

How to Deploy the Barracuda Essentials Outlook Add-In

<https://campus.barracuda.com/doc/16950/>

This article refers to the Barracuda Essentials Outlook Add-in for customers not currently using Microsoft Office 365.

The latest Barracuda Email Protection Add-In supports Outlook and Outlook Web Access (OWA) for Microsoft Office 365. For setup details, see [How to Deploy the Barracuda Email Protection Add-In](#) and [Using the Barracuda Email Protection Add-In](#).

The Barracuda Essentials Outlook Add-In supports Microsoft Exchange Server 2013, 2016, 2019, Outlook versions 2016, 2019, 2021, and Outlook Web Access (OWA) running on Windows and Mac OS.

See also [Barracuda Essentials Outlook Add-In User Guide](#).

If you are experiencing issues deploying with Microsoft Exchange Server 2013, ensure that TLS 1.2 is enabled in .NET. Refer to this [Microsoft article](#) for more information on updating and configuring the .NET Framework to support TLS 1.2.

If you are experiencing issues deploying with Microsoft Exchange Server 2016, refer to this Microsoft article <https://learn.microsoft.com/en-us/exchange/troubleshoot/administration/unable-install-add-ins-microsoft-store>.

Use the steps in this article to deploy the Barracuda Essentials Outlook Add-In to all users in your Exchange Server.

Use the Barracuda Essentials Outlook Add-In to access your messages and send encrypted messages via Outlook or OWA.

Install Barracuda Essentials Outlook Add-In for all Users

Note that the user interface will vary depending on the Microsoft Exchange version you are

using. The instructions below applies to Exchange 2013. For more information on how to install an add-in for your Exchange version, see the Microsoft article <https://docs.microsoft.com/en-us/exchange/add-ins-for-outlook-2013-help>.

1. Log into the Exchange Admin Center (EAC) in the Exchange Server.
2. Navigate to **Organization > Add-ins**.
3. Click **New+**.
4. Select **Add from the Office Store**.
5. Select the **Barracuda Essentials for Outlook** Add-In app, and then click **Add**.
6. Click **Save**.
7. In the list view, select the **Barracuda Essentials for Outlook** Add-In, and then click **Edit**.
8. Select **Make this add-in available to users in your organization**, and then select the option you want.
 - **Optional, enabled by default:** Allow your users to turn off the add-in.
 - **Optional, disabled by default:** Allow your users to turn on the add-in.
 - **Mandatory, always enabled. Users can't disable this add-in:** Do not allow your users to turn off the add-in.
9. Click **Save**.

Note that it can take up to six hours for the Barracuda Essentials Outlook Add-In to show up in Outlook.

Remove Add-In

If you need to remove the add-in from your Exchange Server and Outlook/OWA for all users:

1. Log into the Exchange Admin Center (EAC) in the Exchange Server.
2. Navigate to **Organization > Add-ins**.
3. In the list view, select **Barracuda Essentials for Outlook**, and then click Delete .

Troubleshooting

Issue	Solution
User has added or removed app but change does not display in Outlook	It may take some time after adding or removing the add-in for the Outlook client or OWA for the Outlook ribbon to update. If users cannot see the change, direct them to either restart the client or refresh the web page.

<p>Message Action is disabled</p>	<p>If a user turns off the reading pane while a message is selected, the Message Action option is disabled. In this instance, Message Actions is disabled on the user's Home ribbon in Outlook but enabled in the detailed view. Direct users to turn on the reading pane and reselect the message.</p>
<p>Error Message: Unable to add encryption client. The attachment path was invalid.</p>	<p>The Barracuda Essentials Outlook Add-In displays this message if your Microsoft Outlook is not installed in the default location. The Barracuda Essentials Outlook Add-In is not able to perform encryption with this configuration.</p>
<p>User cannot load Outlook Add-In from Microsoft when not using Outlook Web Access (OWA)</p>	<p>Install the Email Security Gateway Outlook Add-in and use the encryption option to encrypt mail being sent to Email Gateway Defense. Note that other features in the Email Security Gateway Outlook Add-In will not work as there are no required headers in the mail.</p>
<p>The app couldn't be downloaded in Exchange Server 2016</p>	<p>Refer to the Microsoft article: https://learn.microsoft.com/en-us/exchange/troubleshoot/administration/unable-install-add-ins-microsoft-store.</p>

Figures

1. itpro_eac_deleteicon.gif

© Barracuda Networks Inc., 2025 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.