



OnBase Guide - Office Integration Plugin Troubleshooting

Goal: To troubleshoot common issues with OnBase Office Integration Plugins

Complexity Level: Functional End Users

Updated 11/20/2020

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Background

Hyland Software offers Microsoft Office plug-ins for OnBase that allow content to be submitted and retrieved right from the Office application. This guide offers information on troubleshooting steps with the plug-ins.

OnBase Office Integration Pre-Installation Checklist

Supported Versions of Microsoft Office

- Currently Microsoft Office 2016 and Microsoft Office 2019/Office 365 are supported
- You must be running a 32-bit version of installed Office clients

Check the Version of Microsoft Office

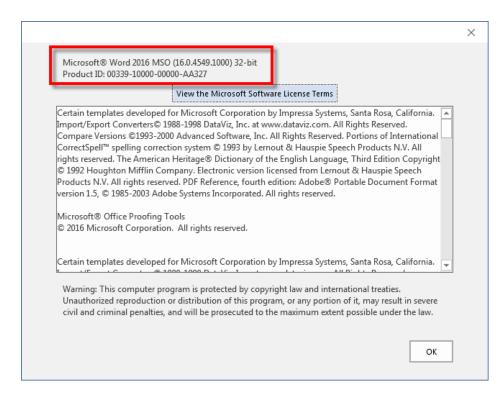
If you are not sure what version you have, follow these steps.

- 1. Open an Office application like Microsoft Word.
- 2. Go to File -> Account -> About Word

¢	OnBase Guide - Office Integration Plugin Troubleshooting.docx - Word ?
Info	Account
New Open	User Information Product Information
Save	Office
Save As	Switch Account Product Activated
Save as Adobe PDF	Office Background: Microsoft Office Professional Plus 2016 Straws This product contains
Print	Office Theme:
Share	Colorful
Export	Connected Services:
Close	You have no connected services. Add one now?
Account	Add a service *
Options	

3. You will now see a dialog box that shows the version and bit type (32-bit vs 64 bit). The OnBase Office Integration plug-ins only support 32-bit Office.





Software Dependencies prior to installation

There are software dependencies for using the OnBase Office Integration plug-ins. You may already have these dependencies in place especially if you have the latest Feature Pack of Windows 10, but you need to verify these if you're having issues.

You should be able to find most of these listed in Control Panel under the Uninstall a program selection of Programs:

- Microsoft .NET Framework 4.7.2 or higher
 - Will not be listed in Control Panel, you may have to ask your IT support person

All four C++ packages below are required

- Microsoft Visual C++ Redistributable 2012
 - o Download 32-bit
 - o Download 64-bit
- Microsoft Visual C++ Redistributable 2019
 - o Download 32-bit
 - o Download 64-bit
- Microsoft Visual Studio Tools for Office Runtime (VSTO) 10.0.50325 or higher.
 - Hyland Software provides a <u>software package</u> that can be installed to help with this dependency.

How to install

Install all missing dependencies above first.



The OnBase Office Integration plug-ins use Click-Once URL installers that Chrome and Firefox cannot handle. You must use Internet Explorer or Edge to install the OnBase Office Integration plug-ins.

OnBase Office Integration Click-Once URLs for all supported versions are available here: <u>OnBase Web URLs and Unity Client ClickOnce URLs</u>.

Installation Issues – Part 1

- The OnBase Office Integration Click-Once clients will not install
 - 1. You must install the clients using **Internet Explorer** or **Edge** only. Other browsers like Firefox and Chrome do not support ClickOnce installers.
 - In newer versions of Edge, ClickOnce support is not enabled by default. To use Edge for ClickOnce installs, enter edge://flags/#edgeclick-once in the address bar of Edge and update the ClickOnce support setting to "Enabled" and restart Edge.
 - 2. Make sure that the OnBase client software dependencies have been met.
 - 3. If the software dependencies have been met, it is possible that the user's local application manifests are corrupt. There are a couple of ways to fix this issue.

Please note: These steps below will remove **ALL** ClickOnce installers. Reinstallation of **ALL** ClickOnce applications will be necessary.

- a. Close ALL ClickOnce Applications (Unity client, Office Clients).
- b. Un-Install ALL ClickOnce applications from the Control Panel
 - i. Unity Clients for ALL environments
 - ii. Office Integration clients

Do this through Control Panel > Programs and Features > Uninstall Programs.

- c. Delete the 2.0 folder under this directory: C:\Users\%USERNAME%\AppData\Local\Apps
- d. If the above folder fails to delete due to being in use, you may have to kill a process called "Clickonce" then try again.

Once the above steps have been executed, run the ClickOnce installer again.



Installation Issues - Part 2

If the above steps do not allow the Office integration Click-Once installer to succeed, you may need to also remove registry keys from a previous failed install.

NOTE: Please defer these steps to trained and qualified individuals

(You can copy/paste these locations into RegEdit to easily get there)

Do not proceed with these steps without uninstalling as described in part 1 above.

Remove <u>select</u> entries from this registry hive for the ClickOnce application that is giving you trouble, ex:

```
HKEY_CURRENT_USER\Software\Classes\Software\Microsoft\Windows\CurrentV
ersion\Deployment\SideBySide\2.0\PackageMetadata\{2ec93463-b0c3-45e1-
8364-327e96aea856}_{3f471841-eef2-47d6-89c0-d028f03a4ad5}
```

This will likely involve removing the Outlook entries, those will look like this: outl..vsto_d0310830b29efd24_0001.0000_7807b4cd9953df22 outl..vsto_d0310830b29efd24_c78851dac061a12f

For other add-ins, it will look slightly different.

SideBySide	
× 300003000	
	mblies
	agories
	gones
	Ilations
- Mar	
	-
	cageMetadata
× •	2ec93463-b0c3-45e1-8364-327e96aea856}_{3f471841-eef2-47d6-89c0-d028f03a4ad5}
	docu.vsto_d0310830b29efd24_0001.0000_caf856bc05ead5df
	docuvsto_d0310830b29efd24_7a34ac144c2c428b
	excevsto_d0310830b29efd24_0001.0000_6b45561f60d9a560
	excevsto_d0310830b29efd24_ee7ff1c103cbdebf
	outl.vsto_d0310830b29efd24_0001.0000_7807b4cd9953df22
	outlvsto_d0310830b29efd24_c78851dac061a12f
	unittion_d0310830b29efd24_0001.0000_776a52e394f0ac40
	unittion_d0310830b29efd24_0001.0000_7778d9722c5ff8a7
	unittion_d0310830b29efd24_0001.0000_7a57c4b29d6fe92c
	unittion_d0310830b29efd24_0001.0000_81e6903570d78b77
	unittion_d0310830b29efd24_0001.0000_82e4afac6c5ffdb7
	unittion_d0310830b29efd24_470c7aea22e6fe7d
	unittion_d0310830b29efd24_790a9c7a3e240d6c
	unittion_d0310830b29efd24_aa3ed59924106550
	unittion_d0310830b29efd24_eed69a2aab1672ad
	wordvsto_d0310830b29efd24_0001.0000_a6f530e536b836a2
	wordvsto_d0310830b29efd24_fceb8867b82e004a
× . {	2ec93463-b0c3-45e1-8364-327e96aea856}_{60051b8f-4f12-400a-8e50-dd05ebd438d1}
	unittion_d0310830b29efd24_0001.0000_454ae21224954ac1
	unittion_d0310830b29efd24_0001.0000_647626a3a4c650c8
	unittion_d0310830b29efd24_0001.0000_8869cf5f8582f0bf
	unittion_d0310830b29efd24_0001.0000_f291414bd9149297
	unittion_d0310830b29efd24_0001.0000_f29341c9d90b9060
> State	Manager

Once you've deleted the above registry keys, try the ClickOnce installer again.

If the ClickOnce installer is still not installing (errors) do the above again then include these registry entries too.



Remove all of the keys and values from this location: HKEY_CURRENT_USER\Software\Microsoft\VSTA\Solutions

Remove all of the keys and values from this location: HKEY_CURRENT_USER\Software\Microsoft\VSTO\SolutionMetadata

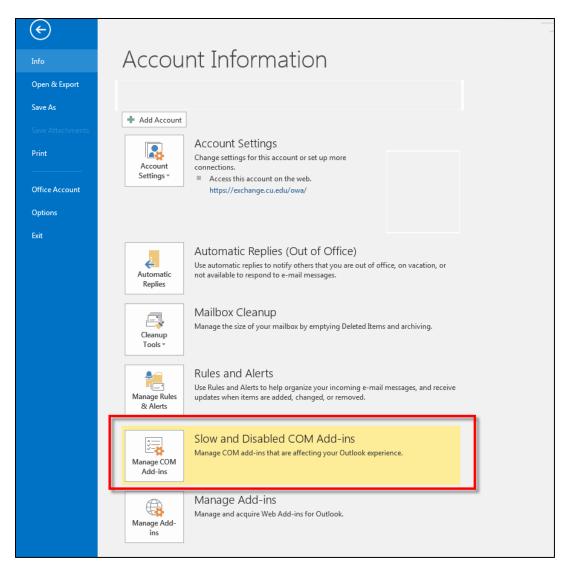
Once ALL of the above registry entries have been removed, re-boot the computer and run the ClickOnce installer again.



Usage Issues

The OnBase Office Integration ClickOnce client is installed but does not show up as being an active plug-in in the Office application. There are a variety of potential casues.

- Check the version of Office (see above). This must be 32-bit.
- Some Office applications are not very tolerant of plug-ins that they believe are "slow" to launch. Outlook is a prime example of this behavior. If a plug-in takes more than one second to load (no matter how slow or fast the computer) it will disable the plug-in. To check for a disabled plug-in use these steps
 - 1. Launch Outlook.
 - 2. Click on File -> Manage COM Add-Ins.



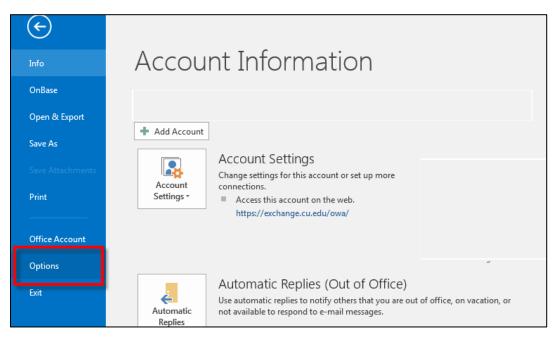


3. If the Hyland Office add-in is listed as disabled, click on **Always enable this add-in** and click **Close**.

Disabled COM Add-ins		? X
Outlook detected a COM add-in problem		
These COM add-ins decreased performance or caused Outlook to crash.		
Hyland.Office2016.Outlook.Addin		
Hyland.Office2016.Outlook.Addin	1.903 seconds	
Always <u>e</u> nable this add-in		
1		
		Close

If the Hyland Office add-in is *not* disabled and the plug-in is still not available, follow these steps.

1. Select File -> Options.





2. Select Add-ins.

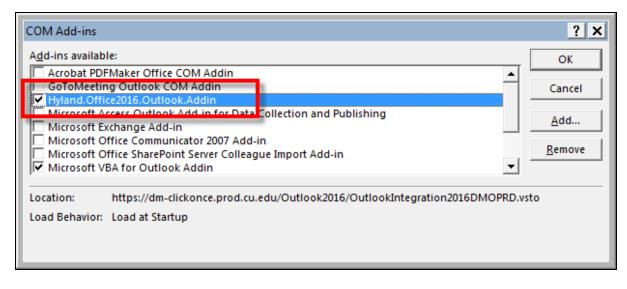
General Mail	General options for working with Outlook.
Calendar	User Interface options
People	✓ Show <u>M</u> ini Toolbar on selection ①
Tasks	✓ Enable Live Preview ①
Search	ScreenTip style: Show feature descriptions in ScreenTips
Language	Personalize your copy of Microsoft Office
Advanced	User name:
Customize Ribbon	Initials:
Ouick Access Toolbar	Always use these values regardless of sign in to Office.
Add-ins	Office Background: Straws
Trust Center	Office <u>T</u> heme: Colorful T
	Start up ontions

3. Select the Go button next to Manage COM Add-ins.

General	🔁 View and manage Microsoft Office Add-ins.		
Mail			
Calendar	Add-in Options		
People	Launch Add-in options dialog: Add-in Options		
Tasks			
Search	Add-ins		
Language	Name A	Location	Туре
	Active Application Add-ins		
Advanced	Hyland.Office2016.Outlook.Addin	https://dm-clickoncevsto	COM Add-in
	Outlook Social Connector 2016	C:\CIALCONNECTOR.DLL	COM Add-in
Customize Ribbon	Singularity Office Integration	mscoree.dll	COM Add-in
Quick Access Toolbar	Skype Meeting Add-in for Microsoft Office 2016	C:\e\Office16\UCAddin.dll	COM Add-in
Add-ins	Inactive Application Add-ins		
T 10 1	Acrobat PDFMaker Office COM Addin	C:\DFMOutlookAddin.dll	COM Add-in
Trust Center	GoToMeeting Outlook COM Addin	C:\G2MOutlookAddin.dll	COM Add-in
	Microsoft Access Outlook Add-in for Data Collection and Publishing	C:\\ADDINS\ACCOLK.DLL	COM Add-in
	Microsoft Exchange Add-in	C:\S\UmOutlookAddin.dll	COM Add-in
	Microsoft Office Communicator 2007 Add-in	C:\e\Office16\OcOffice.dll	COM Add-in
	Microsoft Office SharePoint Server Colleague Import Add-in	C:\NS\ColleagueImport.dll	COM Add-in
	Microsoft VBA for Outlook Addin	C:\ADDINS\OUTLVBA.DLL	COM Add-in
	Add-in: Hyland.Office2016.Outlook.Addin		
	Publisher: <none></none>		
	Compatibility: No compatibility information available		
	Location: https://dm-clickonce.prod.cu.edu/Outlook2016/O	utlookIntegration2016DMOPRD	.vsto
	Description: Hyland.Office2016.Outlook.Addin		
	M <u>a</u> nage: COM Add-ins 🔻 <u>G</u> o		
		OK	Canc

4. Uncheck and re-check the box for the add in, ex. "Hyland.Office2016.Addin". Then click **OK**.





If none of these steps allows the add in to become active, please contact your local IT support as your Office installation is likely corrupt or missing default components.

