How do I disable email client protection on client workstations? (5.x)

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https://support.eset.com/kb3054

Issue

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

What's new in ESET version 6 business products?

Disable email client protection from the ESET Remote Administrator Console, or on individual client workstations

Solution

If you do not use ESET Remote Administrator to manage your network

Perform these steps on individual client workstations.

Disable email client protection using Policy Manager

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.

1. Click **Tools → Policy Manager**.

1. Select the policy you want to edit and click **Edit**.



Figure 1-1
Click the image to view larger in a new window

2. Expand **Windows desktop v5** (for client workstations running version 3.x / 4.x of ESET endpoint products, expand **Windows product line v3 and v4**) → **Email filter → Settings**.

1. Select **Scan received messages** and deselect the check box next to **Yes / No**.

1. Select **Scan sent messages** and deselect the check box next to **Yes / No**.

1. Select **Scan read messages** and deselect the check box next to **Yes / No**.

1. Click **Console** → **Yes** to save your changes. Click **OK** to exit the **Policy Manager**. Email client protection will now be disabled for clients assigned to the above policy the next time they check in to ERAC.



Figure 1-2
Click the image to view larger in a new window

Disable email client protection on an individual client workstation

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. How do I open my ESET product?
2. Click **Setup**.

1. Click **Enabled** next to **Email client protection**.

1. Select the time interval for which Email client protection will be disabled from the **Time interval** drop-down menu and click **OK**. Email client protection will be automatically re-enabled when the time interval you specified elapses.



- Tags
- Email Client
- Policy