



# SendGuard for Outlook FAQ

**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).

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## PRODUCT FAQ

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

SendGuard can be used with, Office 365 (32-bit and 64-bit), Outlook 2021 (32-bit and 64-bit), Outlook 2019 (32-bit and 64-bit), Outlook 2016 (32-bit and 64-bit) and Outlook for Mac

SendGuard now also works with Outlook Web Access. Visit our [SendGuard for M365](#) page for more information.

### 2. Can SendGuard be centrally deployed and managed?

Yes. We can provide you with the files and/or instructions to deploy SendGuard to all your users.

Desktop: 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.

M365(OWA and Outlook for Mac): We will provide you with a manifest file (with your settings) that can be deployed from the Exchange section of the Office 365 Administrative Centre.

Please refer to the [Deployment FAQ](#) section later in this document for more information.

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

We have various options for installing SendGuard where you can choose if it goes on the Desktop or the server. We will discuss the best option for you based on your requirements.

### 4. Can the Settings Screen be hidden from the user?

Yes. The settings screen can either be locked or completely hidden from users.

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

This can be detected automatically or defined by the admin/user on both the Desktop and OWA versions. You can define your own domains and sub-domains using wildcards if necessary. This can be pushed down from the server and locked to user changes.

## 6. Does SendGuard work in a Citrix environment?

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

## 7. Is it possible to stop users from disabling SendGuard?

Yes. SendGuard can be setup by administrators so that it cannot be disabled or uninstalled. Please [contact us](#) if you need a copy of the Administrator Guide which has full instructions for this.

## 8. Does SendGuard work with different DPI resolutions?

Yes. We have tested the software with various DPIs. [Please let us know](#) if your users have a DPI that needs our attention.

## LICENSING FAQ

### 1. 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.

### 2. 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

### 1. What are the system requirements for SendGuard?

Windows Desktop

SendGuard works with Outlook 2016 or later and supports both 32 Bit and 64 Bit.

### M365 (Desktop, OWA, Mac)

The M365 version works on the Windows Desktop, Mac and Outlook Web Access.

## **2. Will any software need to be installed on the server?**

### Windows Desktop

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.

### M365 (Desktop, OWA, Mac)

The M365 version will be deployed using the Office 365 Administrative Center.

## **3. What deployment tools can be used to deploy SendGuard?**

### Windows Desktop

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

### M365 (Desktop, OWA, Mac)

The team will Customize the settings for you and will provide you with the URL which you can use to deploy using the Office 365 Administrative Center. We have instructions on deployment with Office 365 Administrative Center in our Administrators Guide. Please contact us if you need a copy.

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

### Windows Desktop

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.

### M365 (Desktop, OWA, Mac)

The team will Customize the settings for you and will provide you with the URL which you can use to deploy using the Office 365 Administrative Center.

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

## **5. How can I deploy SendGuard with own pre-set settings (Enterprise)?**

### Windows Desktop

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.

### M365 (Desktop, OWA, Mac)

The team will Customize the settings for you and will provide you with the URL which you can use to deploy using the Office 365 Administrative Center.

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

## **6. 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.

## **7. Is it possible to stop users from disabling SendGuard?**

Yes. SendGuard can be setup by administrators so that it cannot be disabled or uninstalled. Please [contact us](#) if you need a copy of the Administrator Guide which has full instructions for this.

## **8. Is it possible to push out new settings without needing to reinstall the software?**

### Windows Desktop

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

### M365 (Desktop, OWA, Mac)

Yes. We will provide you with a new manifest and you can use that to update in the Office 365 Administrative Center.

## **Contact Information**

Please contact us at [sales@standss.com](mailto: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).