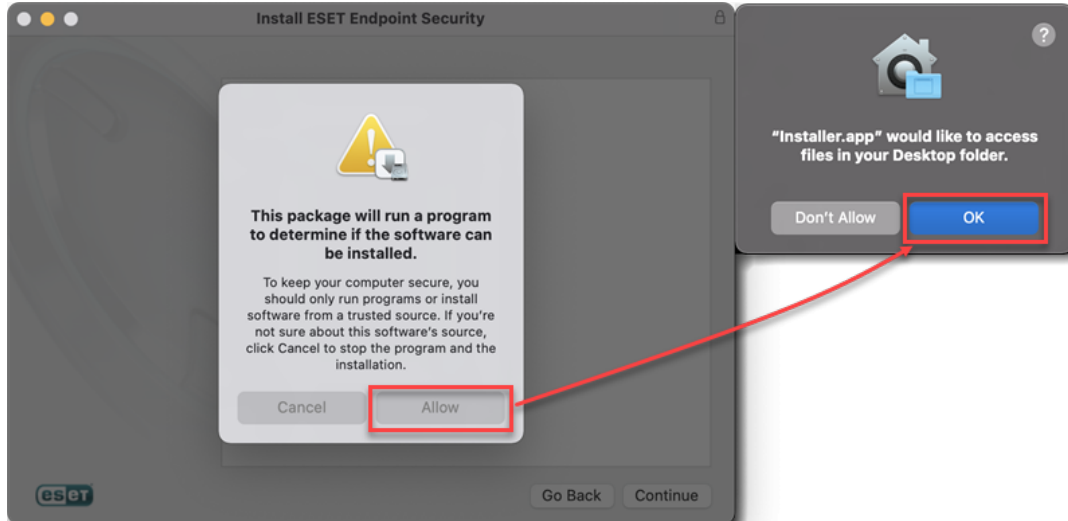
[ESET Endpoint Security for macOS](#) [ESET Endpoint Antivirus for macOS](#)

2. The install package will appear in your **Downloads** folder or the default folder set by your browser. Double-click the installer file to open it.

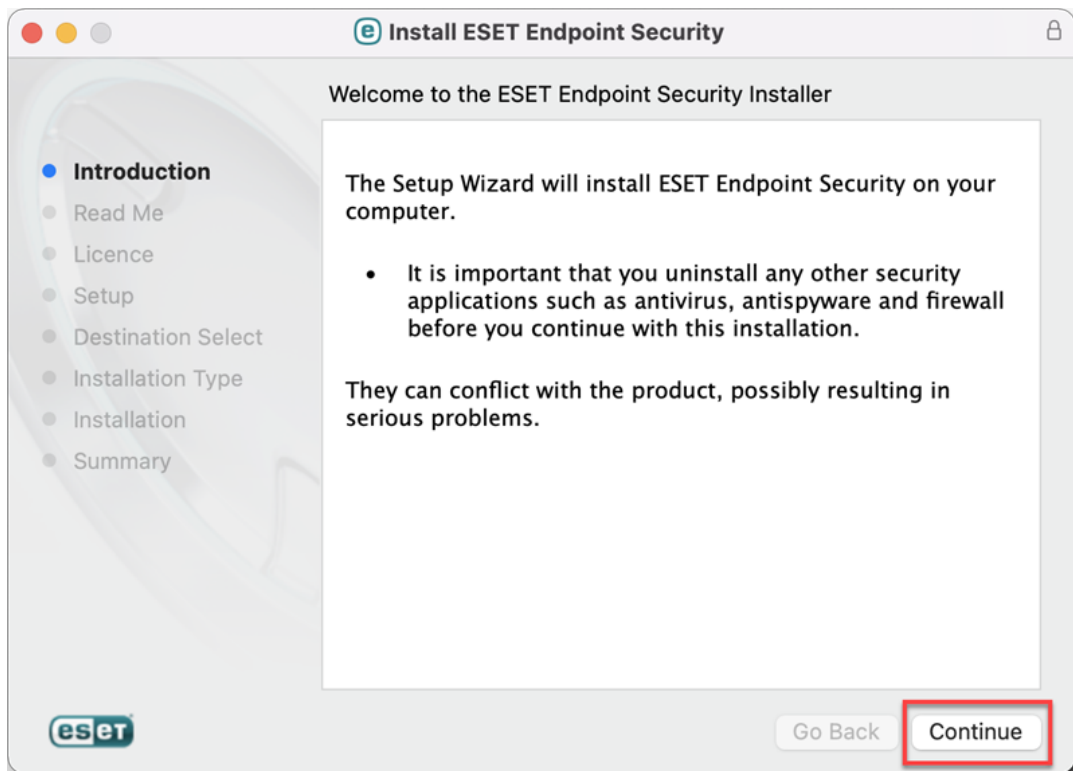
3. Double-click **Install ESET Endpoint Security**. When prompted, click **Continue** to launch the Installation Wizard.



4. When prompted, click **Allow** to authorize the installer to determine if the software can be installed and click **OK** to allow access to your Desktop folder.

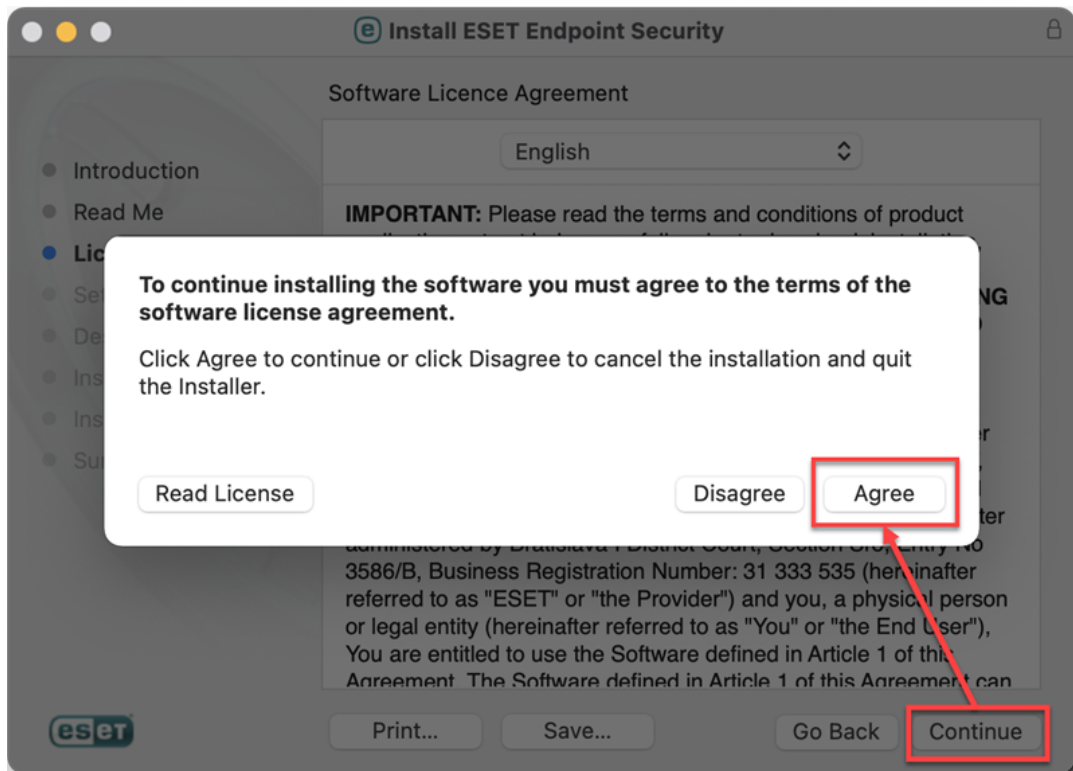


5. Remove any existing security applications such as antivirus, antispyware, or firewall from your computer if you have not done so already. Click **Continue** if no other security applications are installed.



6. Review the system requirements and click **Continue**.

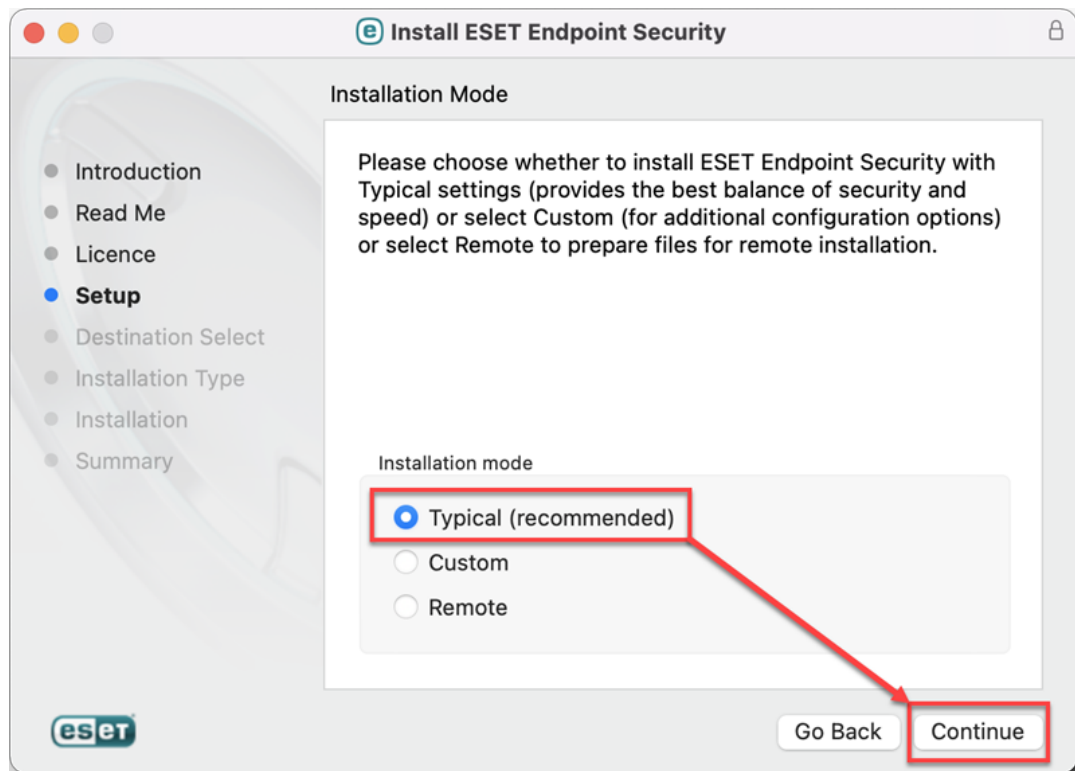
7. Read the ESET Software License Agreement and click **Continue** → **Agree** if you agree.



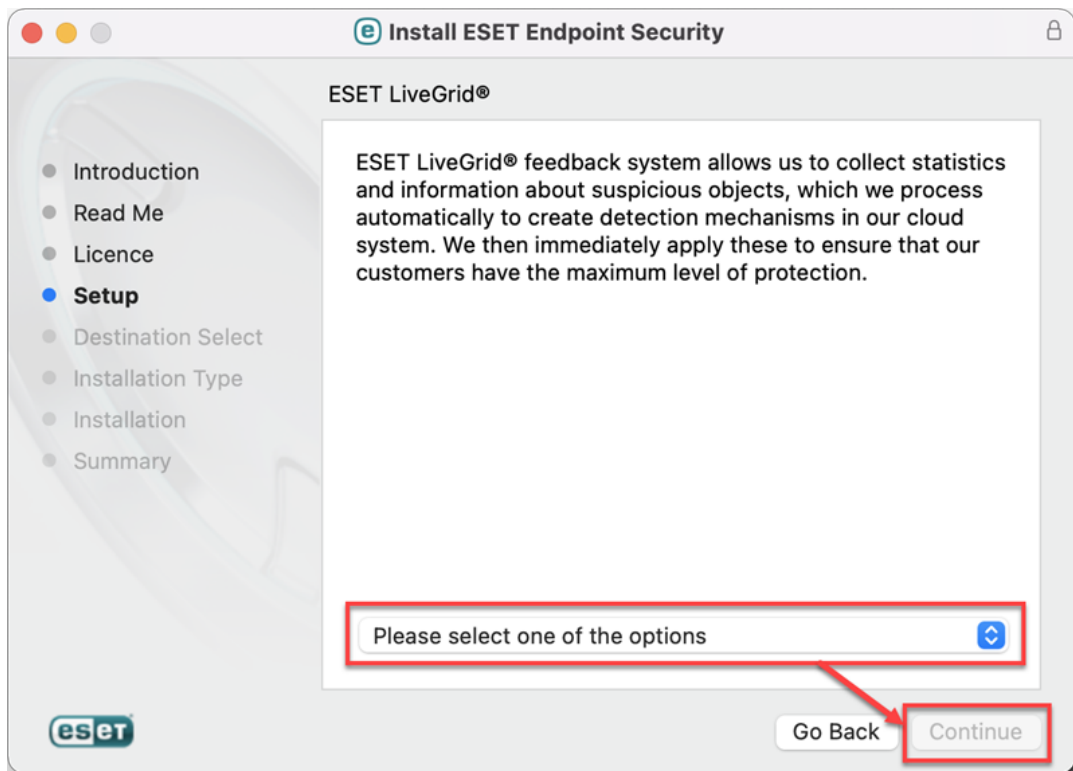
8. Select **Typical** installation mode (select **Custom** if you want to configure your own settings) and click **Continue**.

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

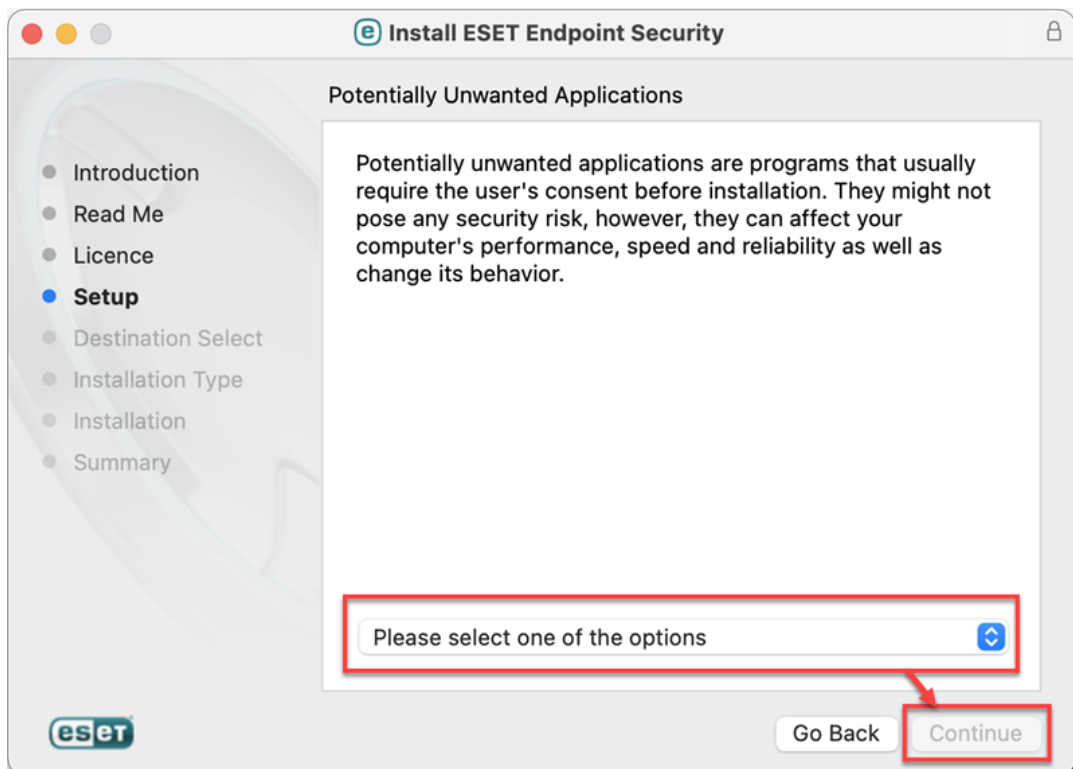
After receiving the following message, click **Continue** to resume the installation. ESET Endpoint products for Mac are compatible with macOS Big Sur 11.0 and later. This issue is caused by the changed versioning of macOS versions.



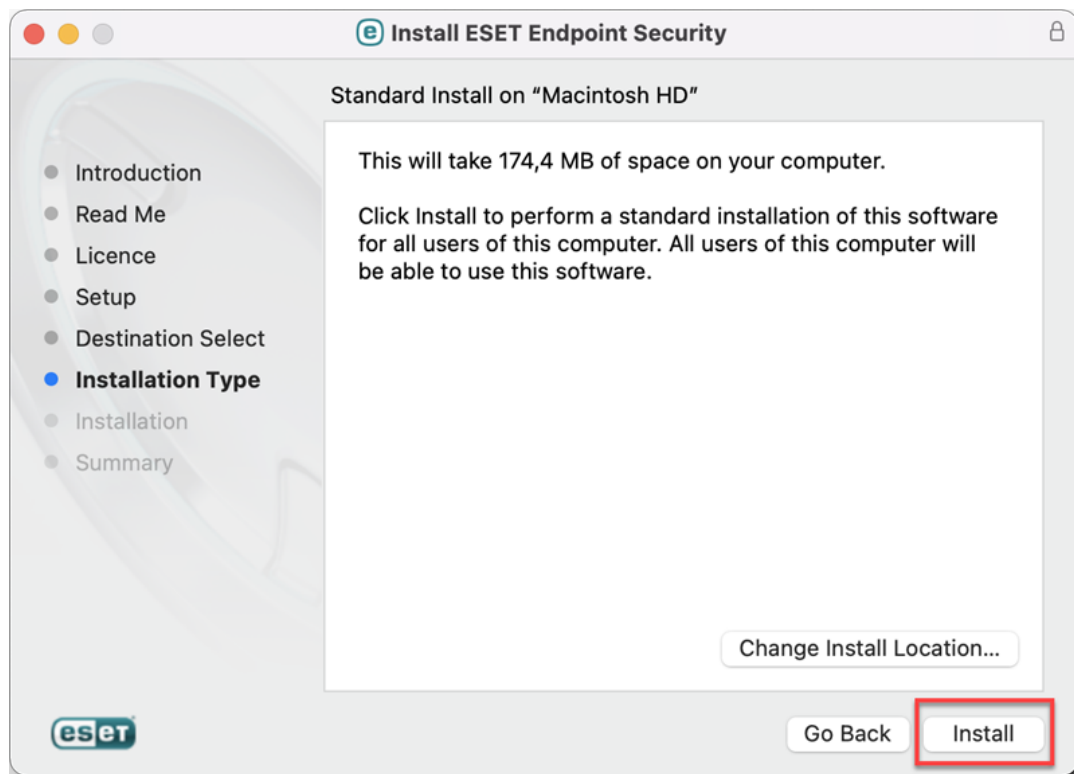
9. In the **ESET LiveGrid** window, select your preferred option and click **Continue**. If you decide later that you would like to change this setting, you will be able to do so using the LiveGrid setup.



10. In the **Potentially Unwanted Applications** window, select your preferred option (see [What is a potentially unwanted application?](#)) and click **Continue**. If you decide later that you would like to change this setting, you will be able to do so using Advanced setup.

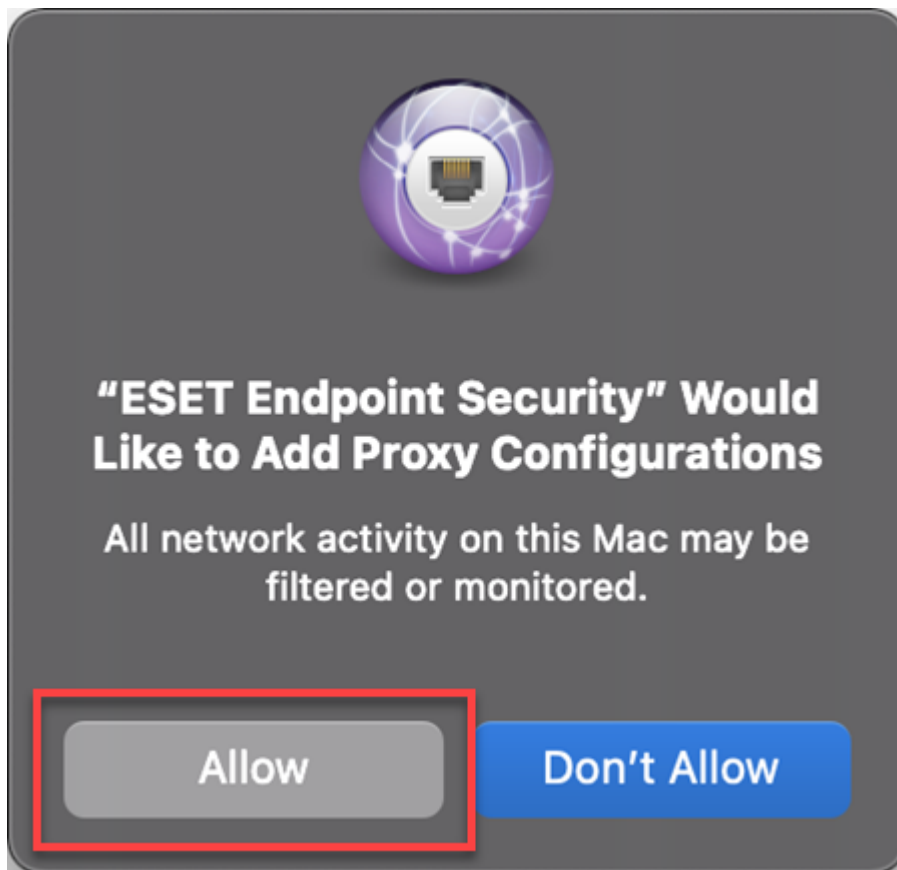


11. Click **Install**. If you are prompted to type your macOS password, type it and click **Install Software**.



II. Allow system extensions and add proxy configurations

1. After the installation, you will receive **System Extension Blocked** system notification. You will need to allow system extensions for your ESET product to work.
2. 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.



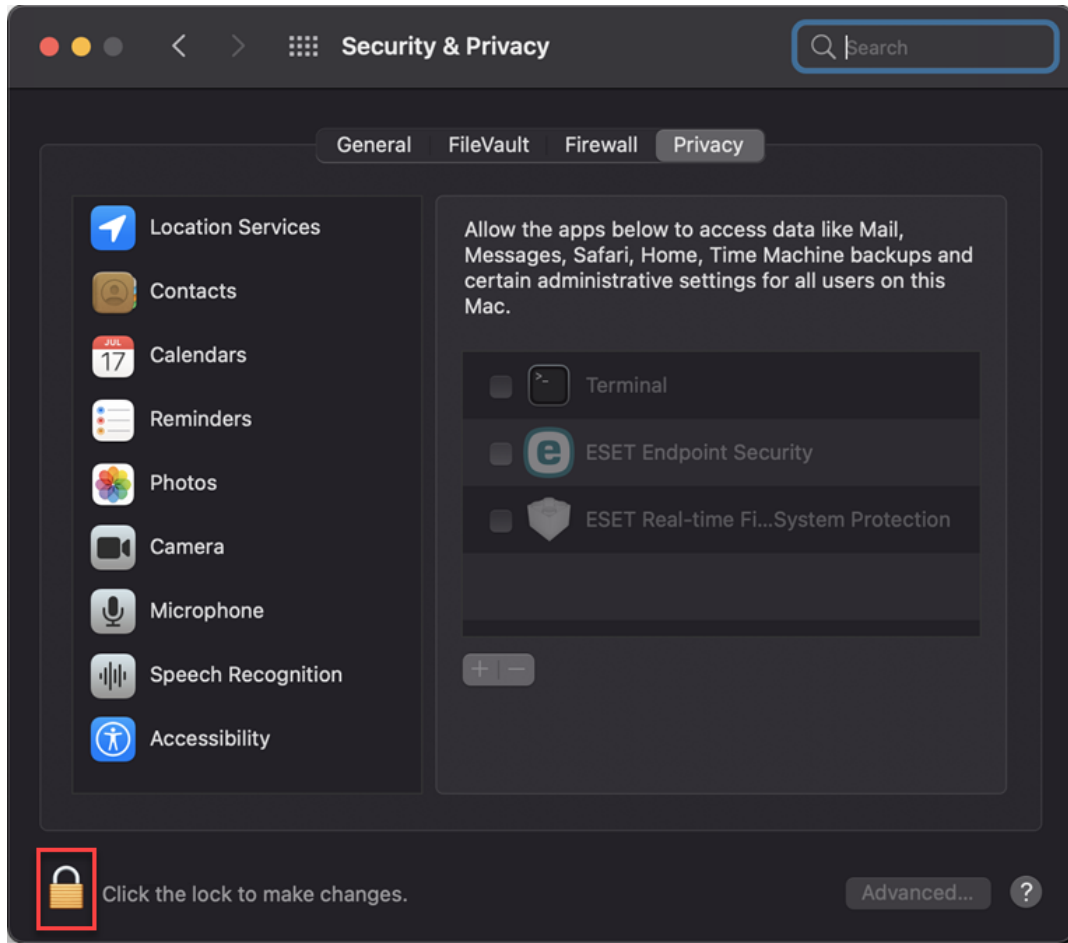
III. Allow access to user protected data

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** in order to receive full protection.

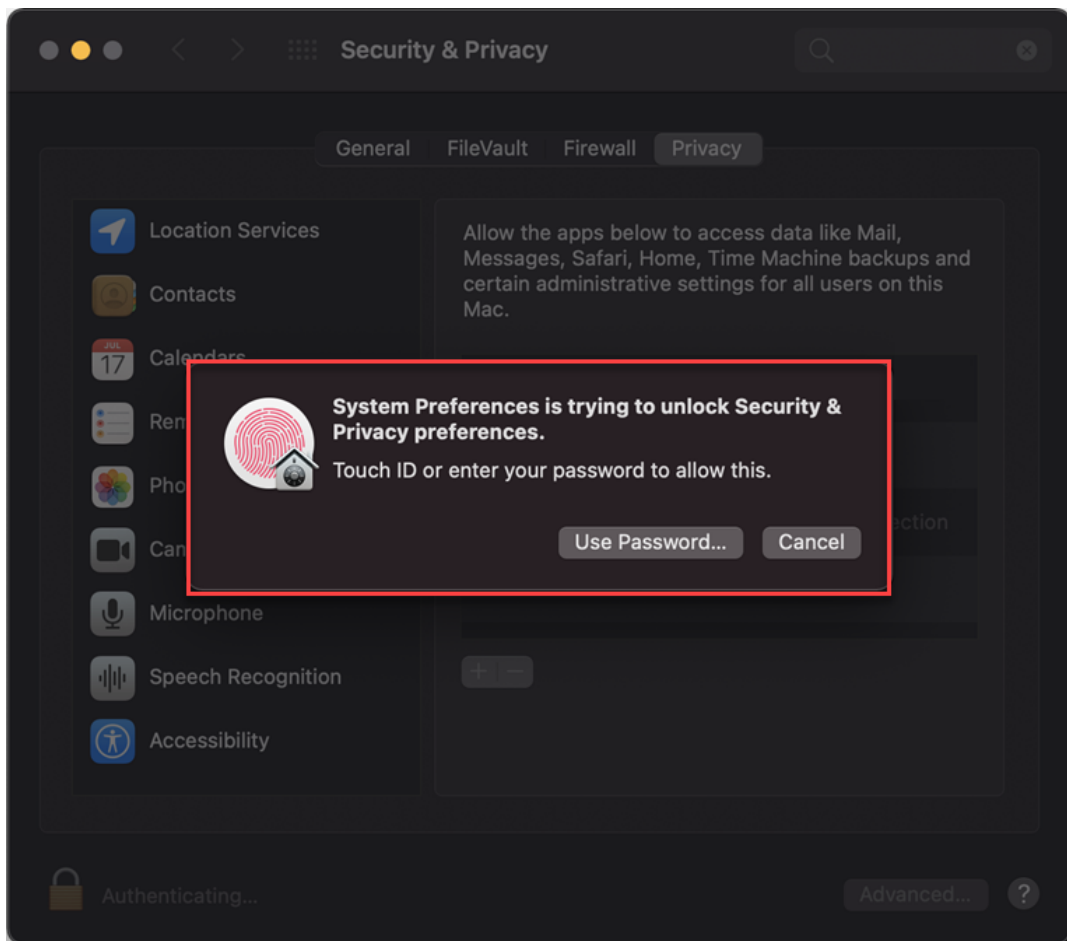
1. Click **Open System Preferences**.



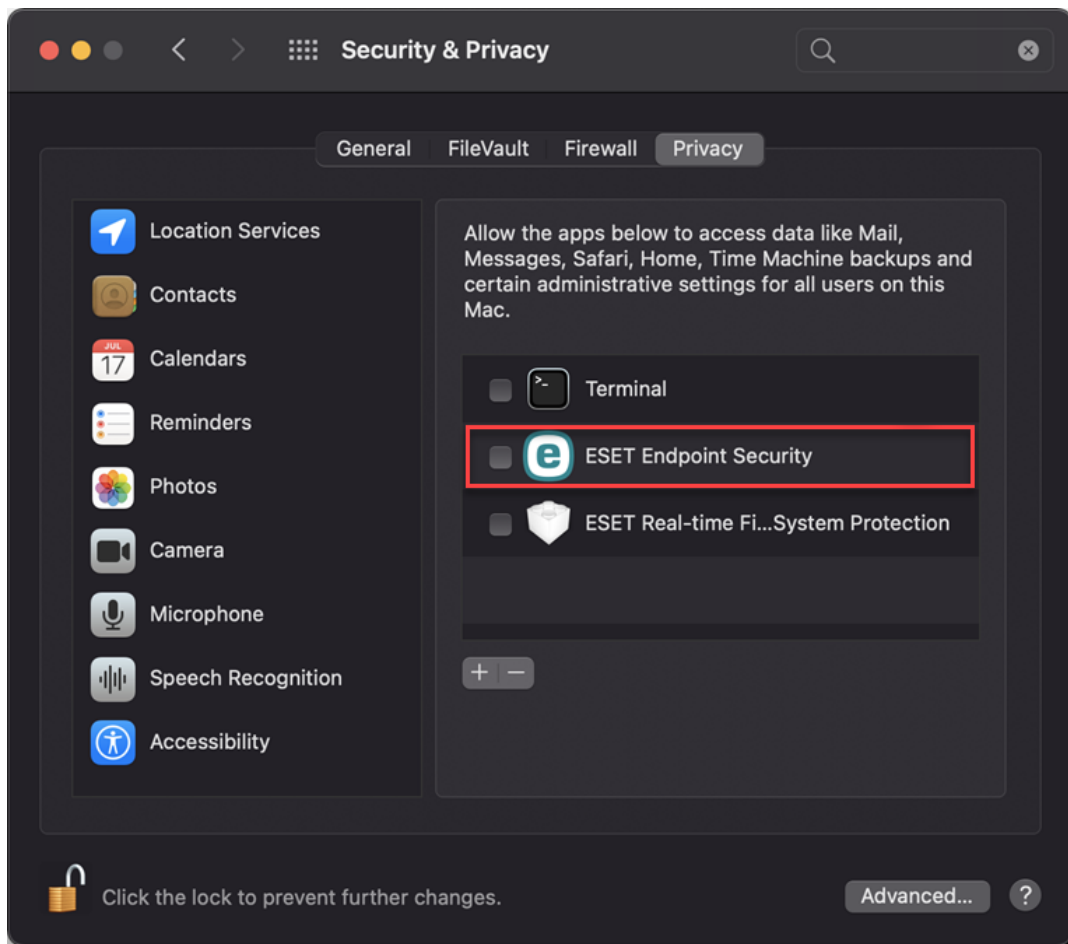
2. Click the lock icon to make changes.



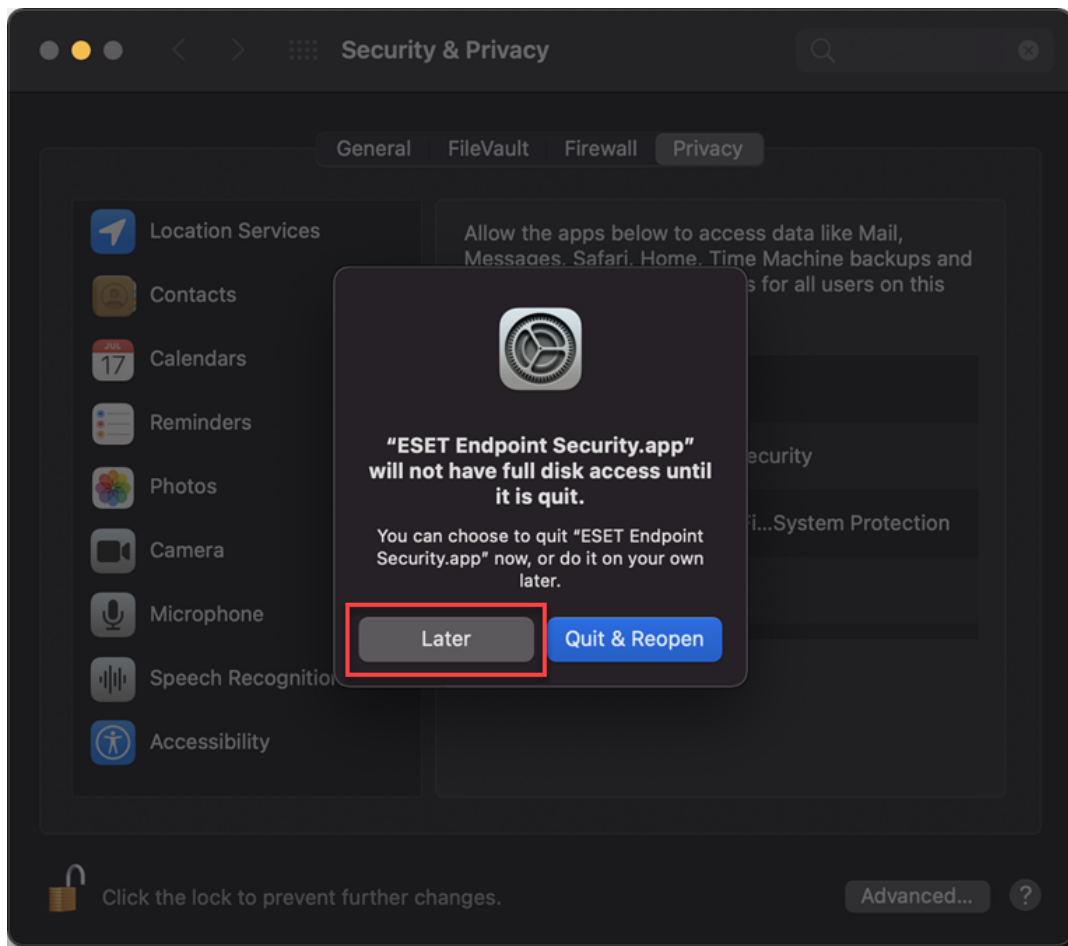
3. Use your Touch ID or click **Use Password...** and type in your **User Name** and **Password**, then click **Unlock**.



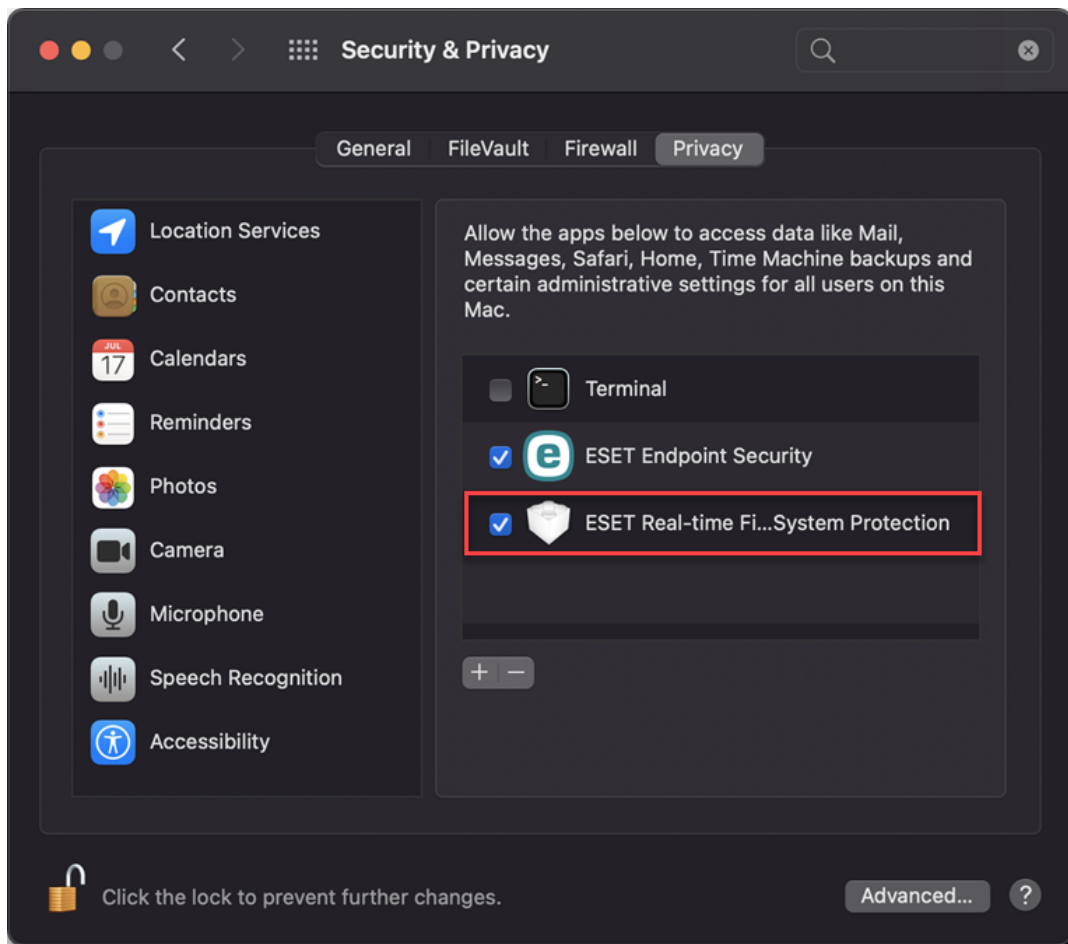
4. Select your ESET application.



5. Your computer will display a notification. Click **Later**. Do not restart your computer in this step.



6. Select **ESET Real-time File System Protection**.

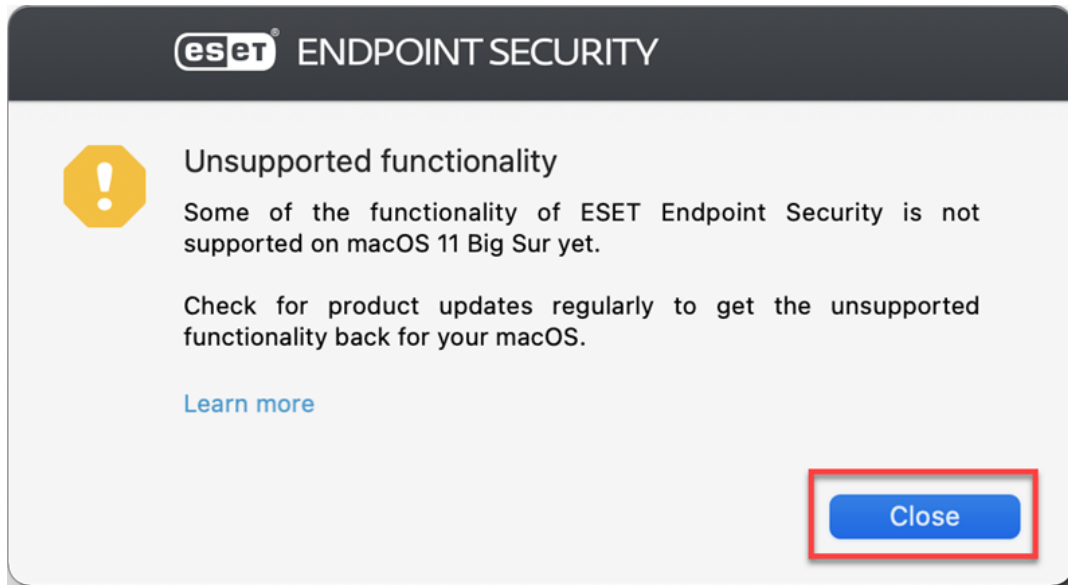


7. Click **Start Again** or restart your computer.

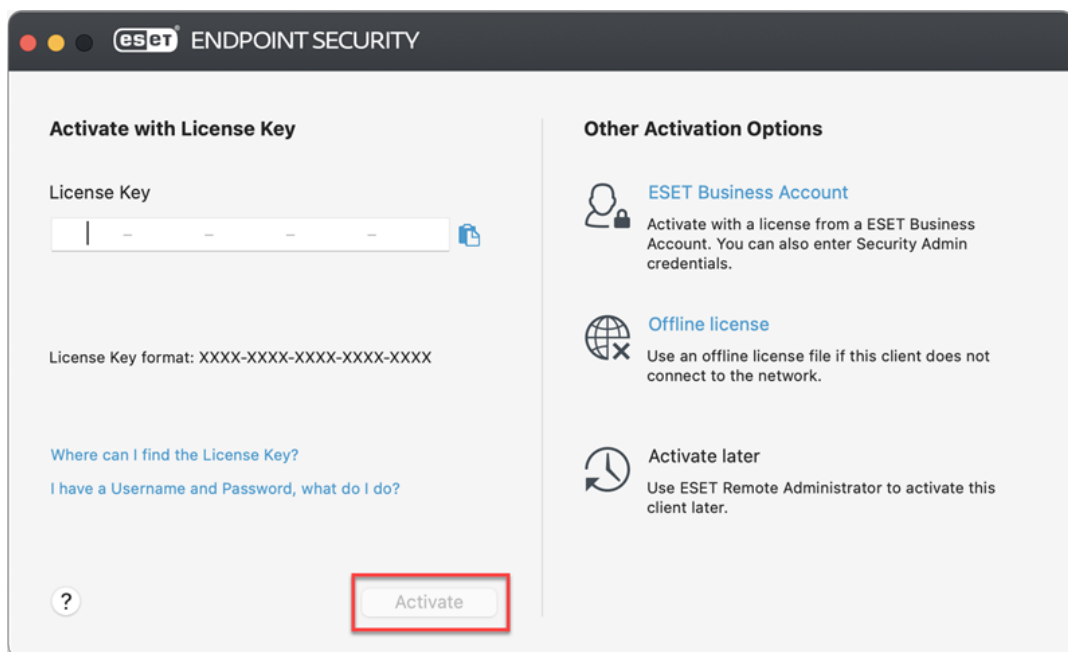


IV. Activate your ESET business product

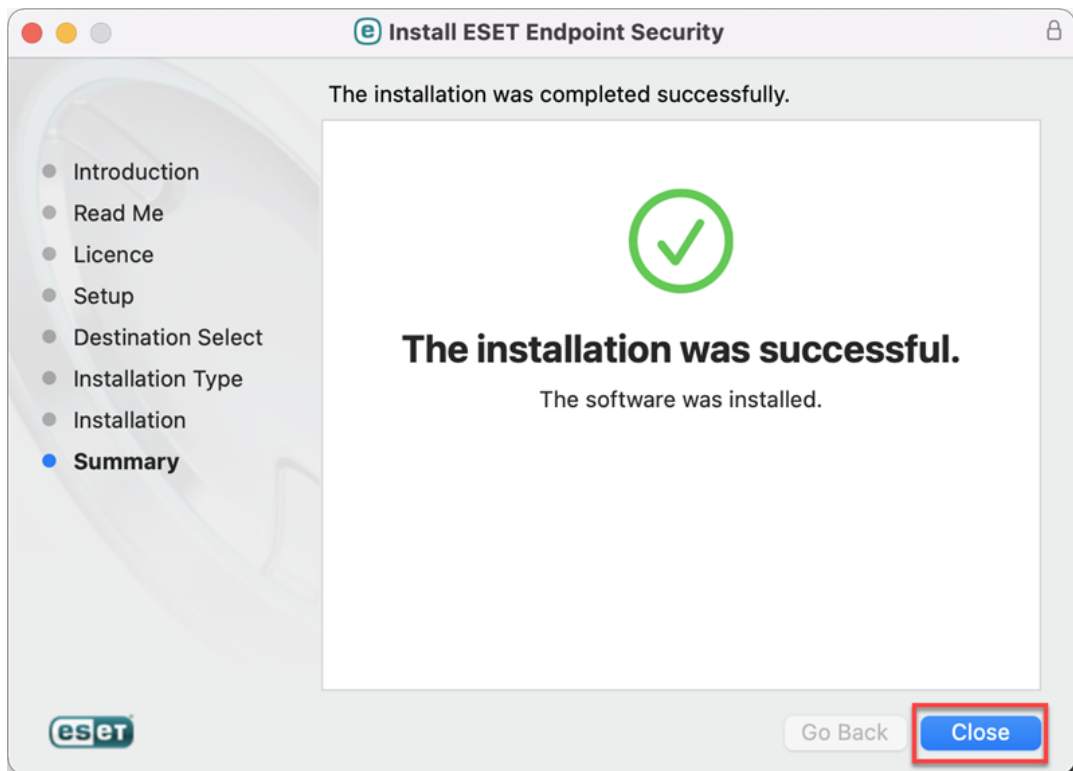
1. You will be informed about unsupported functionality. Some functionalities in ESET products for macOS 11 Big Sur will be added in future versions. Click **Close** to continue. For more information visit [our macOS Big Sur compatibility article](#).



2. To activate the ESET product, enter your ESET license key and click **Activate** or choose another activation option.



3. Click **Close** to finish the installation.



System Extension Blocked

After the installation of your ESET product on your Mac, you will receive a **System Extension Blocked** and **Your computer is not protected** notification on your Mac.