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Disable ESET Outlook Plug-in on an endpoint computer in ESET PROTECT (Cloud)

Steef | ESET Nederland - 2022-11-22 - Comments (0) - Endpoint Solutions

lssue

- You receive the following error message when starting Microsoft Outlook on an endpoint: "The Add-in 'ESET Outlook Plugin' (C:\PROGRA~1\ESET\ESETNO~1\EPLGOU~1.DLL) cannot be loaded and has been disabled by Outlook. If no update is available, please uninstall the Add-in."
- The error message above may occur on a computer with multiple user profiles after an upgrade, reinstall, or a failed uninstall of ESET security product
- Performance issues in outlook, unstable email client, compatibility issues with other plugins
- Duplicate emails in mailbox
- Disable the ESET Outlook Add-in

Always upgrade to the latest Endpoint version first before disabling the outlook integration and test if latest version solves Outlook related issues! Solution

- 1. Open the ESET PROTECT (Cloud) Web Console in your web browser and log in.
- Click **Policies**, select the check box next to the policy (baseline or customer policy) you want to modify, and click **Actions** → **Edit**.

(CE) e T	PROTECT								E LOGOUT
		Policies	: A0	ACCESS GROUP Select	SIGNED 🔽 🔯 ESET Endpoint for (13)	ADD FILTER		PRE	SETS 🖤 🛛 🔿
돠		Policies	۹ 🗖	NAME	POLICY PRODUCT TAGS	DESCRIPTION	MODIFICATION TIME	LAST MODIFIED BY	۲
A		^ All	• D	Device control - Maximum security	ESET Endpoint for Windows	All devices are blocked. Whe	n any d October 13, 2021 11:51	Administrator	
		Custom Policies		Device control - Read only	ESET Endpoint for Windows	All devices can only be read.	No wri October 13, 2021 11:51	Administrator	
		Built-in Policies		Firewall - Block all traffic except ESE.	ESET Endpoint for Windows	Block all traffic except conne	ction to October 13, 2021 11:51	Administrator	
		EX ESET Endpoint for Linux (V7+)		Logging - Full diagnostic logging	ESET Endpoint for Windows	This template will ensure that	t admin October 13, 2021 11:51	Administrator	
	Policies	(2) ESET Endpoint for macOS (V6) and		Logging - Log important events only	ESET Endpoint for Windows	Policy ensures that warnings,	errors October 13, 2021 11:51	Administrator	
		BD ESET Endpoint for Windows	-	Antivirus - Balanced	ESET Endpoint for Windows	Security configuration recom	mende October 13, 2021 11:51	Administrator	
ۍ ۲		ESET Endpoint Security for Androi. DD ESET Evil Dick Encounting		Antivirus - Maximum security	ESET Endpoint for Windows	Taking advantage of machine	e learni October 13, 2021 11:51	Administrator	
		ED ESET Mail Security for Microsoft Ex	. 🏳	Visibility - Balanced	ESET Endpoint for Windows	Default setting for visibility. S	itatuses October 13, 2021 11:51	Administrator	
		ESET Management Agent		Visibility - Invisible mode	ESET Endpoint for Windows	Disabled notifications, alerts,	GUI, in October 13, 2021 11:51	Administrator	
		ED ESET MDM for IOS & IPadOS		Visibility - Reduced interaction with	ESET Endpoint for Windows	Disabled statuses, disabled n	otificati October 13, 2021 11:51	Administrator	
		D ESET Server/File Security for Linux .		Cloud-based reputation and feedba	ESET Endpoint for Windows	Enables ESET LiveGrid @ clou	d-base October 13, 2021 11:51	Administrator	
		· .		ESET Dynamic Threat Defense	ESET Endpoint for Windows	Enables ESET Dynamic Threat	t Defen October 13, 2021 11:51	Administrator	
		Tags	0	ESET Dynamic Threat Defense - Sub	ESET Endpoint for Windows	Enables ESET Dynamic Threat	t Defen October 13, 2021 11:51	Administrator	
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- 3. Click Settings, expand Web and Email (1) and click Email client protection (2).
- 4. In the Email Clients Integration section, click the slider bar next to integrate into

Microsoft Outlook (3) to disable it.

- In the Email Clients section, click the slider bar next to Enable email protection by client plugin (4) to disable it.
- In the Email Protocols section, click the slider bar next to Enable email protection by protocol filtering (5) to disable it.
- In the Antispam protection section, click the slider bar next to Enable email client antispam protection (6) to disable it.

DETECTION ENGINE		EMAIL CLIENT INTEGRATION		3 2	0 • +	
UPDATE	0	🗲 Integrate into Microsoft Outlook				
NETWORK PROT				3		
WEB AND EMAIL	0.	Attachment handling optimization	(€ ≥ 9.1)			0
Email client protection	0.	Advanced email client processing	(€ ≥ 9.1			0
Web access protection		EMAIL CLIENTS			0 • +	
Anti-Phishing protection	•	Enable email protection by client plugins				0
Web control						
		EMAIL TO SCAN				
	0	Received email				
TOOLS	0 •	Sent email				
USER INTERFACE	0.0	Kead email Modified email				
OVERRIDE MODE	00	7 Modified email	@ 2 9.1	4		
NOTIFICATIONS		ACTION TO BE PERFORMED ON EMAILS WITH DETECTIONS				
	0 •	4 Action		Move email to folder	~	
	0.	≁ Folder		Detected Items		0
		EMAIL PROTOCOLS			0 • +	
	•	Enable email protection by protocol filtering		× 5		
		IMAP SCANNER SETUP				
	0.0	Enable IMAP protocol checking				0
	0 •	Ports used by IMAP protocol	S Vista (no SP)	143		0
		IMAPS SCANNER SETUP				
	0.	Enable IMAPS checking				0
	0.	Ports used by IMAPS protocol		585, 993		0
		POP3 SCANNER SETUP				
	0	# Enable POP3 protocol checking		×		0
		ANTISPAM PROTECTION			0 • +	
	0 •	Fnable email client antispam protection		×		
	0	4 Allow advanced antispam scan		×		0
		MESSAGE PROCESSING				
	0.	Add text to email subject		×		0
	0.	≁ Text		[SPAM]		0
	•	✤ Move messages to spam folder		×		0
	0.	✓ Use the folder		×		0
	0 •	≁ Folder				
	0	Mark spam messages as read		×		0
	0	Mark reclassified messages as unread				0
	•	✤ Spam score logging		None	~	0
	+	ANTISPAM ADDRESS LISTS			0 • +	

8. Click **Finish** to save your changes.

These settings will result in a disabled Outlook plugin and no warnings will be shown in the protection status of the Endpoint.