

## Issue found with MS Outlook when upgrading or uninstalling McAfee

When opening Outlook you may see the following error message. The exact error message varies between Outlook versions, but is similar to one of the following:

- The add-in D:\Program Files\Network Associates\VirusScan\scanemal.dll could not be installed or loaded
- The add-in C:\Program Files\McAfee\McAfeeVirusScan\scanemal.dll could not be found
- Unable to load C:\Program Files\McAfee\VirusScan\scanemal.dll You may be out of memory out of system resources, or missing a dll.file
- Could not load plugin C:\Program Files\McAfee\Managed VirusScan\VScan\Scanemal.xxxxxxx.dll
- C:\Program Files\McAfee\VirusScan Enterprise\Scanotlk.dll
- The Add-in "Outlook Scan" (C:\Program Files\McAfee\VirusScan Enterprise\Scanotlk.dll) cannot be loaded and has been disabled by Outlook. Uninstall the Add-in if no update is available.
- The add-in c:\mcafee\8.5i\Scanotlk.dll could not be installed or loaded.

**This issue only occurs on shared computers with multiple user profiles**

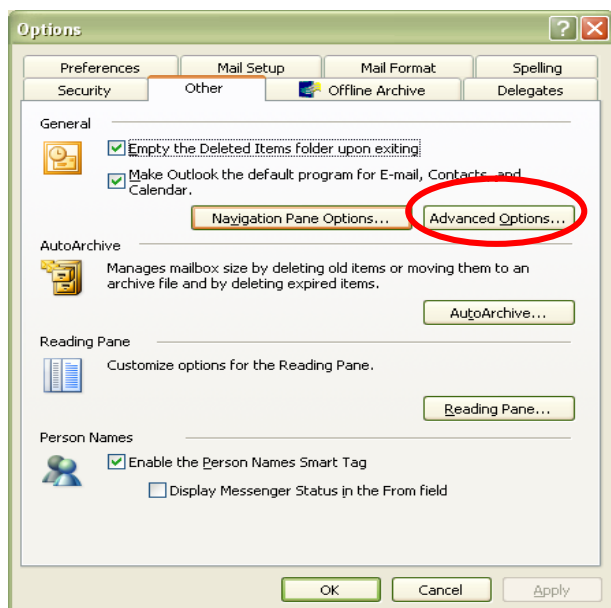
The error usually occurs after a McAfee product upgrade or when older McAfee Anti-Virus software is uninstalled (and a newer version is installed).

To resolve this issue, follow the instructions below.

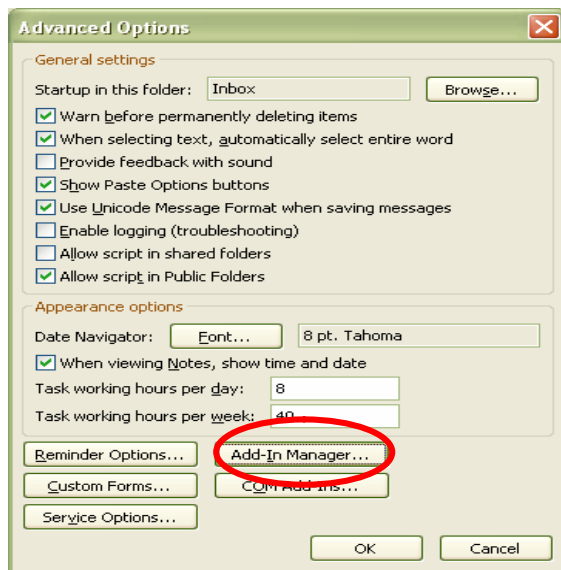
**Solution** - Remove the Exchange Scan Add-in

To remove the Exchange Scan Add-in, follow these steps:

1. Open **Microsoft Outlook**.
2. From the menu click **Tools, Options**.
3. Click the **Other** tab.



4. Click **Advanced Options**.



5. In the lower part of the window click **Add-in Manager** .
6. Uncheck **Exchange Scan**.
7. Click **OK** until all windows are closed.
8. Close and reopen **Outlook**.

**For Outlook 2007 follow these steps:**

1. Open Microsoft Outlook 2007.
2. Click **Tools, Trust Center, add ins**.
3. Located in the bottom right corner is the option **Manage**.
4. Using the drop-down option, select **Exchange Client Extension** and click **Go**.
5. In the Add In Manager window deselect **Exchange Scan** and click **OK**.
6. Close and re-open **Outlook**.

**Workaround** - Install Microsoft Office 2003 Service Pack 3.

Microsoft Office 2003 Service Pack 3 may also help to resolve this issue, although this has not been officially confirmed.

If you are using Office 2003, you can download Service Pack 3 from the Microsoft web site:  
<http://office.microsoft.com/en-us/downloads/default.aspx>

This problem is due to the design of Microsoft Outlook. This issue will not be seen with any other mail client.

McAfee utilizes the Microsoft approved manner of switching out the scanemal.dll. However this method only works for one user. This issue will only be seen on shared computers with multiple user profiles.

When a change is made to the location of the email scanning component of VirusScan, this information may not be reflected in the **EXTEND.DAT** file used by Outlook.

Outlook caches its registry settings in the **EXTEND.DAT** file to improve performance by removing the need to access the registry each time the application is launched. If a change to the registry settings for Outlook have not yet been synchronized with the information in **EXTEND.DAT**, Outlook will not have the newer information. Deleting **EXTEND.DAT** requires Outlook to verify the registry and Add-in information before re-creating the file.