ESET Tech Center

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I can receive email in Microsoft Outlook but can't send—how do I resolve this in ESET Endpoint Security or ESET Endpoint Antivirus? (5.x)

Ondersteuning | ESET Nederland - 2025-03-07 - Reacties (0) - 5.x

https://support.eset.com/kb3315

Issue

ESET Endpoint Security or ESET Endpoint Antivirus prevents you or a client workstation from sending emails using Microsoft Outlook

Solution

Perform these steps using ESET Remote Administrator

Perform these steps on a client workstation

Using ESET Remote Administrator:

- Open the ESET Remote Administrator Console (ERAC) by clicking Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console.
- 2. Click **Tools** → **Policy Manager**.
- 3. Select the policy that you want to modify and click Edit.
- Expand Windows desktop v5 → Email client → Settings and select Integrate into Microsoft Outlook.

5. Deselect the check box next to Value and click Console → Yes to save your changes.

Figure 1-1

Click the image to view larger in new window

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

On the client workstation:

- 1. Open ESET Endpoint Security or ESET Endpoint Antivirus. <u>How do</u> <u>I open my ESET product?</u>
- 2. Press the **F5** key to display the Advanced setup window.
- 3. Expand Web and email → Email client protection, click Email client integration and then deselect the check box next to Integrate into Microsoft Outlook. Click OK.

NOTE:

Even if integration is not enabled, email communication is still protected by the email client protection module (POP3, IMAP).

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Figure 1-2

Click the image to view larger in new window

4. Try sending an email. If you are unable, <u>uninstall and reinstall</u> <u>your ESET product</u>.

NOTE:

If after uninstalling and reinstalling you still cannot send email, contact your Internet service provider for assistance.

Tags		
Endpoint		
ERA 5.x		