

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

Steeff | ESET Nederland - 2022-11-22 - [Comments \(0\)](#) - [Endpoint Solutions](#)

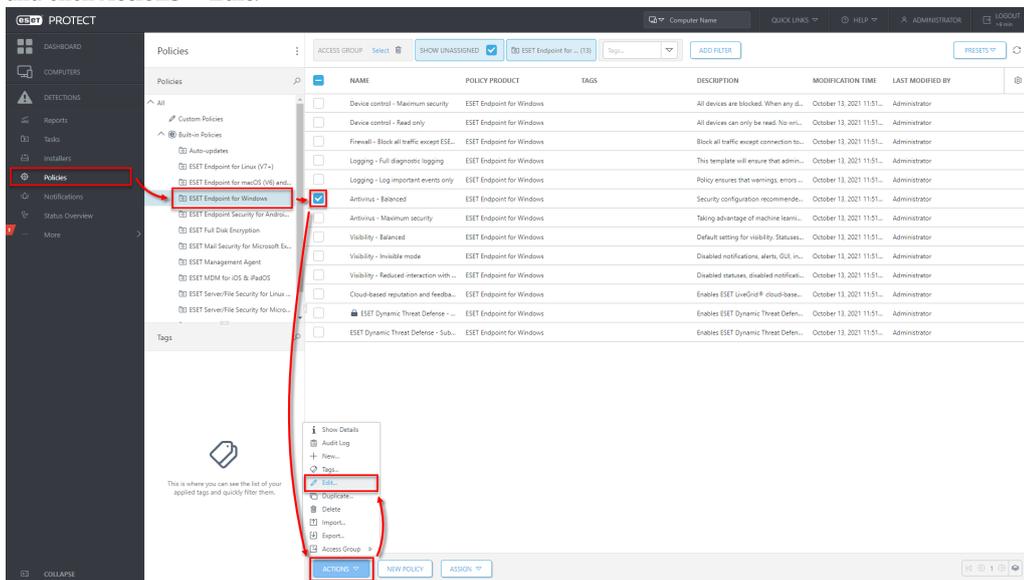
Issue

- 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.
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.