

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

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

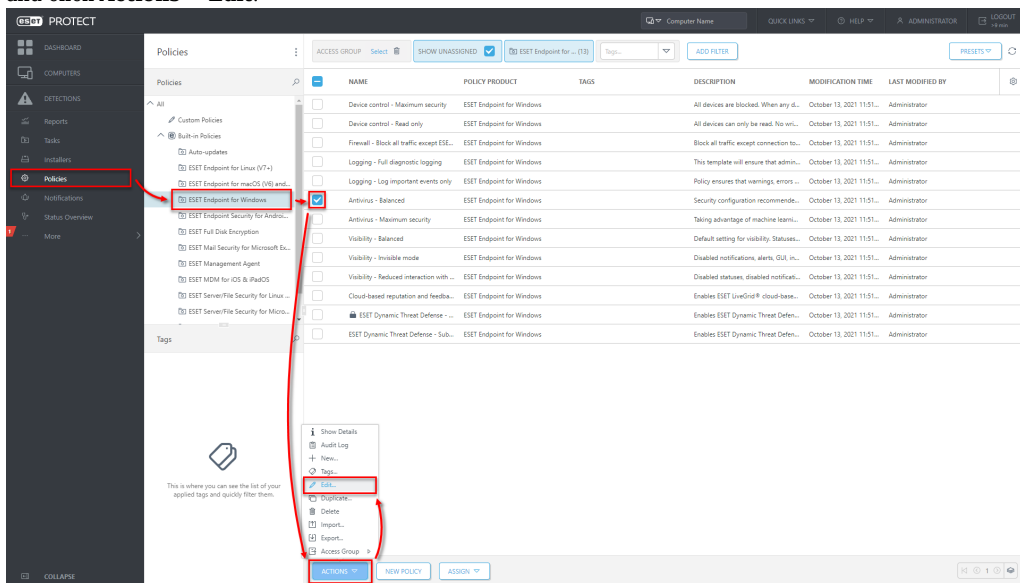
## Issue

- 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.
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.