

# ESET Tech Center

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

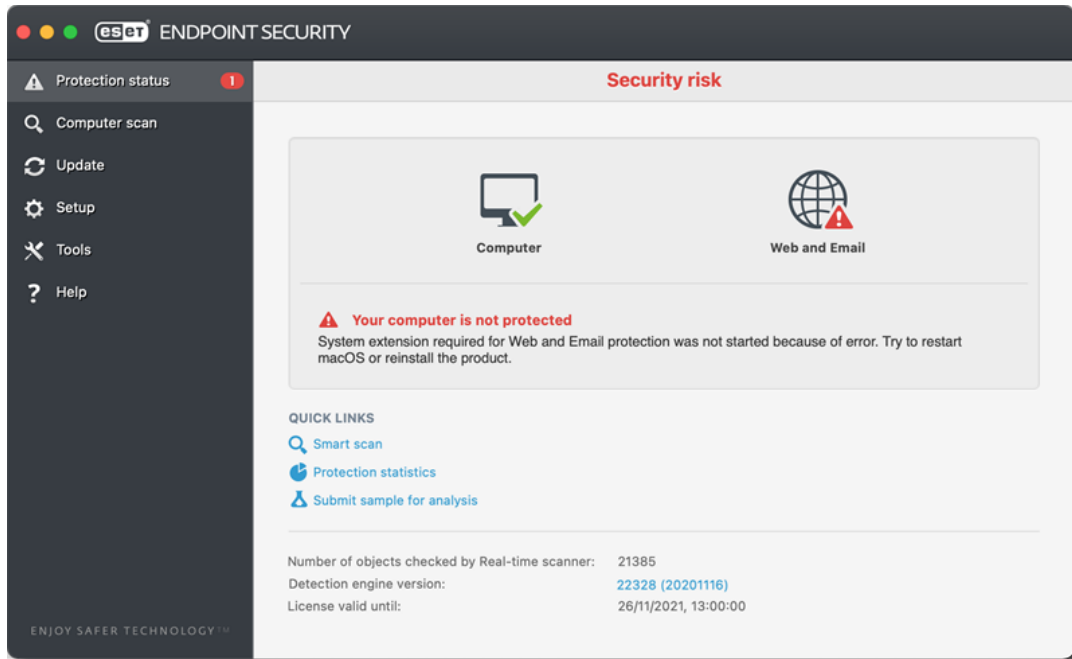
## Web and Email Protection did not start in ESET products for Mac on macOS Big Sur

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### Issue

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

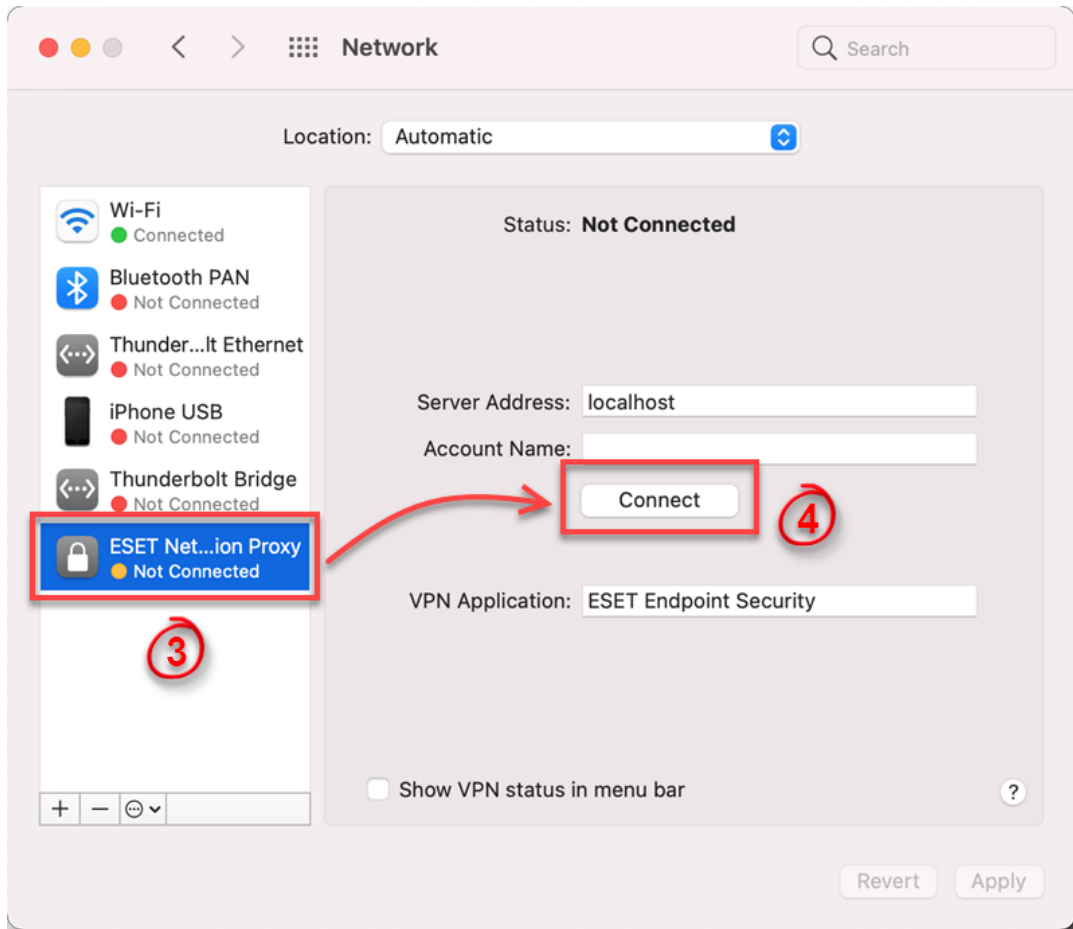
"Your computer is not protected: System extension required for Web and Email Protection was not started because of error. Try to restart macOS or reinstall the product."



### 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.