

ESET Tech Center

Kennisbank > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 5.x > 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)

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)

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<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:

1. 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**.
4. 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. [How do I open my ESET product?](#)
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).



Figure 1-2

Click the image to view larger in new window

4. Try sending an email. If you are unable, [uninstall and reinstall your ESET product](#).

NOTE:

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

Tags

Endpoint

ERA 5.x