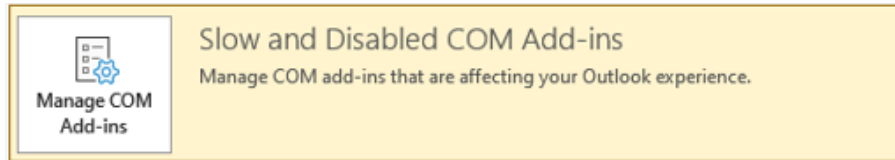
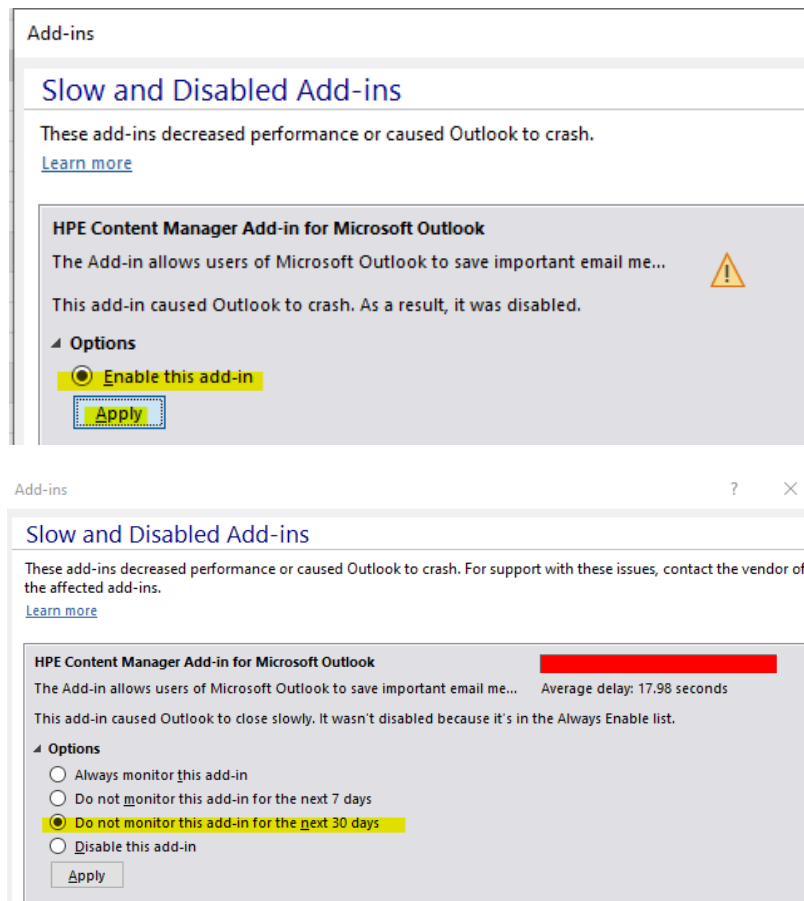


# Troubleshooting Disabled Outlook Add-In

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**.



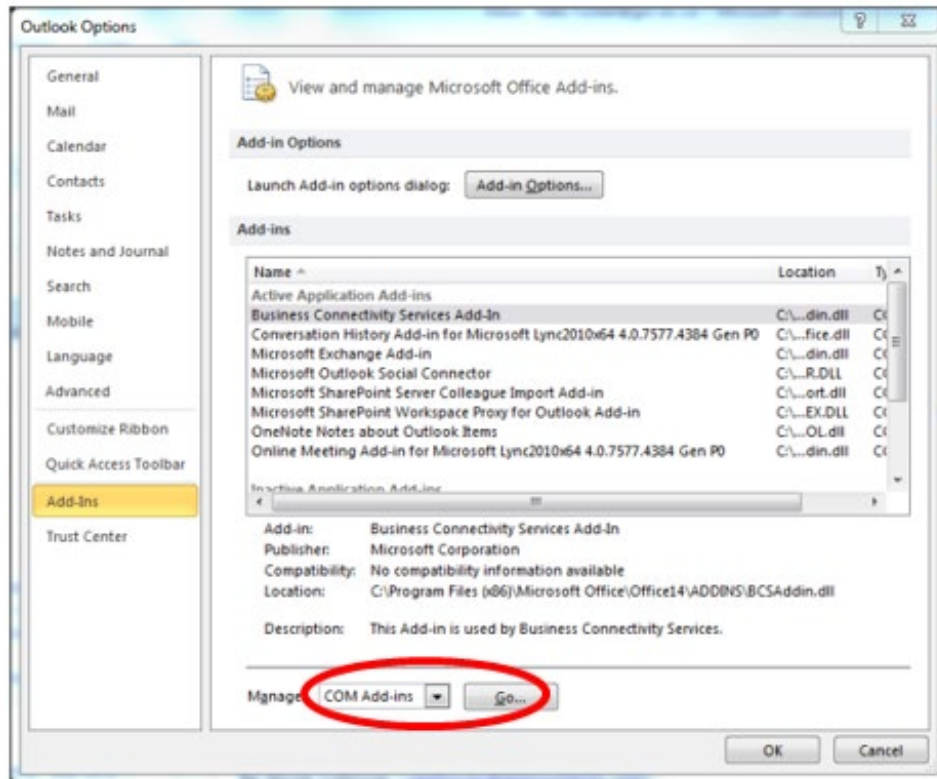
- b. This will open the screen below, click on **HPE Content Manager Add-in for Microsoft Outlook** and select **Always enable this add-in** and then select **Do not monitor this add-in for the next 30 days**.



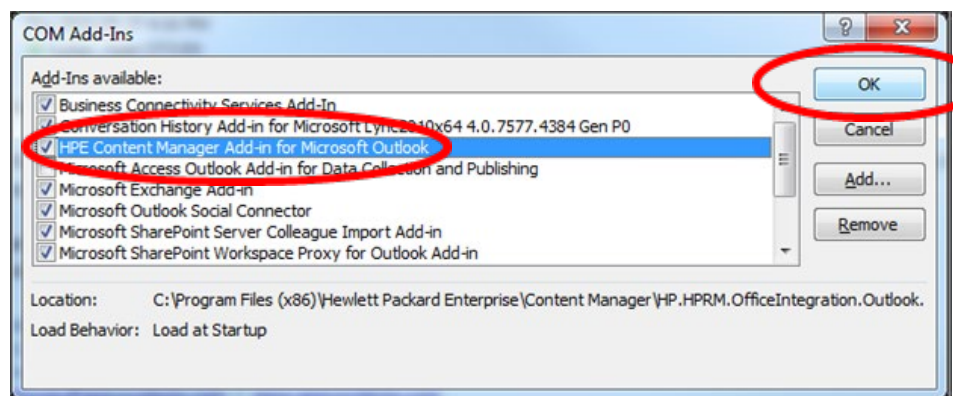
- c. Now close **Outlook** and reopen it and the Add-in should appear.

## 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**.



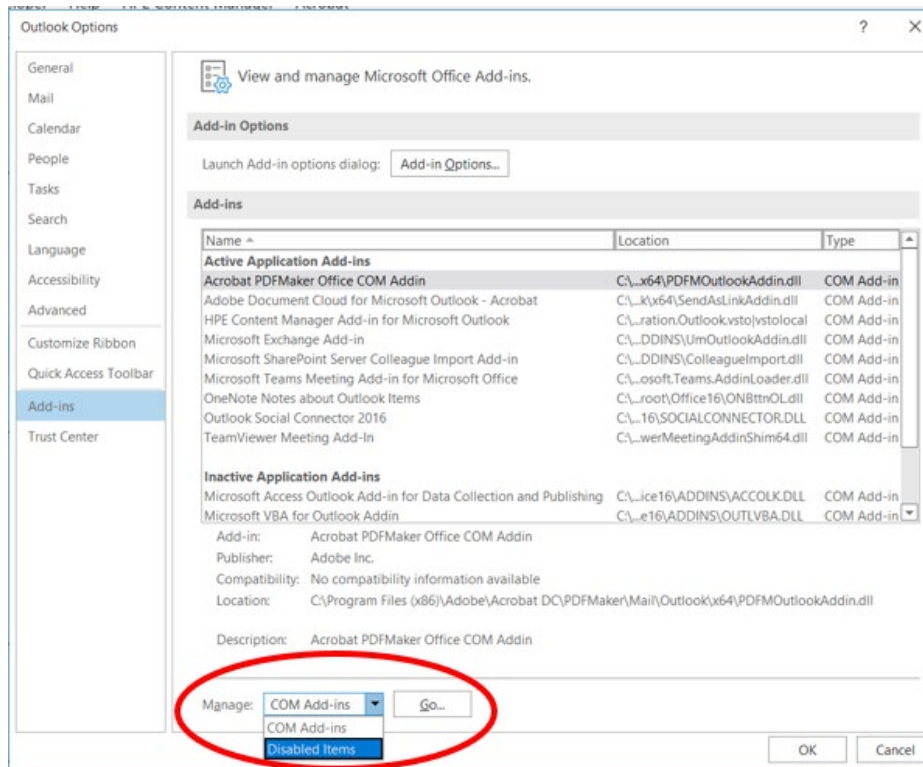
- c. On the **COM Add-Ins** popup, select **HPE Content Manager Add-in for Microsoft Outlook** and click **OK**. If it is not showing there to select then go to step 3.



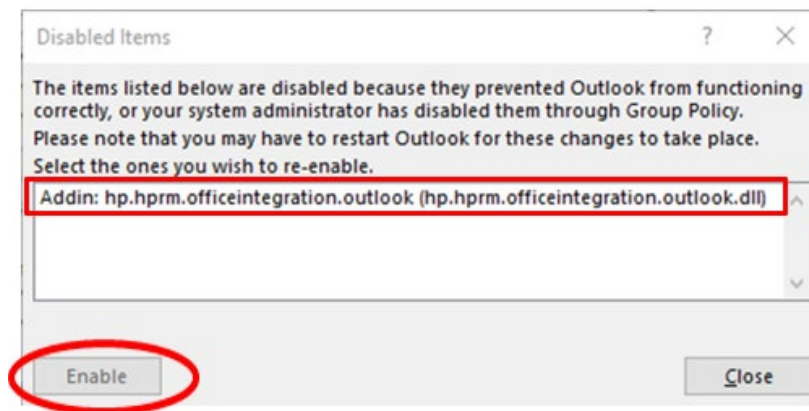
- d. Close Outlook & reopen Outlook.

## 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**.



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

**If you still cannot see the Add-in, please contact [EDRMS.Help@gov.bc.ca](mailto:EDRMS.Help@gov.bc.ca).**