

Quest® Archive Manager for Exchange 8.9

Outlook Add-in Installation Guide



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Legend



CAUTION: A caution icon indicates potential damage to hardware or loss of data if instructions are not followed.



IMPORTANT, NOTE, TIP, MOBILE OR VIDEO: An information icon indicates supporting information.

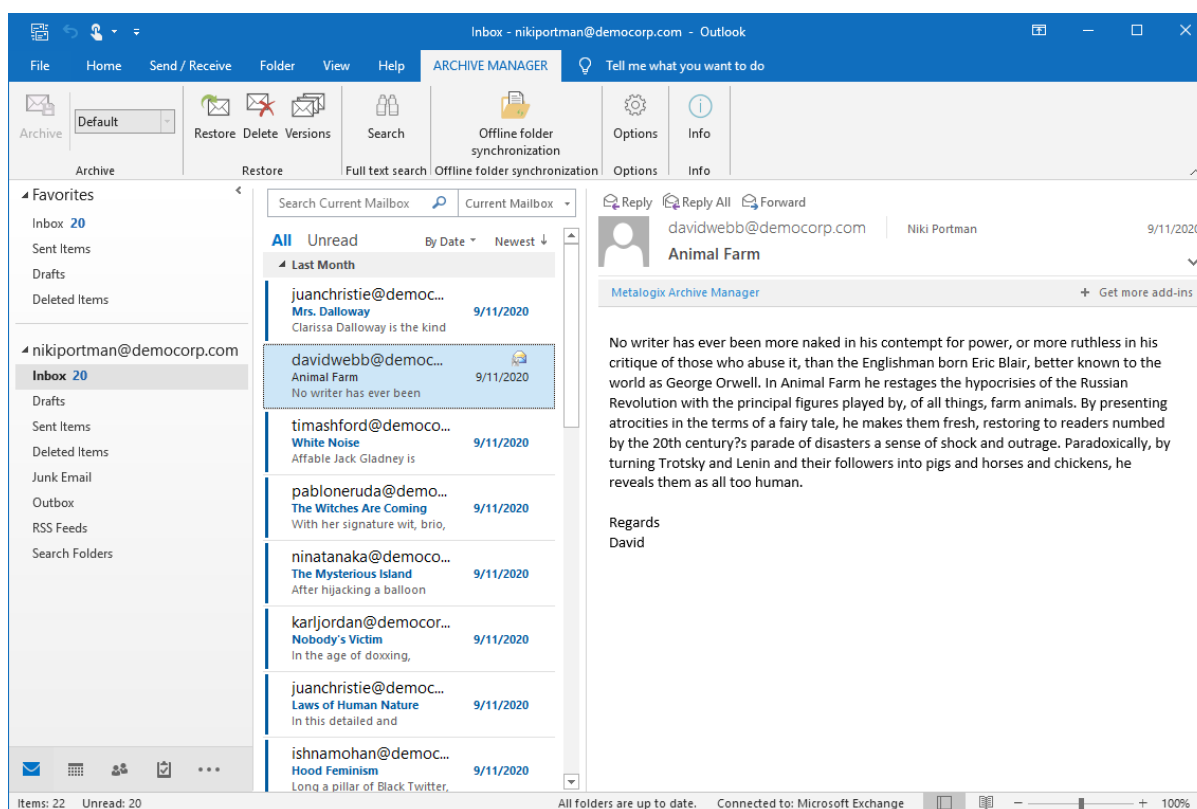
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Introduction

The Archive Manager Outlook Add-in offers end users the capability to archive, retrieve, restore and search for archived email items directly from the Outlook client installed on their computers. This guide describes the all these features and other capabilities of the Outlook Add-in.

When the Outlook Add-in is installed, the **Archive Manager** tab appears in the Outlook toolbar.



This document describes the Archive Manager Outlook Add-in installation for Outlook 2016, 2019 and 2022. There are two setup installer files available in the installation media package and you must choose the installer depending on the Outlook application installed on the user's computer:

- Archive Manager Outlook Addin x86 Setup.msi - for **32bit** Outlook 2016, 2019 and 2022
- Archive Manager Outlook Addin x64 Setup.msi - for **64bit** Outlook 2016, 2019 and 2022



CAUTION: MS Outlook Add-in should not be installed on a machine where Archive Manager for Exchange is installed

Prerequisites

- **Windows Installer 3.1**

The Microsoft® Windows® Installer is an application installation and configuration service. WindowsInstaller-KB893803-x86.exe is the redistributable package for installing or upgrading Windows Installer.

URL: <http://www.microsoft.com/Downloads/details.aspx?familyid=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en>

- **.Net Framework 4.8**

The Microsoft .NET Framework version 4.8 redistributable packages install the .NET Framework runtime and associated files required to run applications developed to target the .NET Framework v4.8.

URL: <https://dotnet.microsoft.com/en-us/download/dotnet-framework/thank-you/net48-web-installer>

- **VSTO runtime 2010 (x86 and x64)**

The Microsoft Visual Studio 2010 Tools for Office (VSTO 2010 x64 and x86) redistributable package installs the Visual Studio Tools for Office runtime, which is required to run solutions built using VSTO 2010.

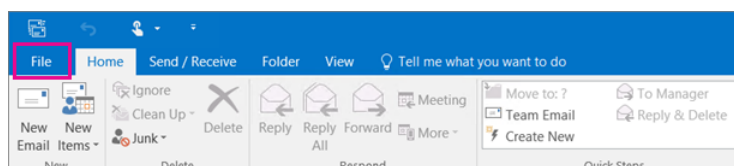
URL for VSTORRedistX86: <http://go.microsoft.com/fwlink/?LinkId=158917>

URL for VSTORRedistX64: <http://go.microsoft.com/fwlink/?LinkId=158918>

Steps to find the Outlook version

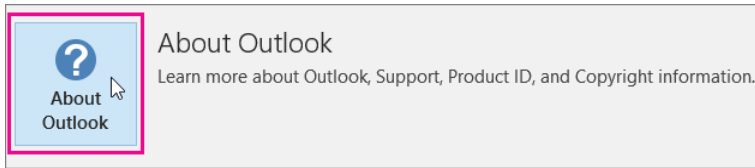
These steps are provided for you to determine the Outlook version. If you use Outlook 32-bit version, you must use the **Archive Manager Outlook Addin x86 Setup** installer. If you use Outlook 64-bit version, you must use the **Archive Manager Outlook Addin x64 Setup** installer.

1. In Outlook, choose **File**.

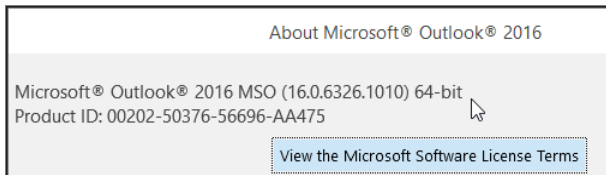


2. Select **Office Account**.
3. If you don't see **Office Account**, choose **Help**. The product version is on the right side of the page.

4. To find out whether you're using the 32-bit version or the 64-bit version of Outlook, select **About Outlook**.



5. The top of the About Outlook box shows the version number and 32-bit or 64-bit distinction.



Single-user installation

In this chapter:

- [Express mode](#)

Express mode checks and installs the prerequisites automatically at the beginning of the installation process.

- [Advanced mode](#)

Advanced mode installs Outlook Add-in setup files without any prerequisite checks. The prerequisites must be installed manually before the Outlook Add-in installation process can start.

Express mode

The express install mode is designed for single installations with the **Archive Manager Outlook Addin Setup.msi** installer. In express mode you can select and change the installation folder, specify the archive and the retrieve server name, but the specific Add-in properties are set to default values.

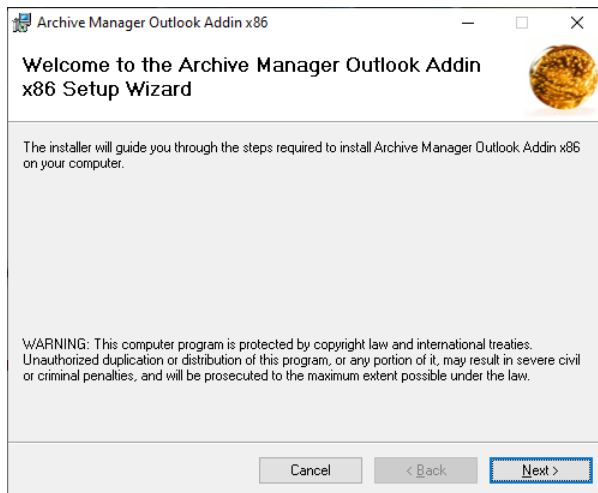
The **Archive Manager Outlook Addin Setup.msi** automatically manages the following processes:

- Detects and installs the required prerequisites for the Add-in setup.
- Installs the Outlook Add-in files.

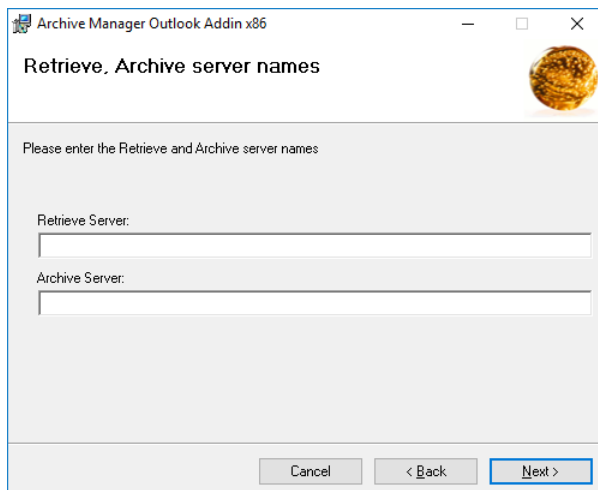
Steps to install the Outlook Add-in

1. Login to the client computer with the enterprise administrator credentials.
2. Close all running applications. Open **Task Manager** and verify that the process *Outlook.exe* is not running.
3. Download and unzip the installation package to a suitable media folder.
4. Run the installer [media-folder]\Quest\Archive Manager Installation Package\Exchange\Addin**Archive Manager Outlook Addin x86 Setup.msi**.

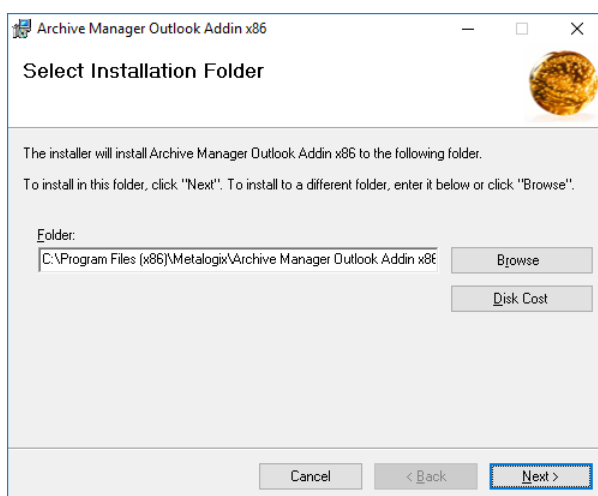
i | **NOTE:** Necessary prerequisites will be checked. If any prerequisite must be installed, the setup can download and install it for you when you click **Accept** and **Install**.



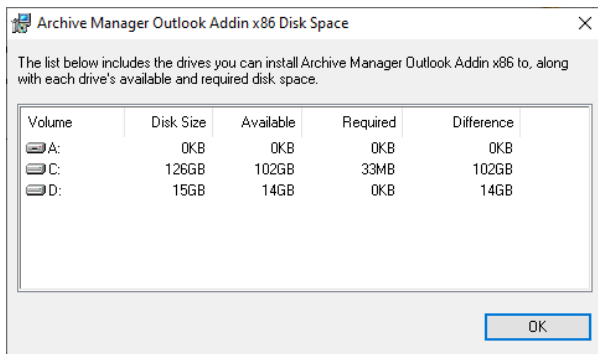
5. Click **Next**. The *Retrieve, Archive server names* window opens. Enter the names of Archive Manager Retrieve and Archive servers. If Archive and Retrieve Servers are the same as in a standalone deployment, enter the same name in both text boxes. If you do not know this names please contact your system administrator.



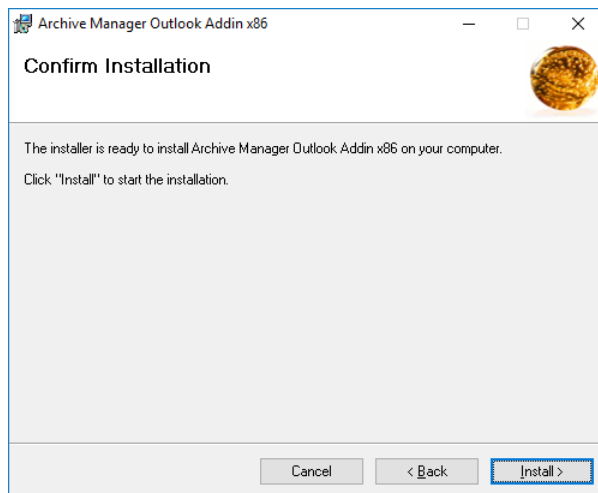
6. Click **Next**. The *Select Installation Folder* window opens. Accept the default folder path or click **Browse** to select a different folder.



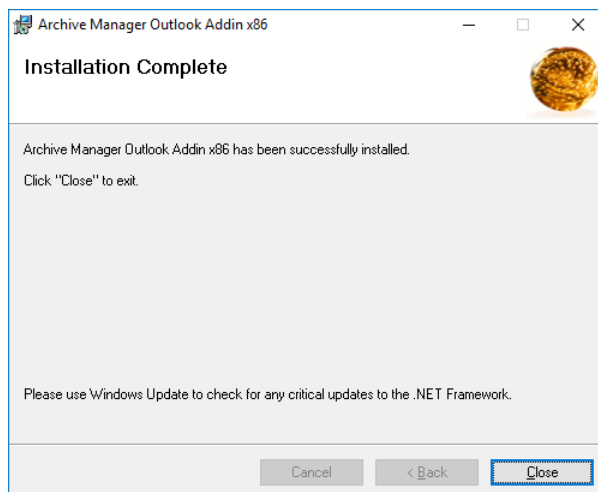
7. You can determine the space requirement and availability by clicking **Disk Cost**.



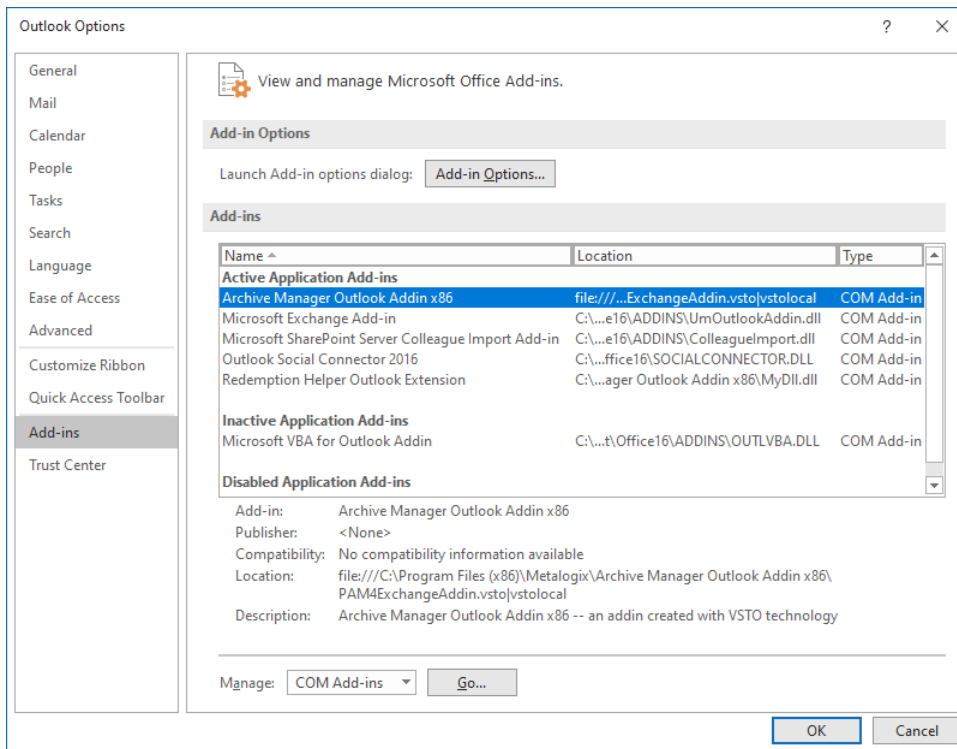
8. Click **Next**. The *Confirm Installation* window opens.



9. Click **Install**.



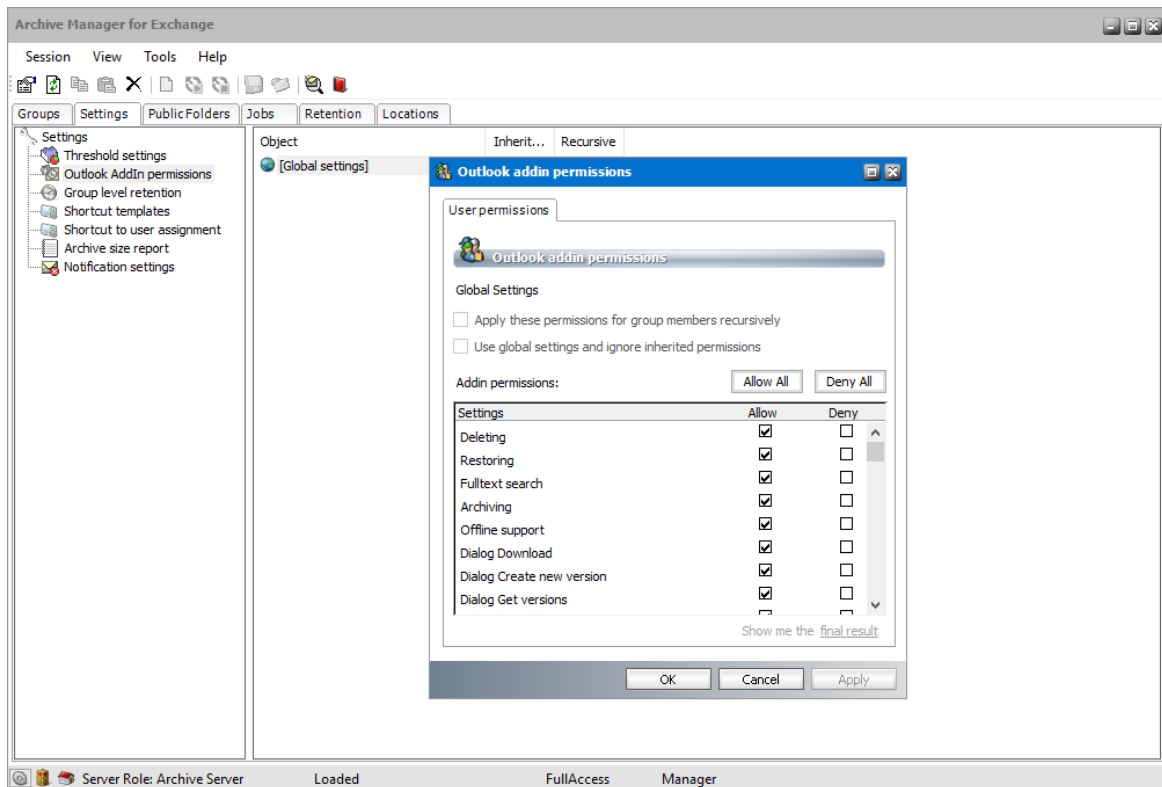
10. Click **Close**.
11. Open the Outlook client. Click **File > Options** to open the the *Outlook Options* window. Then click **Add-ins** and verify that the Archive Manager Outlook Addin is listed.



12. Click **OK** to close the *Outlook Options* window.

Steps to grant permissions for Outlook addin

1. Open the Archive Manager for Exchange Administration Center.
2. From the **Manager** view, click the **Settings** tab.
3. From the list of settings, click **Outlook Add-in permissions**.
4. Right-click the **[Global settings]** object in the right-hand pane, and select **Properties**. The *Outlook addin permissions* window opens.



5. Click **Allow All** to enable all check boxes under the **Allow** column.
6. Click **OK** to apply the settings and close the window.
7. You can open Outlook on the client computer and view the Archive Manager Add-in.

Advanced mode

Advanced mode is designed for multi-user installations (e.g. installing by GPO), during updates and repair and at installing from command line. In advanced mode you can change almost every Add-in property (default registry values) and installation options using command line options.

Correct syntax:

```
msiexec [/option] [path to Archive Manager Outlook Addin Setup.msi file]
PROPERTY=VALUE PROPERTY2=VALUE PROPERTY3=VALUE....
```

Property values that are literal strings must be enclosed in quotation marks. White spaces can be included in the string between the marks.

```
msiexec [/option] [path to Archive Manager Outlook Addin Setup.msi file]
PROPERTY="Embedded White Space"
```

Incorrect syntax:

```
msiexec [/option] PROPERTY=VALUE [path to Archive Manager Outlook Addin
Setup.msi file]
```

Windows Installer Command-line options

The command-line options in the following table are available with Windows Installer 3.0. With these commands it is possible to change the installation types (e.g. update, repair, silent, uninstall, logging).

Windows installer commands:

[http://msdn.microsoft.com/en-us/library/aa367988\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa367988(VS.85).aspx)

ReinstallMode commands:

[http://msdn.microsoft.com/en-us/library/aa371182\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa371182(VS.85).aspx)

AllUsers properties:

[http://msdn.microsoft.com/en-us/library/aa367559\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa367559(VS.85).aspx)

Examples:

First install: `msiexec /i [path to Archive Manager Outlook Addin Setup.msi file]`

Update: `msiexec /i [path to Archive Manager Outlook Addin Setup.msi file]`

Repair: `msiexec /i [path to Archive Manager Outlook Addin Setup.msi file]`
`REINSTALL=ALL REINSTALLMODE=vomus` or just select repair option in the maintenance dialog.

Uninstall: `msiexec /x [path to Archive Manager Outlook Addin Setup.msi file]`

Logging: `msiexec /i [path to Archive Manager Outlook Addin Setup.msi file] /l* [path to Archive Manager Outlook Addin SetupLog.txt file]`

Silent mode: `msiexec /i [path to Archive Manager Outlook Addin Setup.msi file] /qn`

Archive Manager Outlook Add-in Command-line options

When installing the Add-in from the command line it is possible to change the default registry key values and set your desired ones. When installing the Add-in (Archive Manager Outlook Addin Setup.msi) without the Add-in command line options, registry keys are created with default values, except in silent mode installation (see examples below), where the retrieve and archive server name must be specified in the command line.

The Archive Manager Outlook Addin Setup.msi setup creates default keys on the following path, depending on Windows version:

`HKEY_LOCAL_MACHINE\SOFTWARE\Quest\PAM4Exchange Outlook Add-in`
or

`HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Quest\PAM4Exchange Outlook Add-in`

Archive Manager Outlook Add-in registry keys, default values and commands:

Name	Type	Default Values	Cmd prompts	Description
XServerName, RetrieveServer, ArchiveServer	REG_SZ		EXPAMSERVER	Archive Server name (NETBIOS name)
RETRIEVESERVER	REG_SZ		RETRIEVESERVER	Retrieve Server name (NETBIOS name)
ARCHIVESERVER	REG_SZ		ARCHIVESERVER	Archive Server name (NETBIOS name)
AUTOPUBLISHPERSONALFORMS	REG_DWORD	0	APUBLISHPERSONALFORMS	Force publishing of forms on startup
CACHELIMIT	REG_DWORD	2048	CACHELIMIT	Offline folder limit in KB
DisableAdd-in	REG_DWORD	0	DISABLEAdd-in	The user manages this disable state (using the Info menu).
EnableServerDetection	REG_DWORD	0	ENABLESERVERDETECTION	Enable server connection detection
EXPLICITOFFLINESETTINGS	REG_DWORD	1	EXPLOFFSET	Switch between the Outlook and custom offline folder settings
OFTAutoSynchronize	REG_DWORD	0	OFTASYNCH	Start synchronization at Outlook start
OFTAutoSynchronizeEnd	REG_DWORD	0	OFTASYNCHEND	Start synchronization at Outlook shutdown
PROTOCOL	REG_SZ	http	PROTOCOL	

Name	Type	Default Values	Cmd prompts	Description
PUBLISHVISIBLE	REG_DWORD	0	PUBLISHVISIBLE	Enable the Publish button on the Add-in options form
REFRESHOFFLINE FOLDERSATSTARTUP		0	ROFFLFSTARTUP	
TOOLBARENABLED	REG_DWORD	1	TOOLBARENABLED	Disable toolbar on admin level
TotalDisableAdd-in	REG_DWORD	0	TOTALDISABLEAdd-in	Disable Add-in on admin level
UseProxy	REG_DWORD	0	USEPROXY	
ExPamInstallPath	REG_SZ	C:\Program Files\Quest\Archive Manager Outlook Add-in\	TARGETDIR	Installation path of the Add-in
DebugLevel	REG_DWORD	0	DEBUGLEVEL	Writes more information into debug.

Examples:

Changing default registry values:

```
Msiexec /i [path to Archive Manager Outlook Addin Setup.msi file]
TOTALDISABLEAdd-in="1" TOOLBARENABLED="1" APUBLISHPFORMS="0"
PUBLISHVISIBLE="0" USEPROXY="1"
```

Silent mode – with the same server name for archive and retrieve server:

```
Msiexec /i [path to Archive Manager Outlook Addin Setup.msi file]
EXPAMSERVER="<Archive_Server_Name>" /qn
```

Silent mode – with different archive and retrieve server:

```
Msiexec /i [path to Archive Manager Outlook Addin Setup.msi file]
ARCHIVESERVER="<Archive_Server>" RETRIEVESERVER="<Retrieve_Server>" /qn
```

Silent mode – with different installation path:

```
Msiexec /i [path to Archive Manager Outlook Addin Setup.msi file]  
EXPAMSERVER="<Archive_Server_Name>" TARGETDIR="C:\\Testfolder\\" /qn
```

Multi-user installation

You can make the Outlook Add-in available to multiple users by assigning the Archive Manager Outlook Addin Setup.msi distribution to their computers with a Group Policy. If you assign the program to a computer, it is installed when the computer starts, and is available to all users who log on to the computer. When a user first runs the program, the installation is completed.

Group Policy deployment

This part describes how to use Group Policy to automatically distribute the Archive Manager Outlook Addin Setup package to users. You can use Group Policy to distribute the setups by using the following methods:

- Assigning Archive Manager Outlook Addin Setup.msi

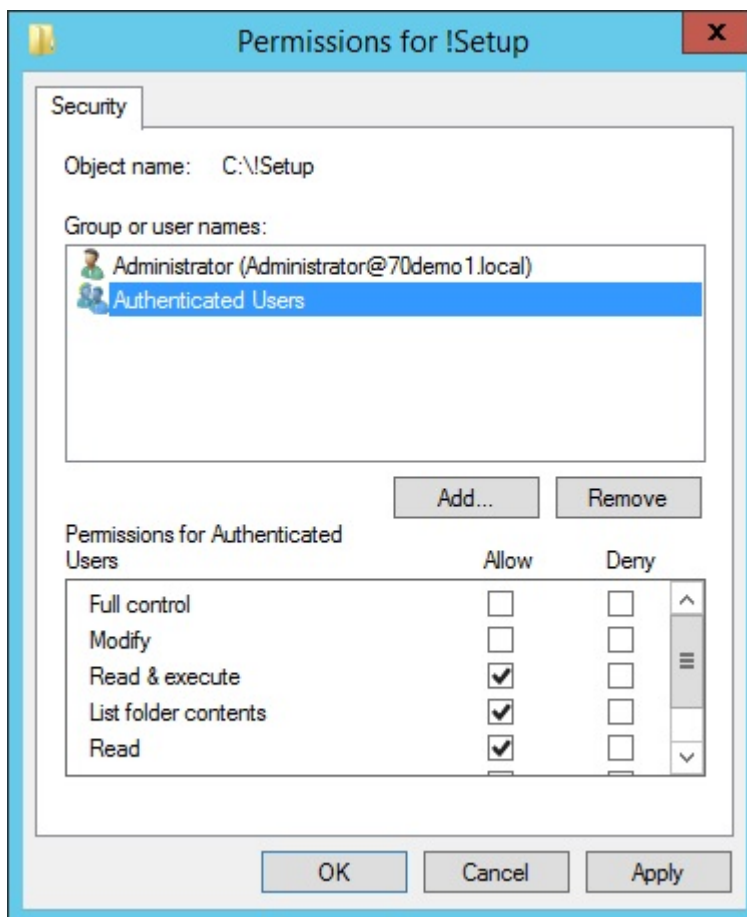
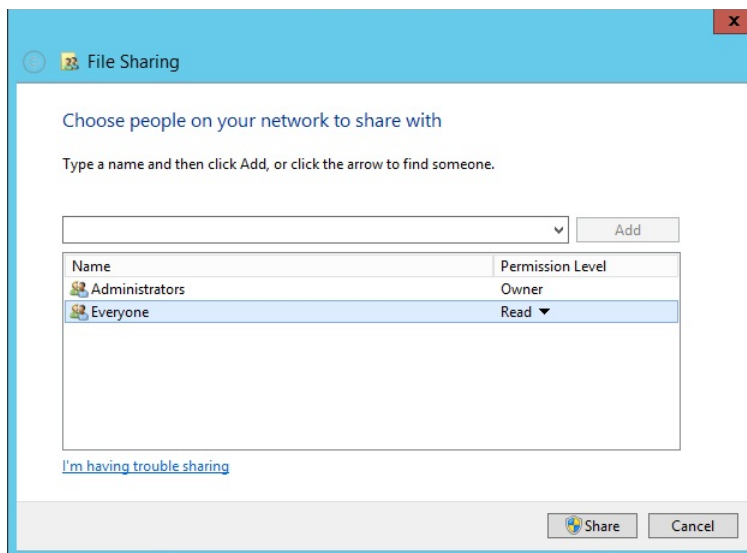


NOTE: Assigning Archive Manager Outlook Addin Setups to client computers is not supported. Archive Manager Outlook Addin Setup.msi installs only Add-in setup (Archive Manager Outlook Addin Setup.msi) without any prerequisites checking. The prerequisites must be checked and installed manually before the Add-in setup is launched. Missing prerequisite on the client's computer may interrupt the Archive Manager Outlook Addin Setup.msi distribution via GPO or Add-in functionality errors in Outlook. See the Troubleshooting section.

Create a Distribution Point

To publish or assign an Archive Manager Outlook Addin Setup, you must create a distribution point on the publishing server:

- Log on to the server computer as an administrator.
- Create a shared network folder which will contain the **Archive Manager Outlook Addin Setup.msi** file that you want to distribute.
- Set permissions on the share to allow access to the distribution package (Everyone should have read access).

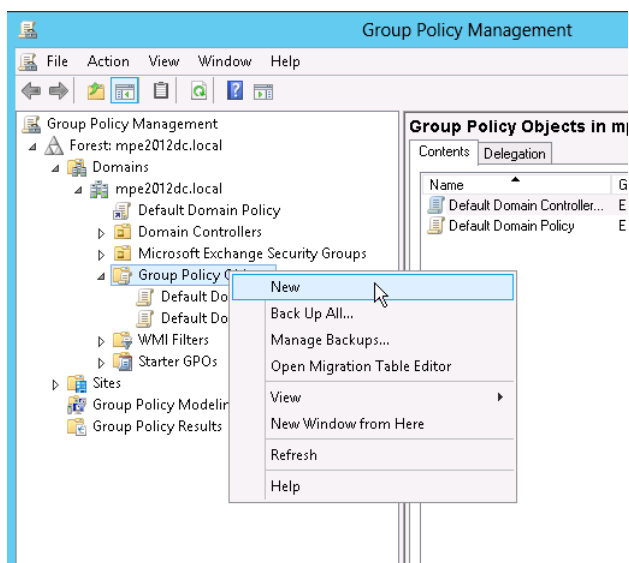


- Copy the Archive Manager Outlook Addin Setup to the distribution point.

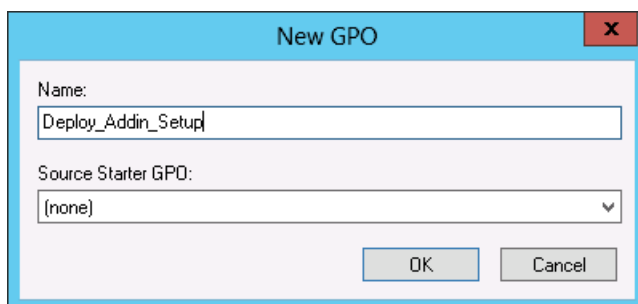
Create a Group Policy Object

To create a Group Policy object (GPO) in **MS Windows Server 2016 / 2019 / 2022** with which to distribute the software package:

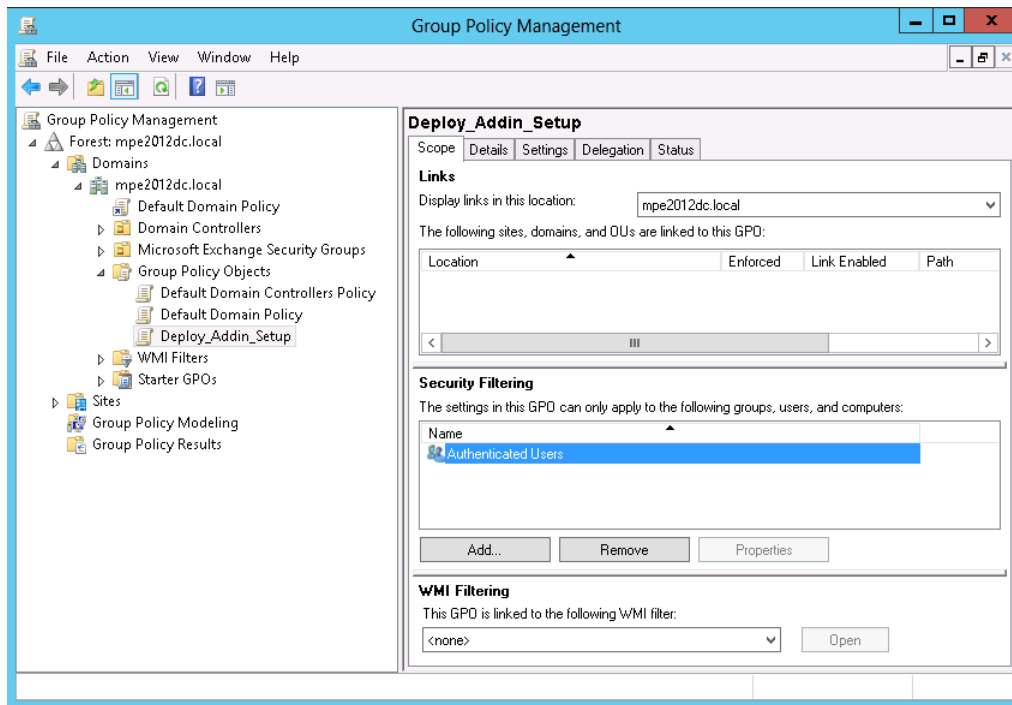
1. Start Group Policy Management.
2. In the console tree, expand your domain.
3. Expand context menu on Group Policy Object, and then click New.



4. Create a new policy (for example: Deploy_Add-in_Setup).

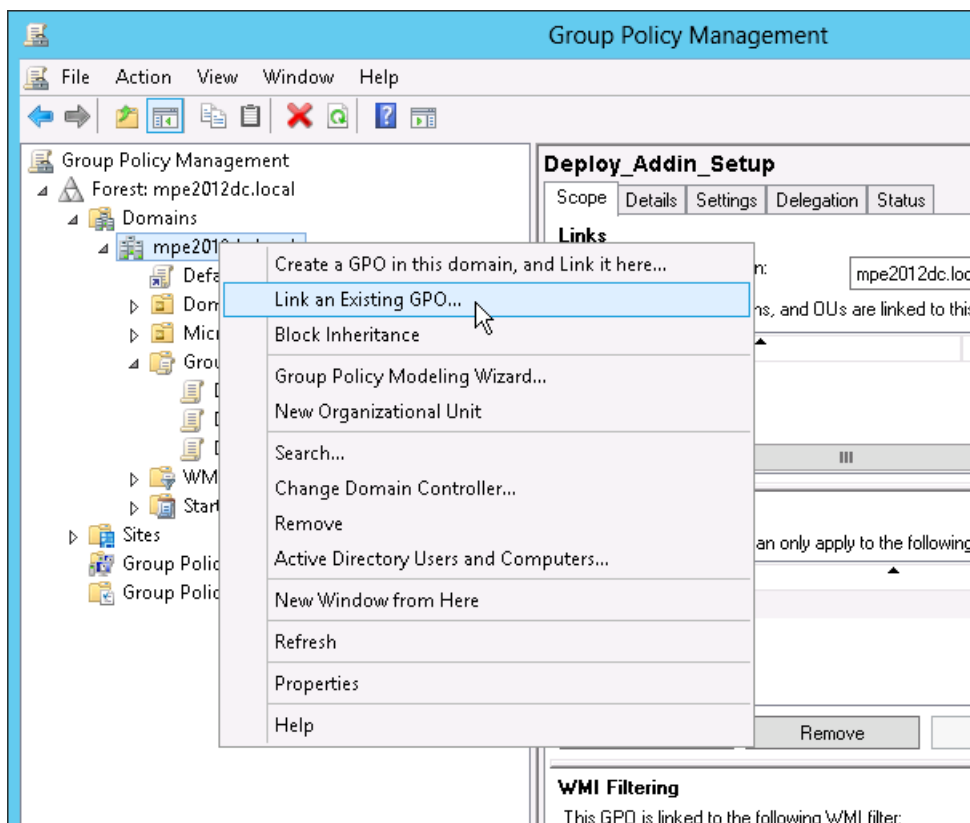


5. Set security filtering for this policy to select groups or users to which you want to apply this policy.

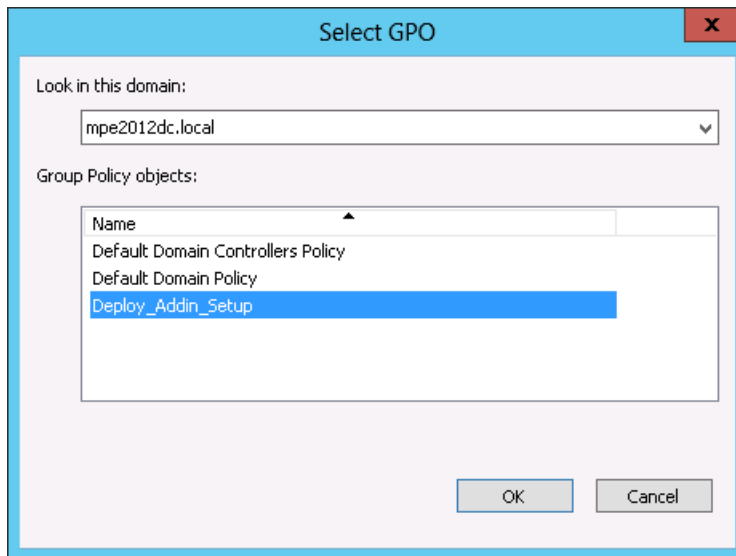


NOTE: The default settings automatically includes Authenticated User as default group, which allows to apply this policy for all valid domain users..

6. Link newly created policy to your domain (right-click your domain and select Link an Existing GPO...)

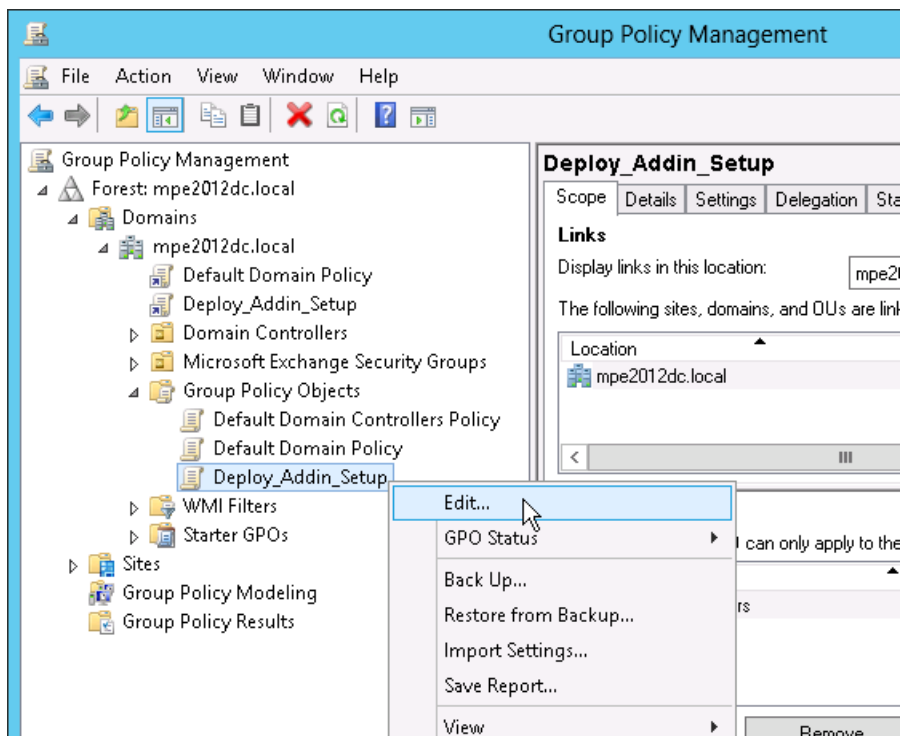


7. Select the GPO you created.



NOTE: It is not required to link a GPO for the whole the domain; you may create your own organization unit (OU) and apply the software distribution only for this OU.

8. Expand context menu on newly created policy, and click on **Edit** to distribute Archive Manager Outlook Addin Setups by this policy.



NOTE: This opens a Group policy Management Editor.

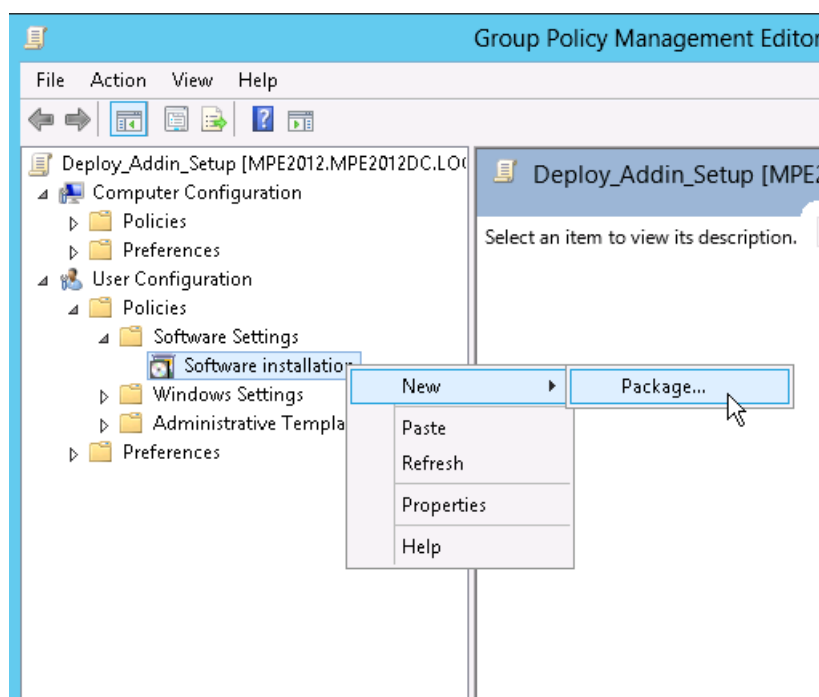
Assigning Addin Installer.msi

You can assign an Archive Manager Outlook Addin Setup.msi distribution to users. If you assign the program to a user, it is installed when the user logs on to the computer. When the user first runs the program, the installation is finalized. Combination of custom ADM template, with assigning Archive Manager Outlook Addin Setup.msi method is recommended for users with limited privileges (see also the part Change archive-retrieve server names by ADM template). When you use assigning software method to install Archive Manager Outlook Addin Setup to a user's system, the installation runs with elevated privileges (e.g. system permissions) that bypass the user's limited permissions.

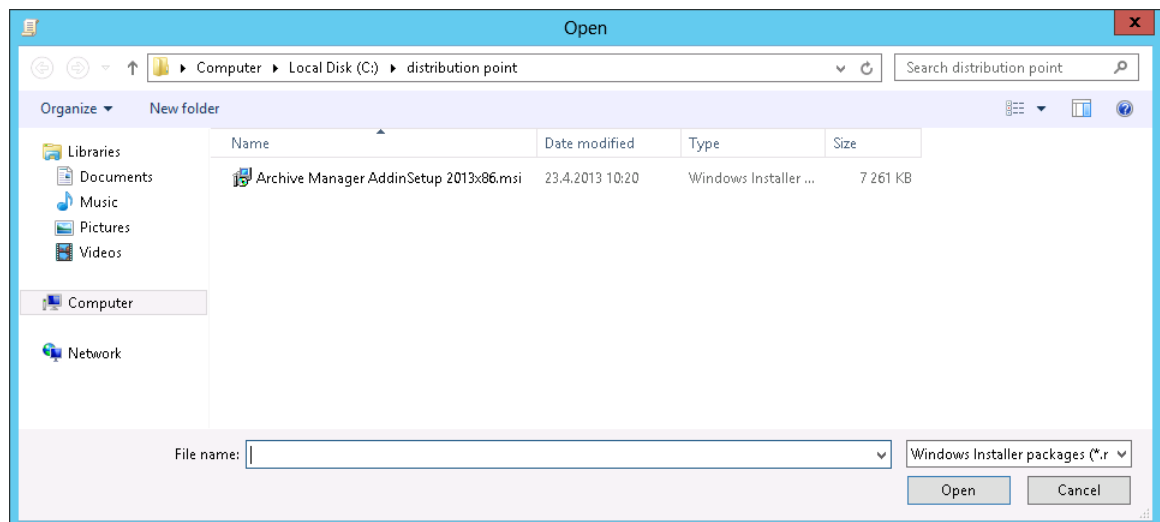
MS Windows Server 2016 / 2019 / 2022

To assign a program to users that are logging on to one of these workstations:

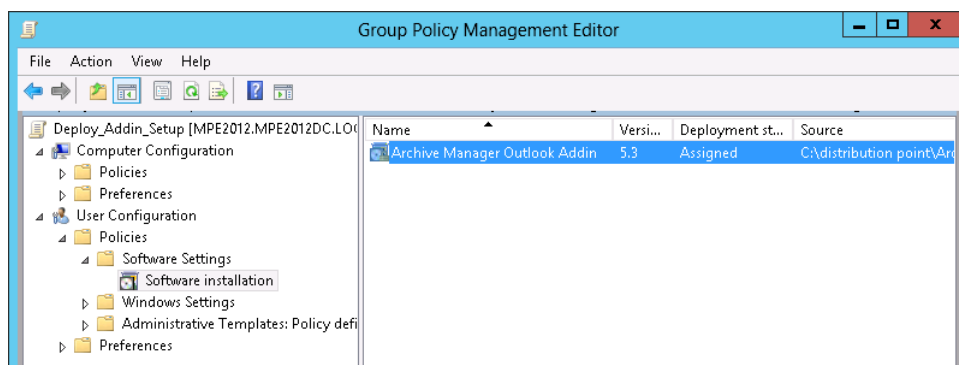
1. Expand context menu on newly created policy, and click edit to open Group Policy Management Editor.
2. Under User Configuration, expand Software Settings.
3. Right-click Software installation, point to New, and then click Package.



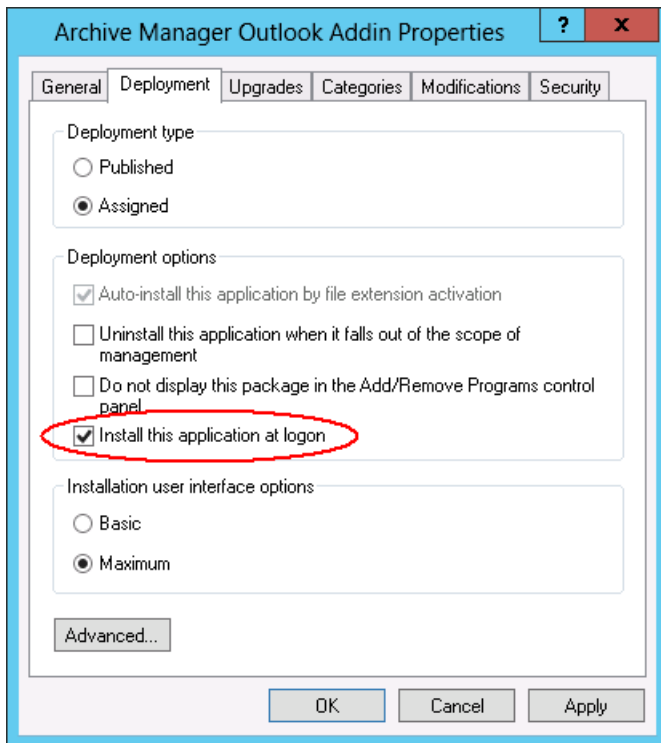
4. In the Open dialog box, type the full Universal Naming Convention (UNC) path to the shared folder (distribution point, described above) that contains the Archive Manager Outlook Addin Setup MSI package. For example, \\file server\share\Archive Manager Outlook Addin x64 Setup.msi
5. Select Add-in setup (Archive Manager Outlook Addin Setup.msi) and click **Open**. Do not browse to the location. Ensure that you use the UNC path to the shared folder.



6. Click **Assigned**, and then click **OK**. The package is listed in the right pane of the Group Policy window.



7. Click on assigned package, and then click **Properties**. From the *Deployment type* section select **Assigned** and from the *Deployment options* section select **Install this application at logon**.

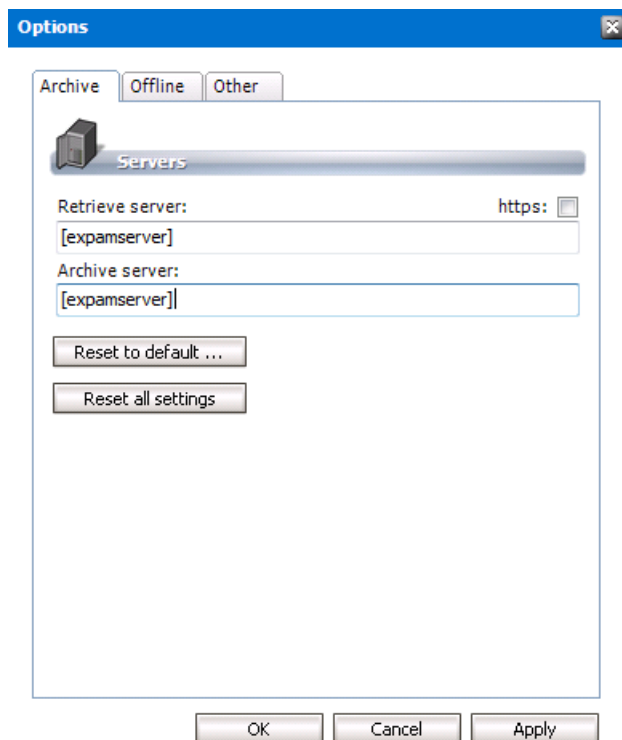


8. Close the Group Policy Management Editor. When selected user log on the client computer, the managed software package will be automatically installed.
9. Verify that the Archive Manager Outlook Add-in was installed correctly by inspecting the *Add or Remove Programs* on client computers.

i NOTE: Check event viewer for install status, look for similar descriptions: “Changes to software installation settings were applied successfully.” Or “The assignment of application Archive Manager Outlook Add-in from policy Archive Manager Add-in succeeded.”

10. Open Microsoft Outlook. from the **Archive Manager** menu select **Options**. Type the name of the archive and retrieve servers there.

i NOTE: There is another possibility to set archive and retrieve server name for Archive Manager Add-in, using GPO administrative template (ADM template). By using the Administrative Template sections of the GPO you can deploy modifications and user (called HKEY_CURRENT_USER in the registry) portions of the Registry of computers that are influenced by the GPO. These changes will be affected, when the user logs on to computer. For more details, see the part Change archive-retrieve server names by ADM template.



i **NOTE:** After the changes are applied, open Archive Manager Addin menu > Info and click reconnect. Outlook 2016-2022 supports reading Archive Manager Outlook Add-in from HKEY_LOCAL_MACHINE. Archive Manager Outlook Add-in is deployed to all users on a machine by registering it under HKLM\Software\WOW6432Node\Microsoft\Office\Outlook\Add-ins, which means that Archive Manager Outlook Add-in will be loaded during startup of every Office application.

Modifying add-in properties

Using the Administrative Template sections of the Object Editor, you can deploy modifications to user (HKCU) portions of the Registry of computers targeted by your Group Policy Object (GPO). All you need to do is to link your GPO to the appropriate site, domain, or organizational unit (OU) and let Group Policy processing do its job. The administrative templates do not themselves modify the Registries of the target computers--all they do is creating the GUI elements in the Object Editor that let you configure Registry settings for computers targeted by your GPO.

Custom templates for Archive Manager Outlook Addin Setup can manage archive and retrieve server settings for selected users. These changes will take an effect, when the user logs on to the computer. Combination of custom templates, with assigning Archive Manager Outlook Addin Setup.msi method is recommended for users with limited privileges.

The following sections describe the process for MS Windows Server 2016 / 2019 / 2022.

Creating an ADMX Files

Registry-based policy settings (located under the Administrative Templates category in the Group Policy Object Editor) are defined using a standards-based, XML file format, known as ADMX files. These new files replace ADM files, which used their own markup language.

Unlike ADM files, ADMX files are not stored in individual GPOs by default; however, this behavior is supported for less common scenarios. For domain-based enterprises, administrators can create a central store location of ADMX files accessible by anyone with permission to create or edit GPOs.

ADMX files are divided into language-neutral (ADMX) and language-specific (ADML) resources, available to all Group Policy administrators. These factors allow Group Policy tools to adjust their UI according to the administrator's configured language. Adding a new language to a set of policy definitions is achieved by ensuring that the language-specific resource file (ADML) is available. All ADMX files are authored as one language neutral file (.admx) and a set of language-dependent files that will be localized for all supported languages (.adml).

Steps to create a language-neutral (ADMX) file

The language-neutral file, .admx, determines the number and type of policy settings and their location by category in the Group Policy Object Editor display.

1. Start Notepad or any text editor to create your template.
2. Create an Archive Manager Outlook Add-in.ADMX file. For example:

```
<policyDefinitions revision="1.0" schemaVersion="1.0">
  <policyNamespaces>
    <target prefix="fullarmor"
namespace="FullArmor.Policies.DA2B2B72_B85C_4D69_8B2B_C24939A38BF7" />
    <using prefix="windows" namespace="Microsoft.Policies.Windows" />
  </policyNamespaces>
  <supersededAdm fileName="" />
  <resources minRequiredRevision="1.0" />
  <supportedOn>
    <definitions>
      <definition name="SUPPORTED_WindowsXP"
displayName="$ (string.SUPPORTED_WindowsXP) " />
    </definitions>
  </supportedOn>
  <categories>
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displayName="$ (string.ID_OutlookAdd-inCategory) " />
  </categories>
  <policies>
    <policy name="ID_OutlookAdd-inPolicy" class="User"
displayName="$ (string.ID_OutlookAdd-inPolicy) "
explainText="$ (string.ID_OutlookAdd-inPolicy_Help) "
presentation="$ (presentation.ID_OutlookAdd-inPolicy) "
key="Software\Quest\PAM4Exchange Outlook Add-in">
      <parentCategory ref="ID_OutlookAdd-inCategory" />
      <supportedOn ref="SUPPORTED_WindowsXP" />
    </elements>
```

```

        <text id="ID_RetrieveServer" key="Software\Quest\PAM4Exchange
Outlook Add-in" valueName="RETRIEVESERVER" />
        <text id="ID_ArchiveServer" key="Software\Quest\PAM4Exchange
Outlook Add-in" valueName="ARCHIVESERVER" />
    </elements>
</policy>
</policies>
</policyDefinitions>

```

Steps to create a language-resource (ADML) file

The language resource files, .adml, provide the language specific information needed by the language neutral file. The language neutral file will then reference specific sections of the language resource file in order for the Group Policy Object Editor to display a policy setting in the correct language.

1. Start Notepad or any text editor to create your template.
2. Create an Archive Manager Outlook Add-in.ADML file. For example:

```

<policyDefinitionResources revision="1.0" schemaVersion="1.0">
    <displayName>
    </displayName>
    <description>Custom ADMX template for Archive Manager Outlook Add-in
setup can manage archive and retrieve server settings for selected
users. These changes will take an effect, when the user logs on to the
computer. Combination of custom ADMX template, with assigning Archive
Manager Outlook Addin Setup.msi method is recommended for users with
limited privileges. </description>
    <resources>
        <stringTable>
            <string id="ID_OutlookAdd-inCategory">Archive Manager Outlook Add-
in</string>
            <string id="ID_OutlookAdd-inPolicy">Set Archive, Retrieve
servers</string>
            <string id="ID_OutlookAdd-inPolicy_Help">Custom ADMX template for
Archive Manager Outlook Add-in setup can manage archive and retrieve
server settings for selected users. These changes will take an effect,
when the user logs on to the computer. Combination of custom ADMX
template, with assigning Archive Manager Outlook Addin Setup.msi method
is recommended for users with limited privileges. </string>
            <string id="SUPPORTED_WindowsXP">At least Microsoft Windows XP
Professional or Windows Server 2003 family</string>
        </stringTable>
        <presentationTable>
            <presentation id="ID_OutlookAdd-inPolicy">
                <textBox refId="ID_RetrieveServer">
                    <label>Retrieve server name</label>
                    <defaultValue>
                    </defaultValue>
                </textBox>
                <textBox refId="ID_ArchiveServer">
                    <label>Archive server name</label>
                    <defaultValue>
                    </defaultValue>
                </textBox>
            </presentation>
        </presentationTable>
    </resources>

```

```
</presentation>
</presentationTable>
</resources>
</policyDefinitionResources>
```

Create a Central Store

One of the main benefits of using the new ADMX files is the central store. The central store is a folder structure created in the **Sysvol** directory on the domain controllers in each domain in your organization. You will need to create the central store only once on a single domain controller for each domain in your organization. The File Replication service then replicates the central store to all domain controllers. It is recommended that you create the central store on the primary domain controller because the Group Policy Management Console and Group Policy Object Editor connect to the primary domain controller by default.

The central store consists of a root-level folder containing all language-neutral ADMX files and subfolders containing the language-specific ADMX resource files.

To perform this procedure, you must be a member of the Domain Administrators group in Active Directory.

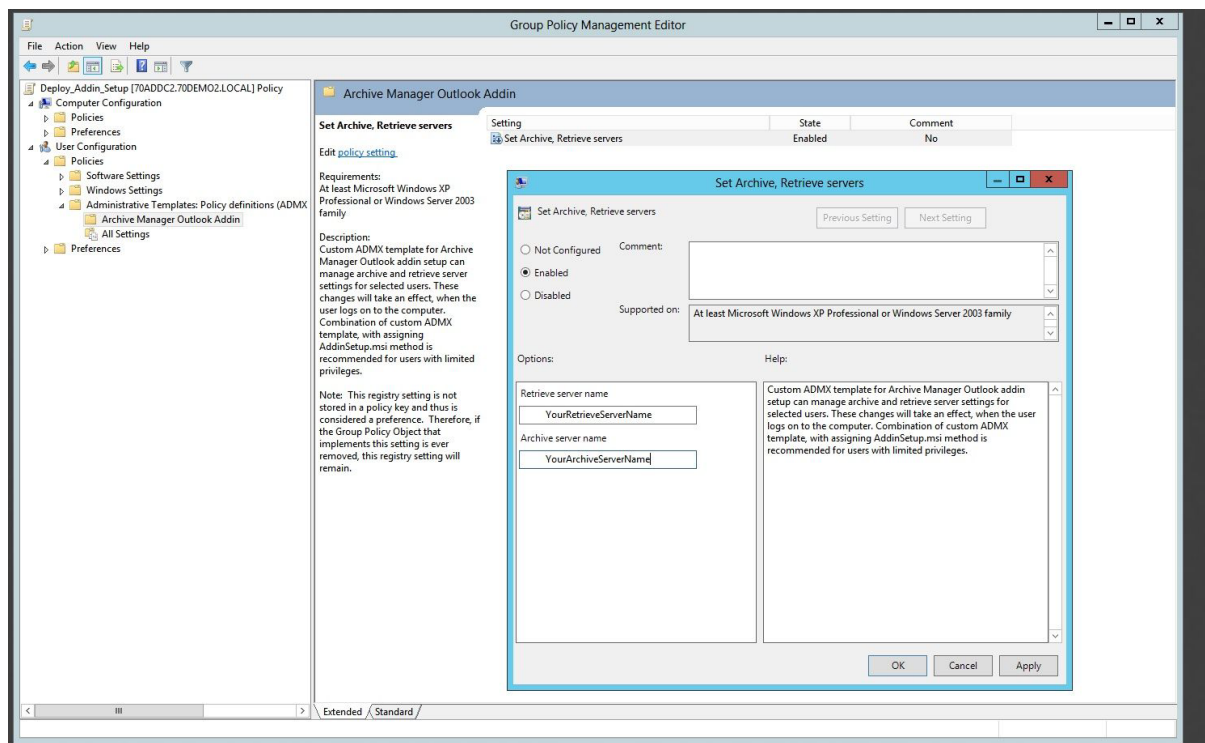
Steps to create the central store

1. Create the root folder for the central store `%systemroot%\sysvol\domain\policies\PolicyDefinitions` on your domain controller.
2. Copy the Archive Manager Outlook Add-in.admx into `%systemroot%\sysvol\domain\policies\PolicyDefinitions` folder.
3. Create a subfolder under `%systemroot%\sysvol\domain\policies\PolicyDefinitions` for each language that your Group Policy administrators will use. Each subfolder is named after the appropriate ISO-style Language/Culture Name. For a list of ISO-style Language/Culture Names, see [Locale Identifiers](#). For example, to create a subfolder for U.S. English, create the subfolder: `%systemroot%\sysvol\domain\policies\PolicyDefinitions\EN-US`.
4. Copy the Archive Manager Outlook Add-in.adml into `%systemroot%\sysvol\domain\policies\PolicyDefinitions\EN-US` sub-folder.

Edit the Administrative Template Policy Settings in the Domain-Based GPOs

1. Start the Group Policy Management.
2. In the console tree, expand your Group Policy Objects
3. Expand context menu on newly created policy (described in Create a Group Policy Object), and click on edit.

4. Under User Configuration, expand Administrative Templates. The Group Policy Object Editor automatically reads all ADMX files stored in the central store. The Add-in policy must be listed on the right pane of the administrative template
5. To change that policy setting from its current state, double-click the name of the policy setting.
6. In the policy setting dialog box, click Enabled, which means: The registry reflects that the policy setting is selected.
7. Fill the Archive Manager archive, retrieve server names into this policy and apply these changes.



Troubleshooting

In this section:

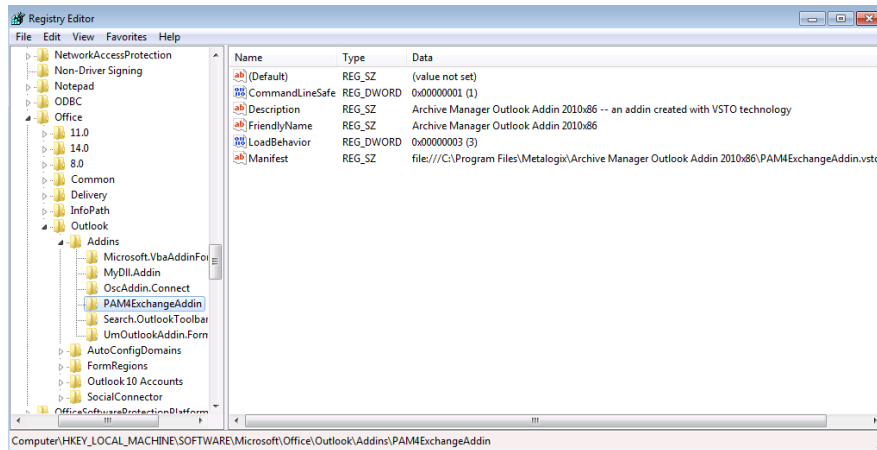
- [Assigned Archive Manager Outlook Addin Setup.msi failed to install on a client computer during logon](#)
- [Archive Manager Outlook Add-in is not loaded by MS Outlook for all users](#)
- [Add-in is deactivated and it is not possible to enable it.](#)

Assigned Archive Manager Outlook Addin Setup.msi failed to install on a client computer during logon

- Make sure that your distribution point is shared and the permissions on the share are set to allow access to the distribution package.
- Make sure that your Archive Manager Outlook Addin Setup.msi is added into the group policy software installation with full UNC path to the shared folder.
- Check, if group policy changes were successfully refreshed for logged users. Run the `gpupdate` command on the client computer to refresh the policy.
- Check client machine event logs for similar descriptions: "Failed to apply changes to software installation settings. Software installation policy application has been delayed until the next logon because an administrator has enabled logon optimization for group policy." Then try to log on again.
- Open group policy security options and check, if **Apply Group Policy** is checked for the groups or users, that you want to prevent from having this policy applied.
- Make sure that all required prerequisites for Archive Manager Outlook Addin Setup.msi were installed. These events occur if the .NET Framework 2.0 is not installed on the client computer. Check client machine event logs for similar descriptions:
 - Failed to apply changes to software installation settings.
 - Software changes could not be applied.
 - A previous log entry with details should exist.
 - The error was: Fatal error during installation.
 - The Group Policy client-side extension Software Installation failed to run.
 - The install of application Archive Manager Outlook Add-in from policy Archive Manager Outlook Add-in failed. The error was : Fatal error during installation.

Archive Manager Outlook Add-in is not loaded by MS Outlook for all users

- Make sure that the Archive Manager Add-in was deployed and registered under:
HKCU\Software\Quest\PAM4Exchange Outlook Add-in



- Check the registry value HKLM\Software\Microsoft\Office\Outlook\Add-ins\PAM4ExchangeAdd-in\LoadBehavior, must be set to 3.
- Archive Manager Outlook Add-in can be deployed and registered only in one registry location, if you find ...\\Software\\Microsoft\\Office\\Outlook\\Add-ins\\PAM4ExchangeAdd-in both in HKLM and in HKCU, you have to delete one of them, depending on outlook version (The MS Outlook will not load the Add-in, if both are present).

For Outlook 2016 or higher delete HKLM key

- Visual Studio Tools for Office can write all errors that occur during startup to a log file or display each error in a message box. By default, these options are turned off for application-level projects. You can turn the options on by Add-ing and setting environment variables. To display each error in a message box, set the VSTO_SUPPRESSDISPLAYALERTS variable to 0 (zero). You can suppress the messages by setting the variable to 1 (one). To write the errors to a log file, set the VSTO_LOGALERTS variable to 1 (one). Visual Studio Tools for Office creates the log file in the folder that contains the application manifest. The default name is <Manifestname>.manifest.log. To stop logging errors, set the variable to 0 (zero). For information about setting environment variables in Microsoft Windows XP, see "How To Manage Environment Variables in Windows XP".

Add-in is deactivated and it is not possible to enable it

Outlook 2016: Make sure that you have installed .Net 4.0 FULL and not just the client.

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Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit www.quest.com.

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