

ESET Tech Center

[Kennisbank](#) > [Endpoint Solutions](#) > [Disable ESET Outlook Plug-in on an endpoint computer in ESET PROTECT \(Cloud\)](#)

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

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

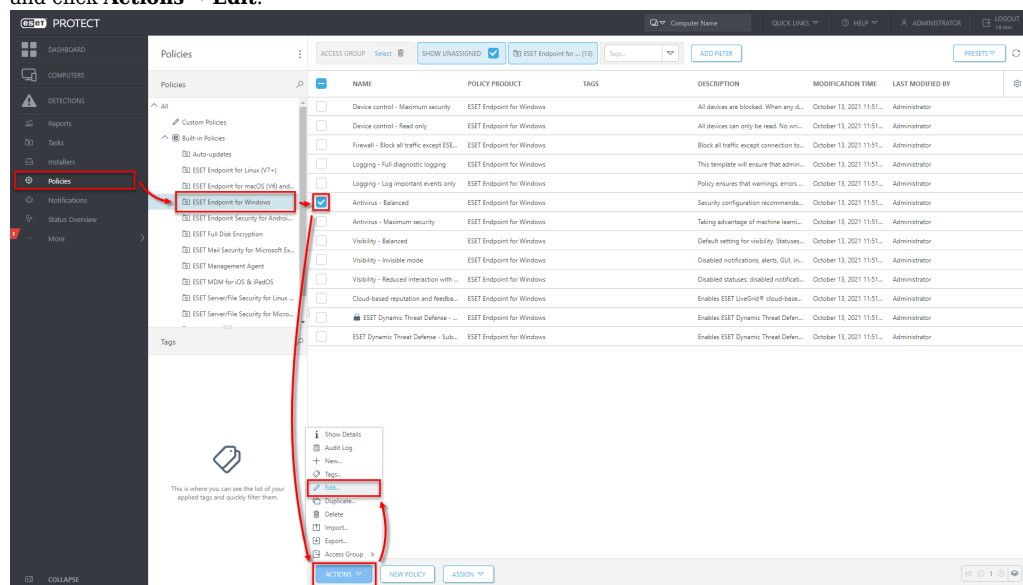
Issue

- 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.

DETECTION ENGINE

UPDATE

NETWORK PROTECTION

WEB AND EMAIL

Email client protection

Web access protection

Anti-Phishing protection

Web control

Secure Browser

DEVICE CONTROL

TOOLS

USER INTERFACE

OVERRIDE MODE

NOTIFICATIONS

EMAIL CLIENT INTEGRATION

Integrate into Microsoft Outlook

SPECIAL SETTINGS

Attachment handling optimization

Advanced email client processing

EMAIL CLIENTS

Enable email protection by client plugins

EMAIL TO SCAN

Received email

Sent email

Read email

Modified email

ACTION TO BE PERFORMED ON EMAILS WITH DETECTIONS

Action

Folder

EMAIL PROTOCOLS

Enable email protection by protocol filtering

IMAP SCANNER SETUP

Enable IMAP protocol checking

Ports used by IMAP protocol

IMAPS SCANNER SETUP

Enable IMAPS checking

Ports used by IMAPS protocol

POP3 SCANNER SETUP

Enable POP3 protocol checking

ANTISPAM PROTECTION

Enable email client antispam protection

Allow advanced antispam scan

MESSAGE PROCESSING

Add text to email subject

Text

Move messages to spam folder

Use the folder

Folder

Mark spam messages as read

Mark reclassified messages as unread

Spam score logging

ANTISPAM ADDRESS LISTS

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.