

How to Deploy the Barracuda Outlook Add-In

<https://campus.barracuda.com/doc/96023034/>

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 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 Outlook Add-In to all users in your Exchange Server.

The Barracuda Outlook Add-In allows users to perform various functions, including:

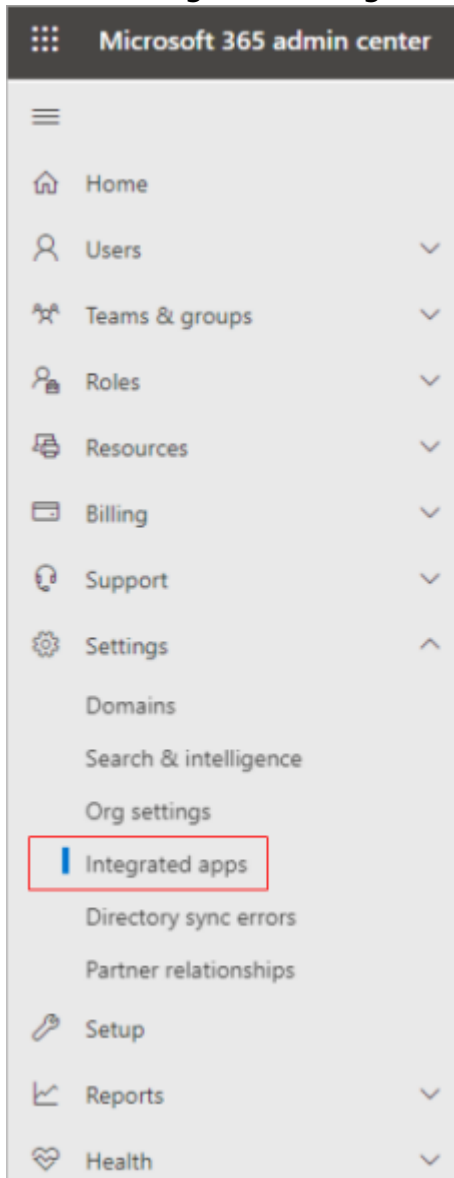
- Send encrypted emails;
- Mark emails as suspicious and send to Barracuda Networks for further analysis;
- Provide additional feedback as to why the email should be blocked.

Install Outlook Add-In for all Users

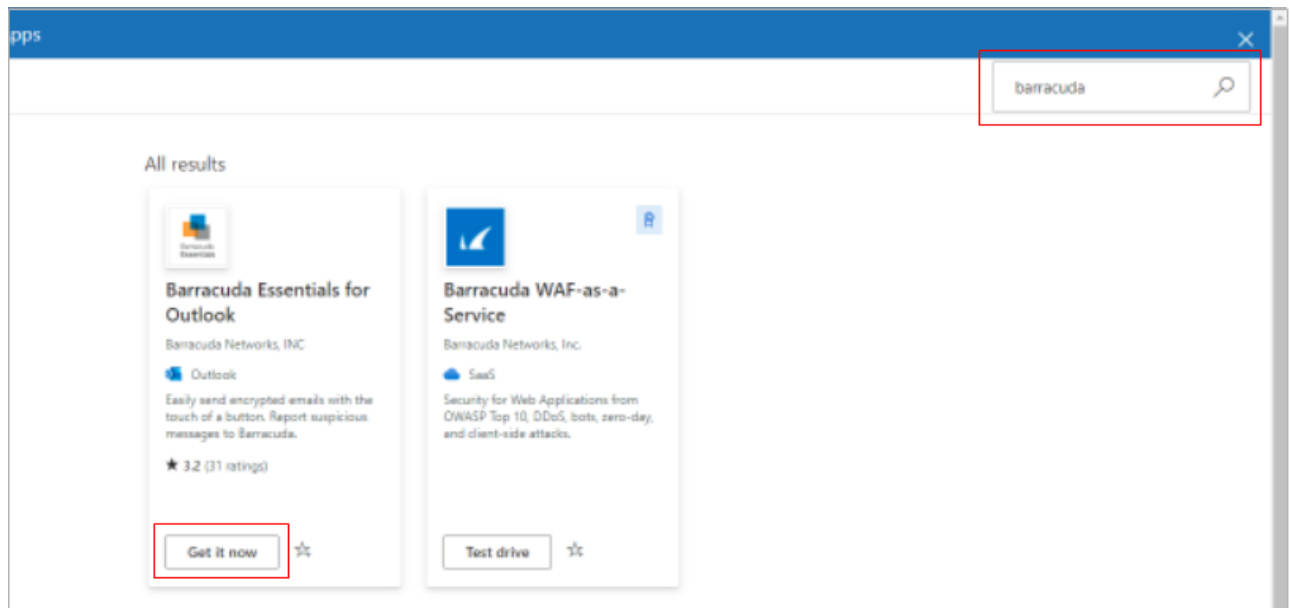
Note that the user interface will vary depending on the Microsoft Exchange version you are using. The instructions below use Microsoft 365 to install the Outlook Add-In. For more

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>.

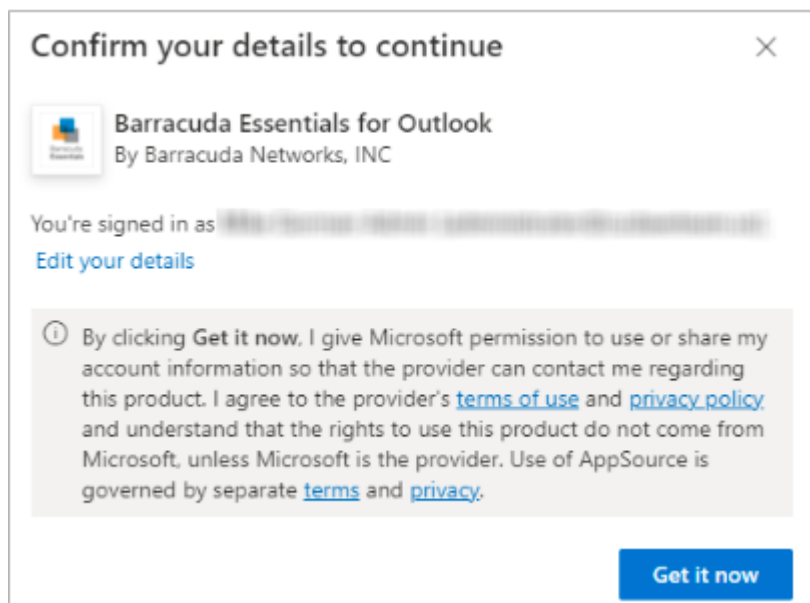
1. Log into the Microsoft 365 admin center <https://admin.microsoft.com/>.
2. Click **Settings** on the left-hand menu. If you do not see **Settings**, click **Show all** first.
3. Under **Settings**, click **Integrated apps**.



4. Click **Get Apps**.
5. At the top right of the page, in the search bar, type barracuda. Select **Get it now** for **Barracuda Essentials for Outlook**.




6. Confirm the details on the screen and click **Get it now**.



7. In the **Add users** section, select **Entire organization** under **Assign users**. You can also use this section to test with a subset of users first before deploying to your entire organization.

Add users

 **Barracuda Essentials for Outlook**

Is this a test deployment? ⓘ ☐ Yes ☒ No

Assign users

☐ Just me (administrator@cudaseteam.us)


☒ Entire organization

☐ Specific users/groups

8. Click **next**.

9. Review the permissions and click **next**.


Accept permissions requests

 **Barracuda Essentials for Outlook**

Read the app permissions and capabilities carefully before proceeding

App Permissions and Capabilities

Barracuda Essentials for Outlook

 Outlook

App Permissions and Capabilities:

This add-in can read or modify the contents of any item in your mailbox, and create new items. It can access personal information -- such as the body, subject, sender, recipients, or attachments -- in any message or calendar item. It may send this data to a third-party service. Can send data over the Internet


Basic info

App publisher
Barracuda Networks, INC

10. Click **finish deployment**.

11. Wait for the deployment to complete, and then click **Done**.



Deployment completed

 **Deployment completed**

Next steps

Test the apps using the following links (if any) to verify that they work as expected.

Barracuda Essentials for Outlook

 Outlook  Deployed. It can take up to six hours for the app to appear in Outlook.

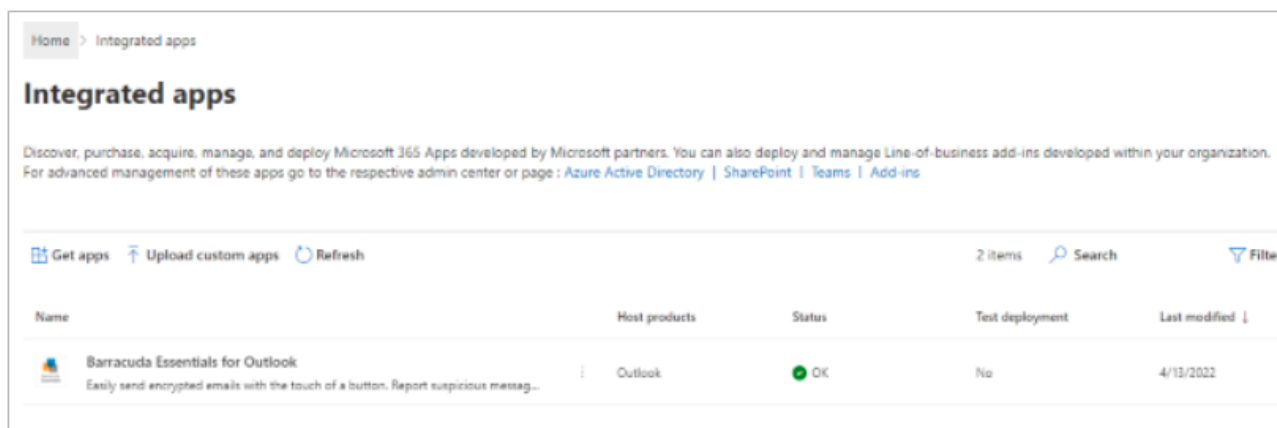
Announce this to your users

Studies show that new software is more successfully adopted when users are informed about the software and how to use it. You'll soon receive an announcement email that explains to your users what you deployed and how to get started using the app or solution. Forward this email to your users to improve your adoption rate 2-5x.

[View this deployment](#)

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

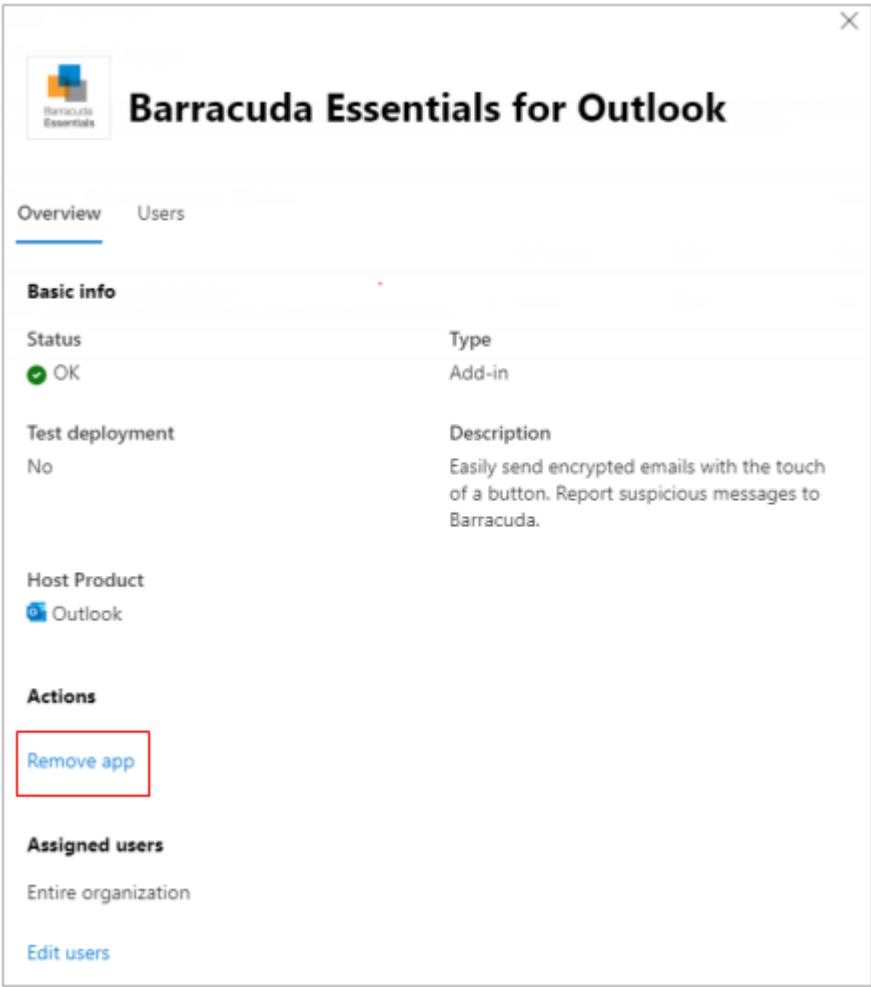
You should now see the Barracuda Outlook Add-In under your **Integrated apps** section within Microsoft 365.



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 Microsoft 365 admin center <https://admin.microsoft.com/>.
2. Click **Settings** on the left-hand menu. If you do not see **Settings**, click **Show all** first.
3. Under **Settings**, click **Integrated apps**.
4. Click **Barracuda Essentials for Outlook**.
5. Under **Actions**, click **Remove app**.



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.
Message Action is disabled	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>Error Message: Unable to add encryption client. The attachment path was invalid.</p>	<p>The Barracuda Outlook Add-In displays this message if your Microsoft Outlook is not installed in the default location. The Barracuda Outlook Add-In is not able to perform encryption with this configuration.</p>
<p>User cannot load Email Gateway Defense 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. ms_admin_menu.png
2. get_addIn.png
3. confirmAddIn.png
4. addUsers_AddIn.png
5. acceptPermissions_AddIn.png
6. deployComplete_AddIn.png
7. integratedAppsMenu.png
8. removeAddIn.png

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