## Troubleshooting Disabled Outlook Add-In

- 1. If the **HPE Content Manager** tab does not appear, but a message appears saying the Add-in has been disabled, to enable it:
  - a. In Outlook, please click on File and click on Manage COM Add-Ins.

Manage COM	Slow and Disabled COM Add-ins
Add-ins	Manage COM add-ins that are affecting your Outlook experience.

b. This will open the screen below, click on HPE Content Manager Add-in for Microsoft Outlook and select Always enable this add-in and then select Do not monitor this add-in for the next 30 days.

Slow and Disab	oled Add-ins	
These add-ins decreased Learn more	d performance or caused Outlook to crash.	
HPE Content Manager	Add-in for Microsoft Outlook	
The Add-in allows user	rs of Microsoft Outlook to save important email me	
This add-in caused Out	tlook to crash. As a result, it was disabled.	
✓ Options		
Enable this add-	in	
ld-ins	?	×
Slow and Disabled A	Add-ins	
	nance or caused Outlook to crash. For support with these issues, contact the ve	ndor of
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c. Now close **Outlook** and reopen it and the Add-in should appear.

## EDRMS CONTENT MANAGER TIP 003B

- 2. If the Add-in does not appear follow these instructions:
  - a. In Outlook, click File then Options then Add-Ins.
  - b. From the Manage dropdown, select COM Add-Ins then click GO.

1			
General	View and manage Microsoft Office Add-ins.		
Mail			
Sector and the sector of the s			
Calendar	Add-in Options		
Contacts	Launch Add-in options dialog: Add-in Options		
Tasks	Add-ins		
Notes and Journal			
	Name +	Location	T) *
Search	Active Application Add-ins		1.1
Mobile	Business Connectivity Services Add-In	C:\din.dll	CE
	Conversation History Add-in for Microsoft Lync2010x64 4.0.7577.4384 Gen P0	C/fice.dll	C(E
Language	Microsoft Exchange Add-in	C\din.dll	C
dament.	Microsoft Outlook Social Connector	C.R.DLL	9
Advanced	Microsoft SharePoint Server Colleague Import Add-In	Charlott di	0
Customize Ribbon	OneNote Notes shout Outlook Rems	CAL OL di	2
Cartoniae root on	Online Meeting Add in for Microsoft Lunc 2010v64 4.0 7577 4384 Gen PO	Ch. dia dil	ä
Quick Access Toolbar	while meeting new intermeteric grites were hard at reason were	10- 3 WILLIAM	
	Insetting Annihestion Add.ine		*
Add-Ins			
Trust Center	Add-in: Business Connectivity Services Add-In		
and a contract	Publisher: Microsoft Corporation		
	Compatibility: No compatibility information available		
	Location: C:\Program Files (x86)\Microsoft Office\Office14\ADDINS\BC	SAddin.dll	
	Description: This Add-in is used by Business Connectivity Services.		
	Mgnage COM Add-ins 💌 😥 😡		
			Cancel

c. On the COM Add-Ins popup, select HPE Content Manager Add-in for Microsoft Outlook and click OK. If it is not showing there to select then go to step 3.

Add-Ins available:	6	OK
Business Connectivity Services Add-In     Sonversation History Add-in for Microsoft Lync. 240x64 4.0.7577.4384 Gen P0		Cancel
HPE Content Manager Add-in for Microsoft Outlook     Microsoft Access Outlook Add-in for Data Collection and Publishing     Microsoft Exchange Add-in     Microsoft Outlook Social Connector     Microsoft SharePoint Server Colleague Import Add-in     Microsoft SharePoint Workspace Proxy for Outlook Add-in	E (	<u>A</u> dd <u>R</u> emove
.ocation: C:\Program Files (x86)\Hewlett Packard Enterprise\Content Manager\HP.H	PRM.OfficeInteg	ation.Outlook.

d. Close Outlook & reopen Outlook.

## EDRMS CONTENT MANAGER TIP 003B

- 3. If the Add-in was not showing under COM Add-ins above, follow these instructions:
  - a. In Outlook, click File then Options then Add-Ins.
  - b. From the Manage dropdown, select Disabled Items then GO.



e. On the **Disabled Items** popup, select **HPE Content Manager Add-in for Microsoft Outlook** then click **Enable** and **OK**.

The items listed below are disabled because th correctly, or your system administrator has disa	ey prevented Outlook from function bled them through Group Policy.	nin
Please note that you may have to restart Outloo	ok for these changes to take place.	
And the ones you man to re-endored		-
Addin: hp.hprm.officeintegration.outlook (hp.	.hprm.officeintegration.outlook.dll)	
Addin: hp.hprm.officeintegration.outlook (hp	.hprm.officeintegration.outlook.dll)	-
Addin: hp.hprm.officeintegration.outlook (hp	.hprm.officeintegration.outlook.dll)	
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Addin: hp.hprm.officeintegration.outlook (hp	.hprm.officeintegration.outlook.dll)	

f. Now close and reopen Outlook. The Add-in should now appear.

## If you still cannot see the Add-in, please contact <u>EDRMS.Help@gov.bc.ca</u>.