# ESET Tech Center

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

Anish | ESET Nederland - 2020-11-20 - Comments (0) - Endpoint Solutions

Issue

- 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."
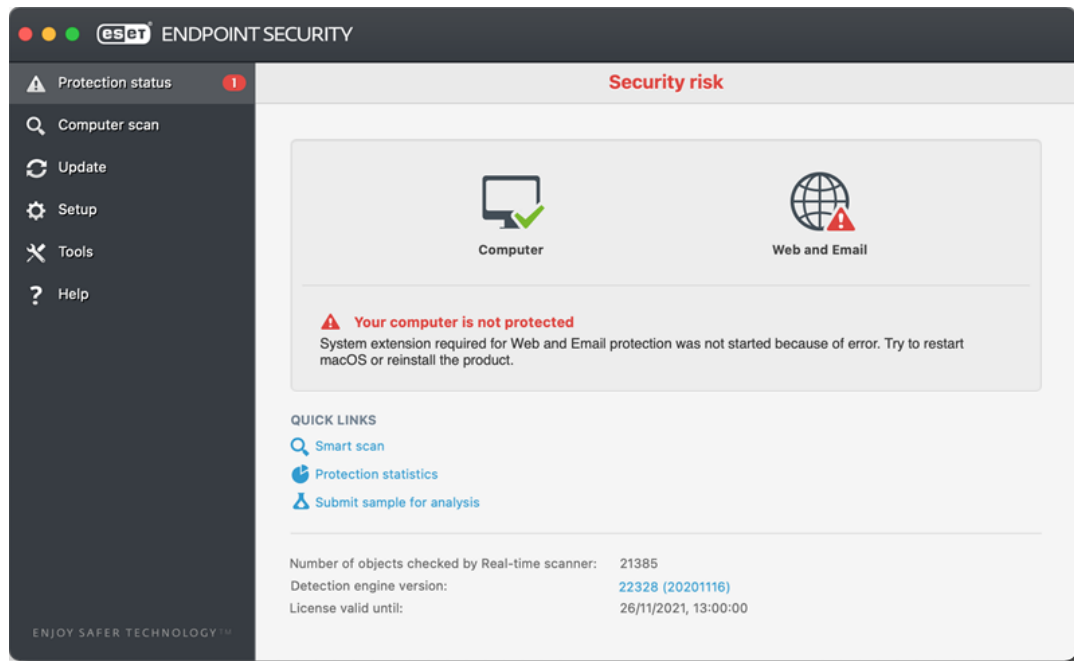
Solution

1. Go to the Apple menu and select **System Preferences.**

2. Click **Network**.

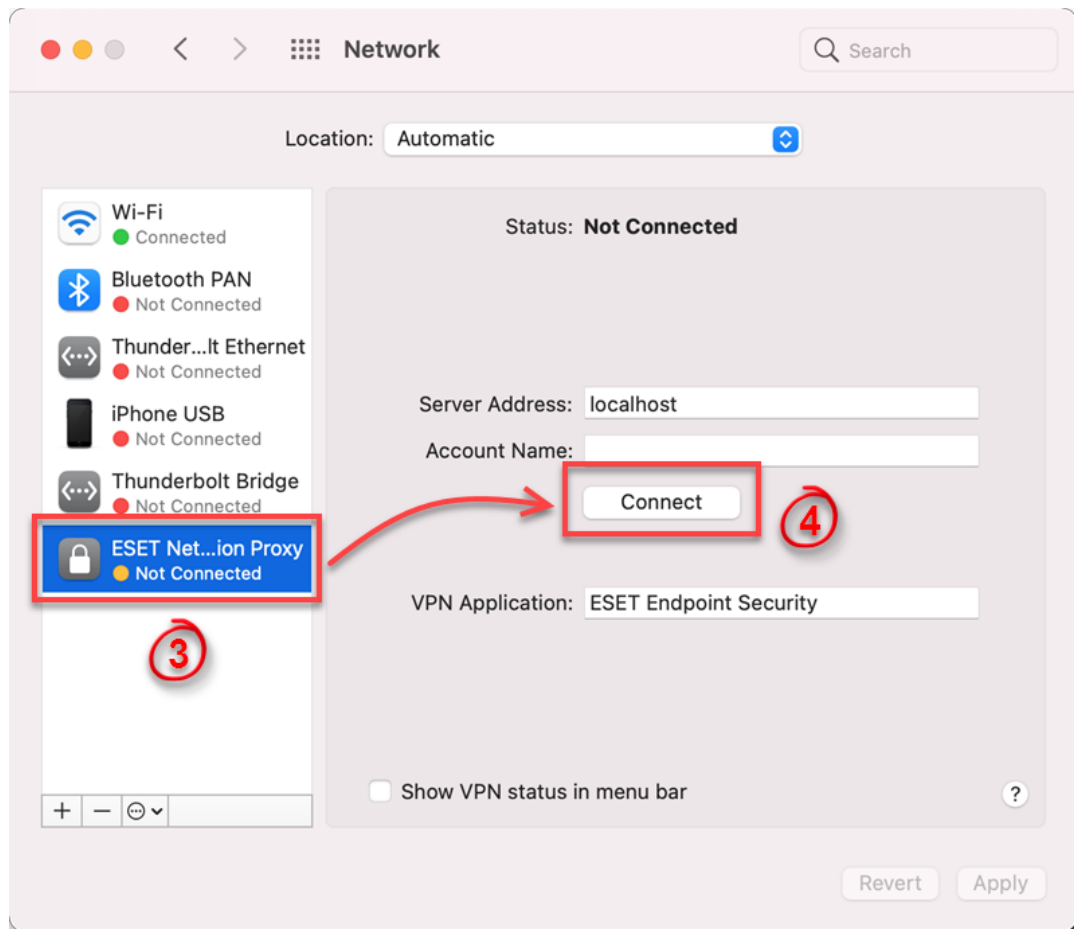3. Select **ESET Network Protection Proxy**.

4. Click **Connect**.

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.