

# ESET Tech Center

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

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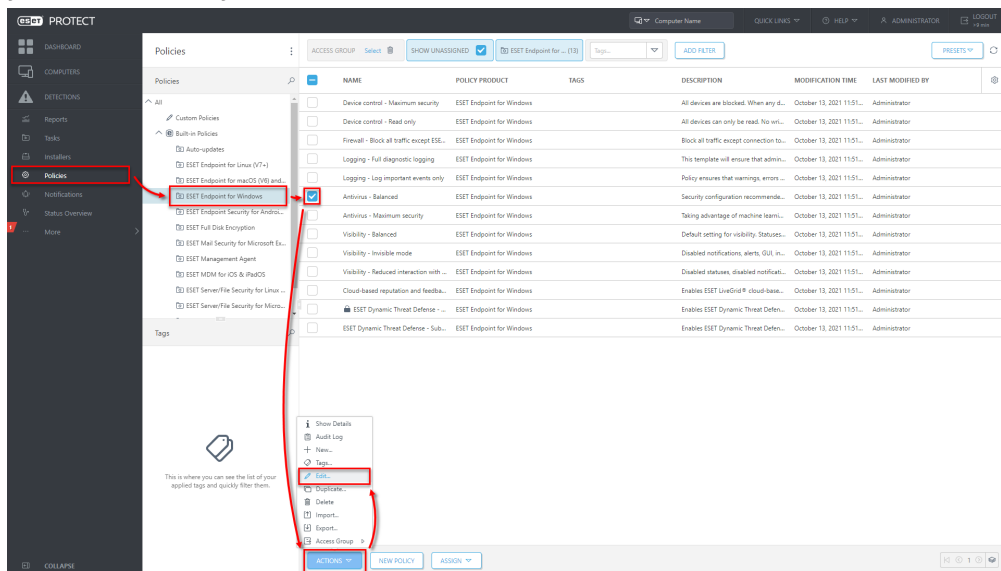
### Issue

- 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.
2. Click **Policies**, select the check box next to the policy (baseline or customer policy) you want to modify, and click **Actions** → **Edit**.



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.

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

The screenshot displays the Microsoft Defender for Endpoint console interface. On the left, a navigation pane shows 'WEB AND EMAIL' selected, with 'Email client protection' highlighted. The main content area is divided into several sections:

- EMAIL CLIENT INTEGRATION:** The 'Integrate into Microsoft Outlook' option is selected, indicated by a red box and a circled '3'.
- SPECIAL SETTINGS:** Includes 'Attachment handling optimization' and 'Advanced email client processing', both with version indicators (≥ 9.1) and checkmarks.
- EMAIL CLIENTS:** The 'Enable email protection by client plugins' option is selected, indicated by a red box and a circled '4'.
- EMAIL TO SCAN:** Lists 'Received email', 'Sent email', 'Read email', and 'Modified email', each with a checkmark.
- ACTION TO BE PERFORMED ON EMAILS WITH DETECTIONS:** Includes 'Action' (set to 'Move email to folder') and 'Folder' (set to 'Detected Items').
- EMAIL PROTOCOLS:** The 'Enable email protection by protocol filtering' option is selected, indicated by a red box and a circled '5'.
- IMAP SCANNER SETUP:** Includes 'Enable IMAP protocol checking' (checked) and 'Ports used by IMAP protocol' (set to 143).
- IMAPS SCANNER SETUP:** Includes 'Enable IMAPS checking' (checked) and 'Ports used by IMAPS protocol' (set to 585, 993).
- POP3 SCANNER SETUP:** Includes 'Enable POP3 protocol checking' (checked).
- ANTISPAM PROTECTION:** The 'Enable email client antispam protection' option is selected, indicated by a red box and a circled '6'.
- MESSAGE PROCESSING:** Includes 'Add text to email subject' (checked), 'Text' (set to '[SPAM]'), 'Move messages to spam folder' (checked), 'Use the folder' (set to a dropdown), 'Folder' (set to a text input), 'Mark spam messages as read' (set to a dropdown), 'Mark reclassified messages as unread' (checked), and 'Spam score logging' (set to 'None').
- ANTISPAM ADDRESS LISTS:** A section at the bottom with a plus icon and a refresh button.

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.