How do I automatically delete infected emails on client workstations using ESET Remote Administrator? (5.x)

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

https://support.eset.com/kb3340

Issue

Configure the automatic deletion of infected emails that are typically stored in the **Infected items** folder

Solution

Method 1: From the ESET Remote Administrator Console

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

2. From ERAC, click **Tools → Policy Manager**. Select the server policy you want to modify and click **Edit**.

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

3. Expand **Windows desktop v5 → Email filter → Settings**, select **Perform the following with infected messages** and then select **Delete message** from the drop-down menu.

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

4. Click **Console → Yes** to close the ESET Configuration Editor.

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

Method 2: On the client workstation

1. Open ESET Endpoint Security or ESET Endpoint Antivirus. How do I open my ESET product?

2. Press the **F5** key to open the Advanced setup window.

3. Expand **Web and email** → **Email client protection** and then select **Email clients**.

4. In the **Actions to perform on Infected email** section, select **Delete email**.

5. Click **OK** to save your settings.

Figure 1-3
Click the image to view larger in new window

- Tags
- email
- ERA 5.x