

How do I automatically delete infected emails on client workstations using ESET Remote Administrator? (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - [Comments \(0\)](#) - [5.x](#)

<https://support.eset.com/kb3340>

Issue

Configure the automatic deletion of infected emails that are typically stored in the **Infected items** folder

Solution

Method 1: From the ESET Remote Administrator Console

1. Open the ESET Remote Administrator Console (ERAC), by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.
2. From ERAC, click **Tools** → **Policy Manager**. Select the server policy you want to modify and click **Edit**.



Figure 1-1

Click the image to view larger in new window

3. Expand **Windows desktop v5** → **Email filter** → **Settings**, select **Perform the following with infected messages** and then select **Delete message** from the drop-down menu.



Figure 1-2

Click the image to view larger in new window

4. Click **Console** → **Yes** to close the ESET Configuration Editor.

5. Click **OK** to exit Policy Manager.

Method 2: On the client workstation

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. [How do I open my ESET product?](#)
2. Press the **F5** key to open the Advanced setup window.
3. Expand **Web and email** → **Email client protection** and then select **Email clients**.
4. In the **Actions to perform on Infected email** section, select **Delete email**.
5. Click **OK** to save your settings.



Figure 1-3

Click the image to view larger in new window

- Tags
- [email](#)
- [ERA 5.x](#)