OnBase Guide - Office Integration Plugin Troubleshooting

**Goal:** To troubleshoot common issues with OnBase Office Integration Plugins

**Complexity Level:** Functional End Users

*Updated*

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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 only Microsoft Office 2016 is supported, support for 2019 is coming
- You must be running a 32-bit version of Office

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

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.
Verify Office .NET Programmability Support is Enabled

When your Office software was installed, it may have been done with non-standard options that can prevent the OnBase integrations from functioning.

Go to Control Panel and choose Uninstall a program.

Find Microsoft Office in the list of installed programs. Right click and choose Change.

Choose Add or Remove Features.
Click the + to expand the section for the desired program (Outlook, Word or Excel). Verify there is not a red “X” indicating the .NET Programmability Support is disabled.

![Enabled, desired result.]

![Disabled, needs to be enabled.]

If this is disabled, click to open the list of options and choose Run from My computer.

Click Continue for the change to take effect.
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 use 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 4.6 or higher
  - Will not be listed in Control Panel, you may have to ask your IT support person
- Microsoft Visual C++ Redistributable 2015
  - Download 32-bit
  - Download 64-bit
- Microsoft Visual Studio Tools for Office Runtime (VSTO) 10.0.50325 or higher.
  - Hyland Software provides a software package 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:

Excel 2016:
https://dm-clickonce.prod.cu.edu/Excel2016/ExcelAddin2016DMOPRD.vsto

Word 2016:
https://dm-clickonce.prod.cu.edu/Word2016/WordAddin2016DMOPRD.vsto

Outlook 2016:
https://dm-clickonce.prod.cu.edu/Outlook2016/OutlookIntegration2016DMOPRD.vsto

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.
  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 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, Office Integration clients

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 you’re still have issues and the above steps will 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)

Remove **select** entries from this registry hive for the ClickOnce application that is giving you trouble:

```
HKEY_CURRENT_USER\Software\Classes\Software\Microsoft\Windows\CurrentVersion\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
```
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. The cause of this can be a number of things.

- Check the version of Office (see above). This must be **Office 2016 and 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.

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**.

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

4. Uncheck and re-check the box for “Hyland.Office2016.Addin” and then click **OK**.
If none of these steps allows the Hyland.Office2016.Addins to become active, please contact your local IT support as your Office installation is likely corrupt or missing default components.