



NOTE: We have used the term SendGuard to refer to the software in this FAQ. All questions and answers apply equally to SendConfirm and ReplyGuard (as SendConfirm and ReplyGuard are components of the full SendGuard for Outlook).

[Product FAQ](#) | [Licensing FAQ](#) | [Installation & Deployment FAQ](#)

PRODUCT FAQ

What versions of Outlook does SendGuard (or SendConfirm or ReplyGuard) work with?

SendGuard can be used with Outlook 2016 (32-bit and 64-bit), 2013 (32-bit and 64-bit), 2010 (32-bit and 64-bit) and 2007.

Can SendGuard be centrally deployed and managed?

Yes. We can provide a Customized MSI (with your pre-set settings) for initial deployment. We will also provide ADMX/ADML files to manage settings after deployment using Group Policy. Please refer to the [Deployment FAQ](#) section later in this document for more information.

Does SendGuard need to be installed on the desktop or the server?

SendGuard is a client-side addin and no additional software has to be installed on the server.

Can the Settings Screen be hidden from the user?

Yes. There is a registry key to hide all settings (as well as other options) from the user. This key can be set from the software or deployed using reg or ADMX/ADML files.

How does SendGuard know my “internal/safe” domains?

SendGuard automatically detects your internal domain based on your email address. You can also define additional domains on the settings screen. You can also use wildcards (for example if you have the same domain in multiple countries) e.g. mydomain*

Does SendGuard work in a Citrix environment?

Yes. We have several clients who use SendGuard in a mixed desktop/Citrix environment.

Is it possible to stop users from disabling SendGuard?

Yes. We have step-by-step instructions for this in our Administrators Guide. Please [contact us](#) if you need a copy.



Does SendGuard work with different DPI resolutions?

We have tested the software for 100%, 125%, 150%. If you have users who need a different percentage, [please let us know](#).

LICENSING FAQ

How is SendGuard licensed?

SendGuard is currently licensed based on the number of users. The same user using SendGuard on multiple computers counts as a single user.

Is the license perpetual or subscription-based? Are upgrades included?

Our licenses are now Subscription based and include all updates and support during the subscription period.

Microsoft has now started releasing updates to Outlook and Office very frequently and this enables us to provide better support and to ensure that your software stays up-to-date with any changes that Microsoft makes.

Enterprise customers can [contact us](#) for other licensing options and volume discounts.

INSTALLATION & DEPLOYMENT FAQ

What are the system requirements for SendGuard?

SendGuard works with Outlook 2007 or later and supports both 32 Bit and 64 Bit. SendGuard only works with Windows PCs (Mac is not supported)

Will any software need to be installed on the server?

No. SendGuard is a client application and needs to be installed on the desktop. However you can use Group Policy (or other deployment applications) to deploy and manage SendGuard settings from your server.

What deployment tools can be used to deploy SendGuard?

We will provide you with both 32-Bit and 64-Bit MSIs. These can be deployed using Group Policy or any other deployment tool of your choice. We have instructions on deployment using Group Policy in our Administrators Guide. Please [contact us](#) if you need a copy.

How can I deploy SendGuard with own pre-set settings (Small Networks)?

Install the software on one computer first and configure it with the settings you need. Then use the Export Settings button (on the Settings screen) to create a Reg file. Copy the installer and the reg file to



a shared location on your network and then run them both from each computer. You can also create a batch file to run both files automatically.

Step-by-Step instructions are given in our Administrators Guide. Please [contact us](#) if you need a copy.

How can I deploy SendGuard with own pre-set settings (Enterprise)?

For enterprise customers, we can create MSIs for you with the settings you wish to deploy. The MSIs can be deployed using Group Policy (or any other deployment tool of your choice).

Alternatively, you can configure SendGuard and then export a reg file (from the Settings screen). The MSI and the reg file can be run on each PC.

We have instructions on both methods in our Administrators Guide. Please [contact us](#) if you need a copy.

What Corporate customization/branding can be applied to the prompts?

SendGuard supports branding customization. You can configure it to display your company logo, customized text as well as links to your organization's email policies.

Can the Settings Screen be hidden from the user?

Yes. There is a registry key to hide all settings (as well as other options) from the user. This key can be set from the software or deployed using reg or ADMX/ADML files.

Is it possible to stop users from disabling SendGuard?

Yes. We have step-by-step instructions for this in our Administrators Guide. Please [contact us](#) if you need a copy.

Is it possible to push out new settings without needing to reinstall the software?

Yes. We will provide you with a ADMX/ADML files to use with Group Policy to update settings.

Contact Information

Please contact us at sales@standss.com if you need additional technical or sales information.

If you prefer to be contacted by phone, please include the relevant information (including your time zone).