

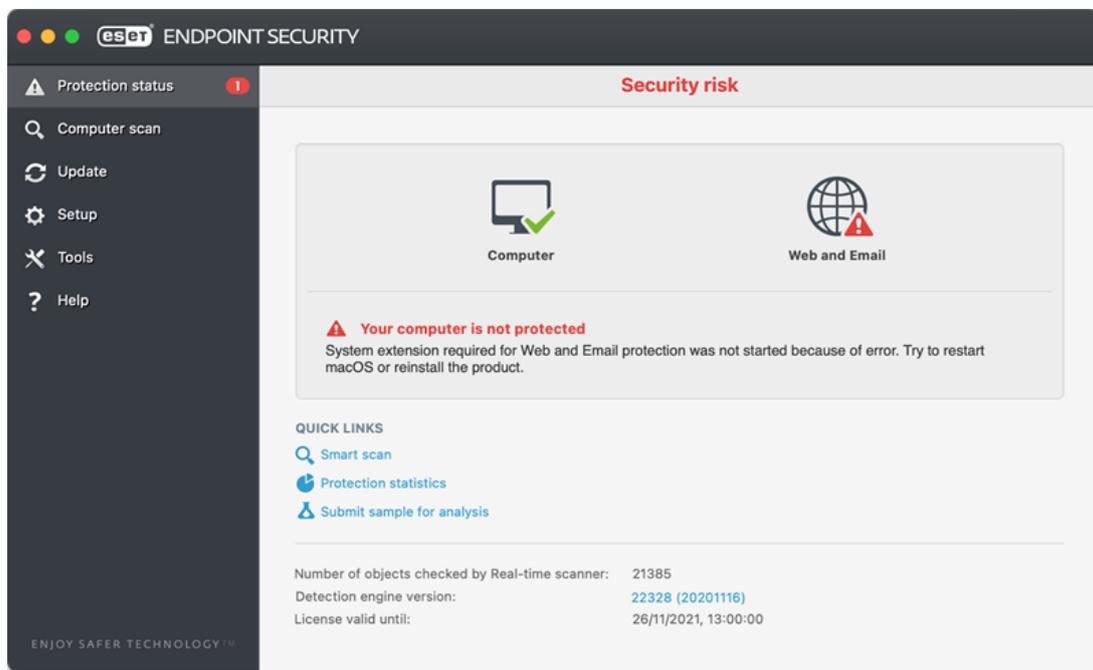
## Web and Email Protection did not start in ESET products for Mac on macOS Big Sur

Anish | ESET Nederland - 2020-11-20 - [Reacties \(0\)](#) - [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**.

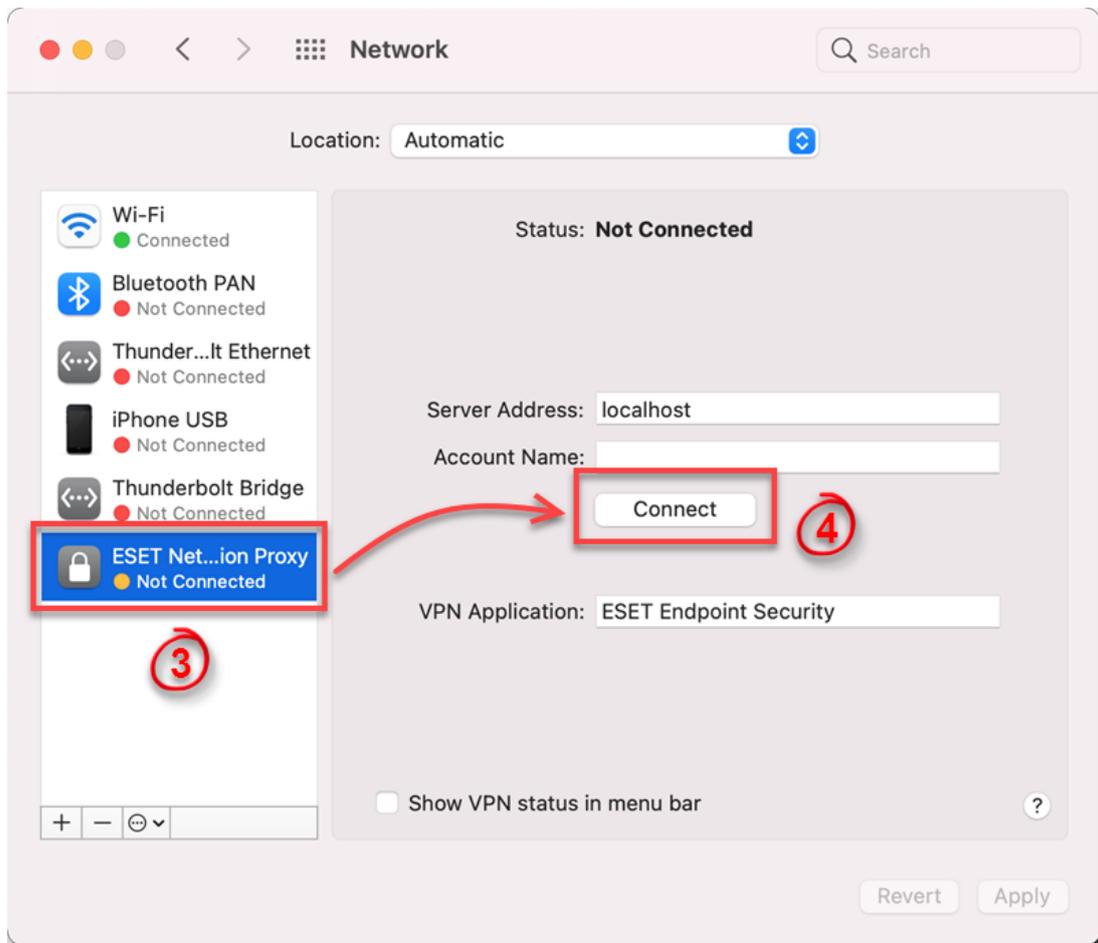


Figure 1-1

**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.