

ESET Tech Center

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

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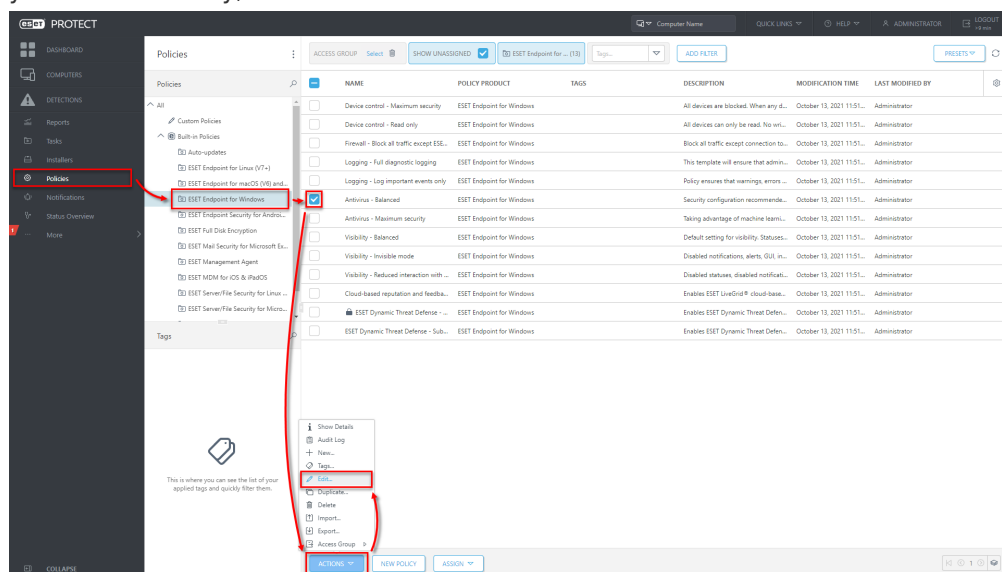
Issue

- 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.

The screenshot displays the Symantec Endpoint Protection console with the following configuration steps highlighted:

- 1**: **WEB AND EMAIL** section in the left sidebar.
- 2**: **Email client protection** sub-section in the left sidebar.
- 3**: **Integrate into Microsoft Outlook** dropdown menu in the **EMAIL CLIENT INTEGRATION** section.
- 4**: **Enable email protection by client plugins** slider in the **EMAIL CLIENTS** section.
- 5**: **Enable email protection by protocol filtering** slider in the **EMAIL PROTOCOLS** section.
- 6**: **Enable email client antispam protection** slider in the **ANTISPAM PROTECTION** section.

The console also shows sections for **EMAIL PROTOCOLS** (IMAP, IMAPS, POP3 scanner setup), **MESSAGE PROCESSING**, and **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.