ESET Tech Center

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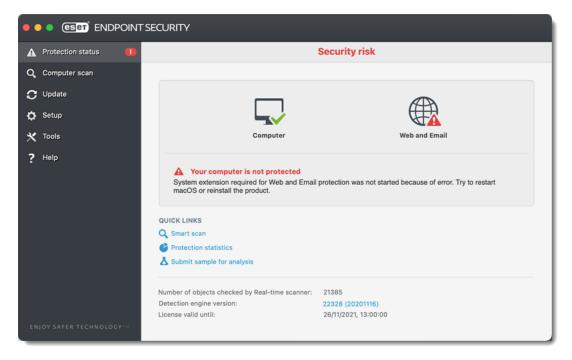
Web and Email Protection did not start in ESET products for Mac on macOS Big Sur

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lssue

• After upgrading your computer to macOS Big Sur, your ESET product displays the following error message:

"Your computer is not protected: System extension required for Web and Email Protection was not started because of error. Try to restart macOS or reinstall the product."



Solution

- 1. Go to the Apple menu and select **System Preferences**.
- 2. Click Network.
- 3. Select **ESET Network Protection Proxy**.

4. Click **Connect**.

••• < > ==	Network	Q Search
Loc	ation: Automatic)
 Wi-Fi Connected Bluetooth PAN Not Connected 	Status: Not Connected	
ThunderIt Ethernet Not Connected iPhone USB Not Connected	Server Address: localhost Account Name:	
Thunderbolt Bridge Not Connected ESET Netion Proxy Not Connected	VPN Application: ESET Endpoint Secur	4 ity
3		
+ - © -	Show VPN status in menu bar	Revert Apply

Figure 1-1

Recurring error:

This problem (*System extension required for Web and Email Protection was not started because of error*) will occur again after a restart or shut down of the computer. We are currently working on a permanent solution for this issue.