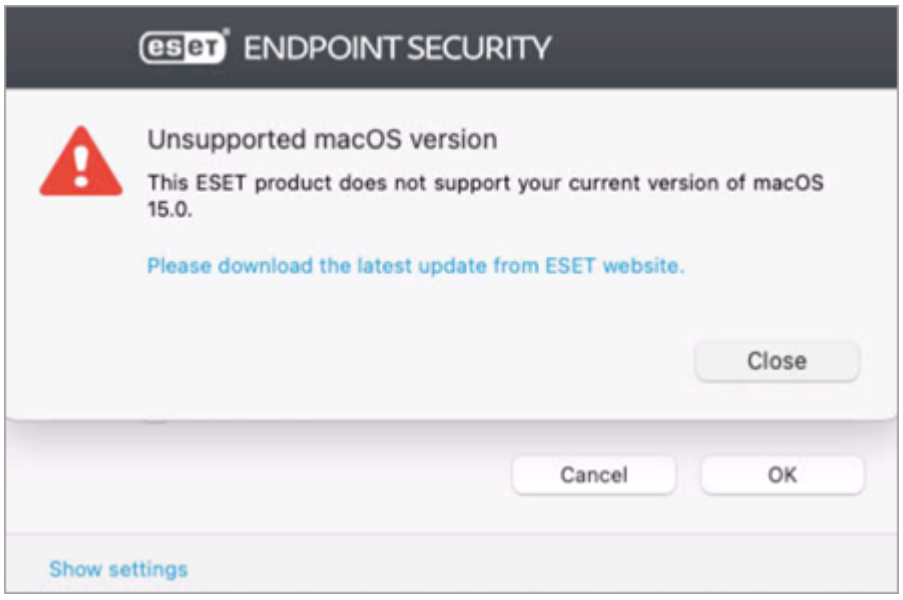
[ALERT8723] Network connection lost after upgrading to macOS 15 with ESET macOS product v6

2024-09-17 - Mitchell | ESET Nederland - Comments (2) - Customer Advisories

Alert Details

In case you upgraded your operating system to macOS Sequoia (15) before upgrading your ESET product for macOS to a supported version, you might experience a network connection loss.

Currently, macOS Sequoia (15) supports ESET Endpoint Security version 8.1.6.0 and later and ESET Cyber Security version 7.5.74.0 and later.

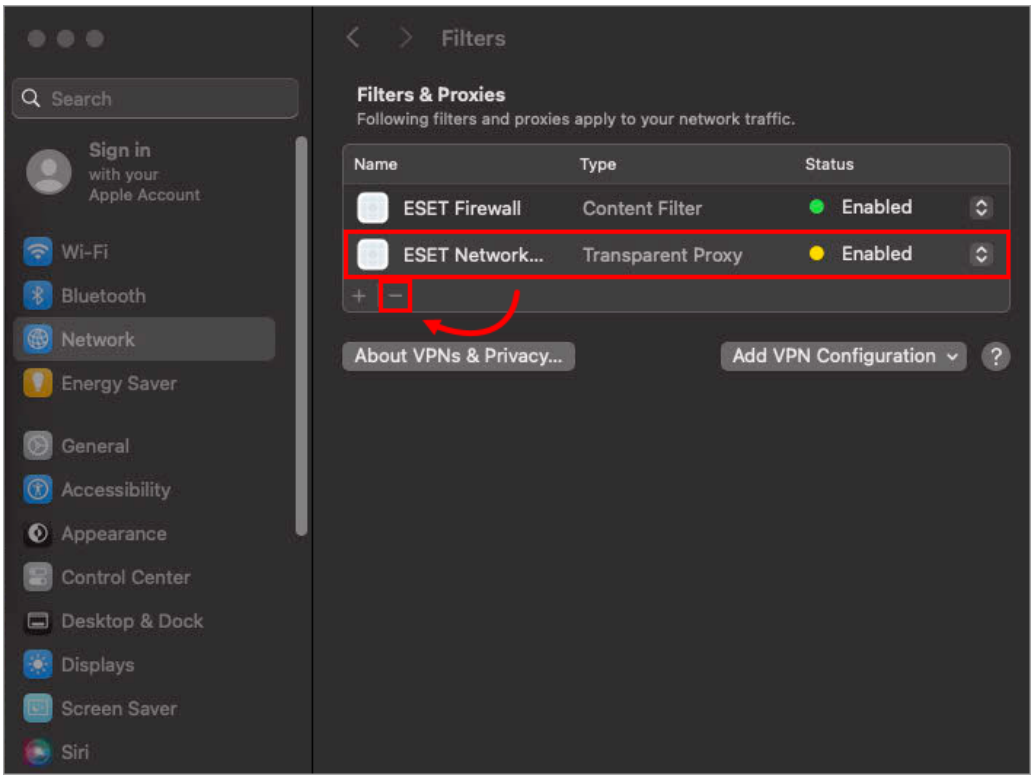


Solution

There are three options how to fix the network connectivity issue:

Option I: Remove the Network filter

1. On your macOS device, navigate to **System Settings**.
2. Click **Network → Filters**.
3. Select **ESET Network** and click the minus icon to remove it.



4. Restart your macOS device and check if your network connection is functional.

5. Upgrade your ESET Endpoint Security for macOS or Upgrade ESET Cyber Security or ESET Cyber Security Pro to the latest version.

Option II: Uninstall the earlier version and install the latest version

To uninstall the ESET macOS product, you need to use an Uninstaller in the product's package content.

1. On your macOS device, navigate to Applications.
2. Right-click your ESET product for macOS and click Show Package Contents → Contents → Helpers → Uninstaller.
3. Restart your macOS device and check if your network connection is functional.
4. Download and install the latest version of your ESET product for macOS using the instructions below:

    - Download and install ESET Endpoint Security for macOS
    - Download and install ESET Cyber Security or ESET Cyber Security Pro

Option III: Install the latest version of the ESET macOS product

In case your network connection does not work, but you already have an installer with the latest version of ESET macOS product available on your macOS device, you can install the latest version over the version 6 of ESET macOS product.

Follow the installation instructions below:

- Install ESET Endpoint Security for macOS
- Install ESET Cyber Security or ESET Cyber Security Pro

After the installation, restart your macOS device and check if your network connection is functional.

Comments (2)

Comments (2)

R **Raymond**
2 years ago
Heeft geen Nederlandse handleiding hier van mij Engels is namelijk slecht
Steef | ESET Nederland
2 years ago

Het artikel is hier in het Nederlands te lezen: https://support.eset.com/nl/alert8723-nl-auto-translated