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.

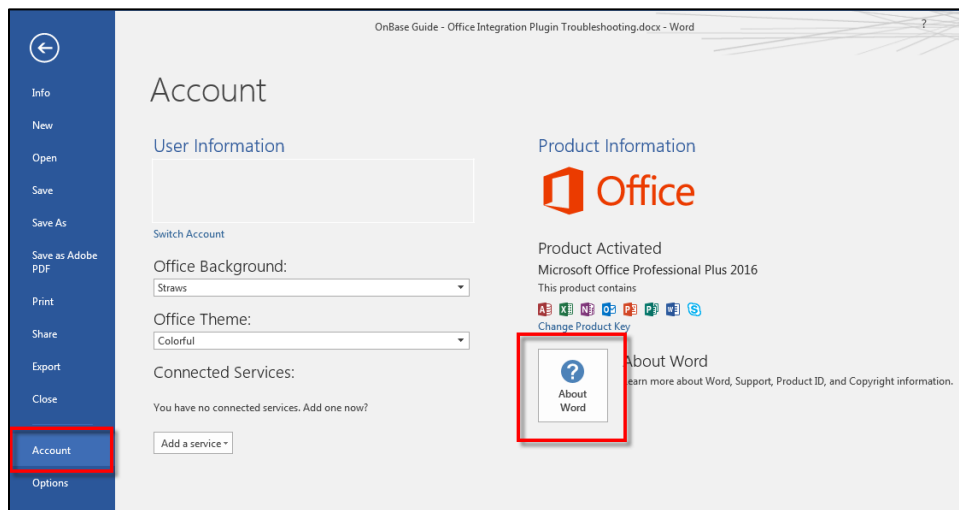# OnBase Office Integration Pre-Installation Checklist

Supported Versions of Microsoft Office

- Currently **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**

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.

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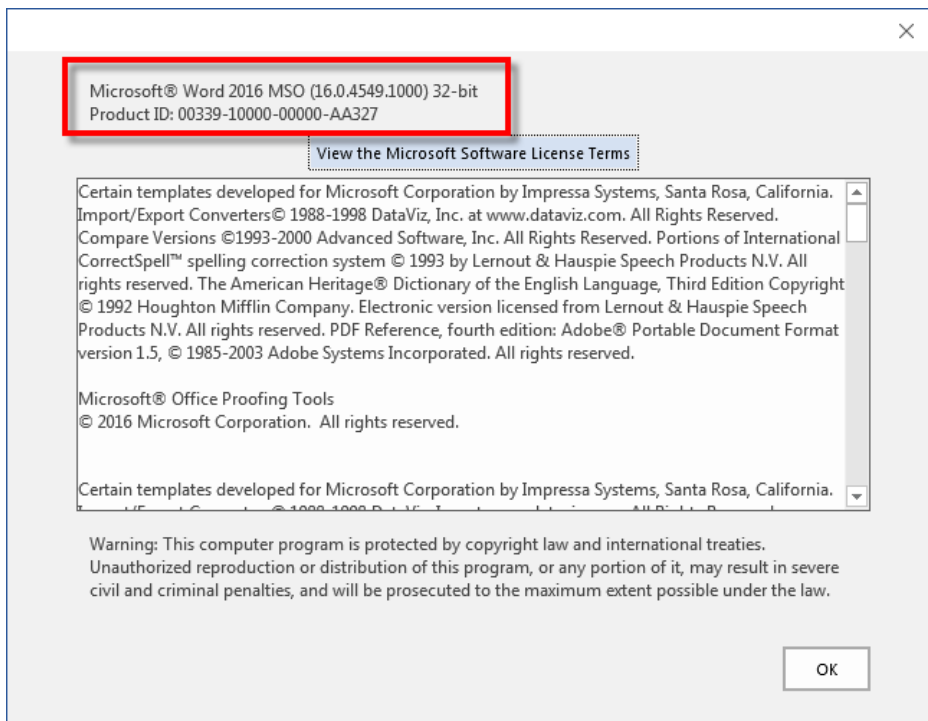
Software Dependencies prior to installation

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
  - o 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.
  - o Hyland Software provides a software package that can be installed to help with this dependency.

How to install

Install all missing dependencies above first.

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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: OnBase Web URLs and Unity Client ClickOnce URLs.

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/#edge-click-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. Re-installation 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.

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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.

<u>NOTE: Please defer these steps to trained and qualified individuals</u>
(You can copy/paste these locations into RegEdit to easily get there)

Do not proceed with these steps without uninstalling as described in <u>part 1</u> above.

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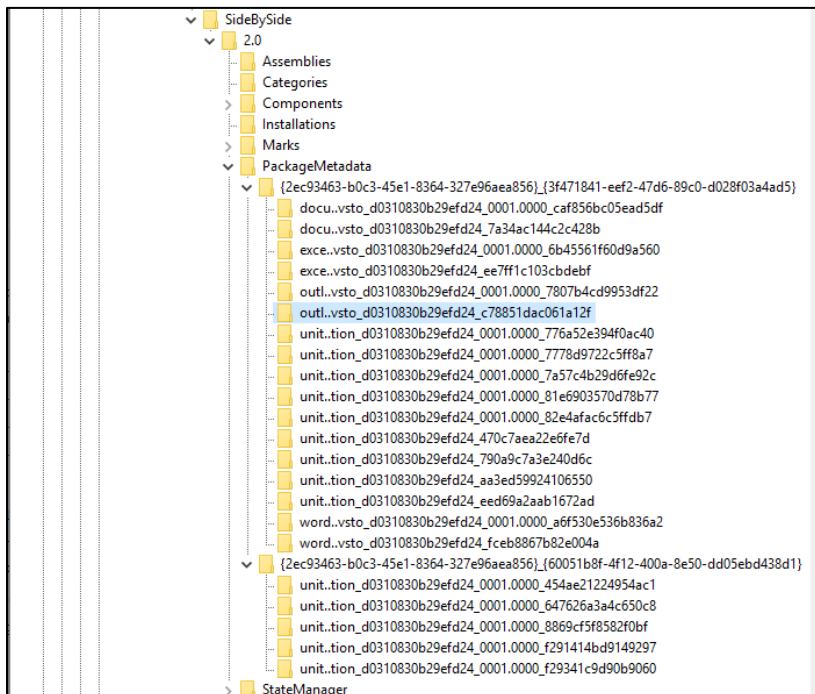
Once you've deleted the above registry keys, try the ClickOnce installer again.

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

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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:
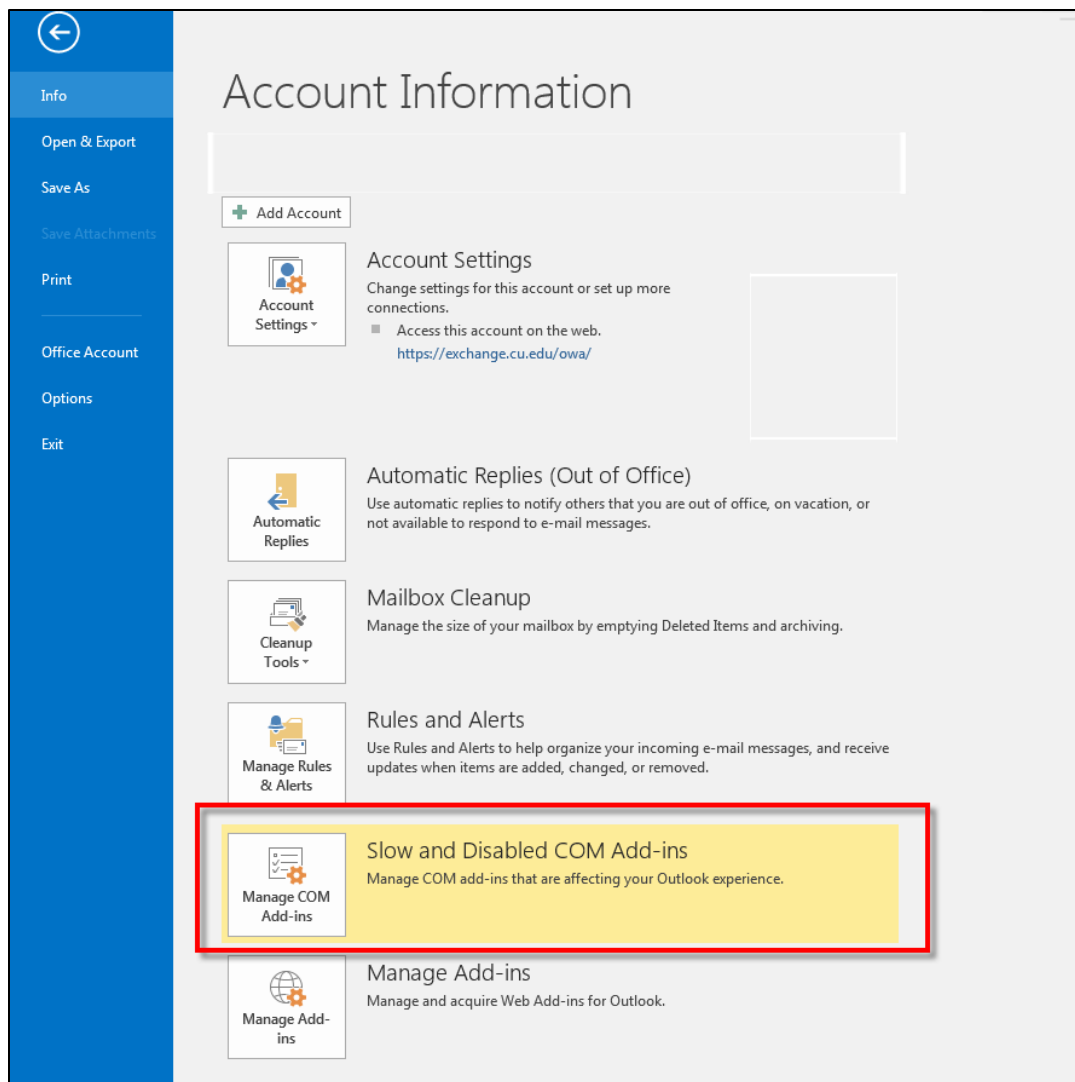`HKEY_CURRENT_USER\Software\Microsoft\VSTO\SolutionMetadata`

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

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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**.

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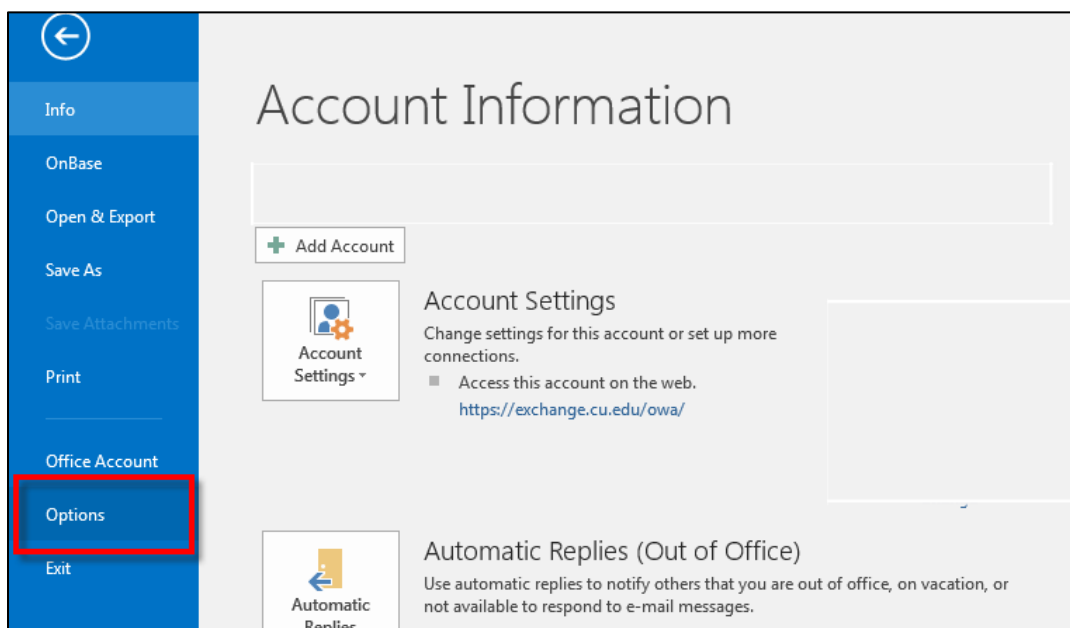Boulder | Colorado Springs | Denver | Anschutz Medical Campus

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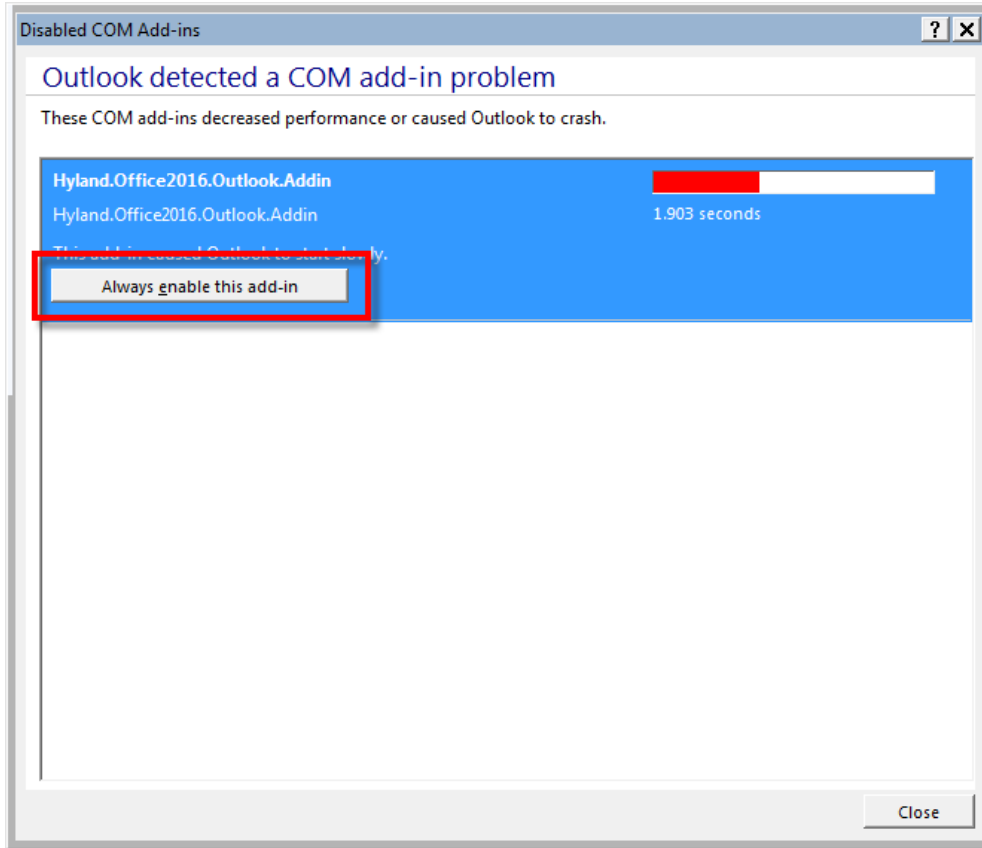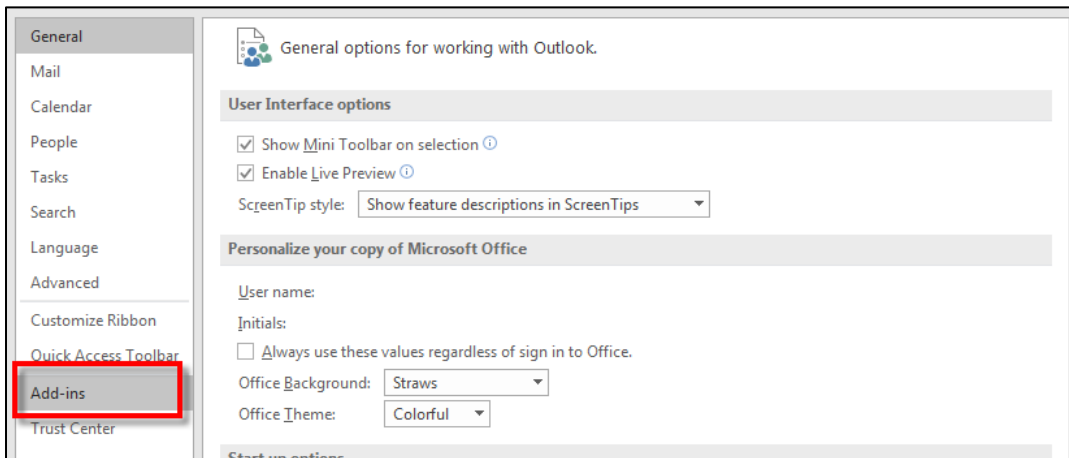

If the Hyland Office add-in is *not* disabled and the plug-in is still not available, follow these steps.
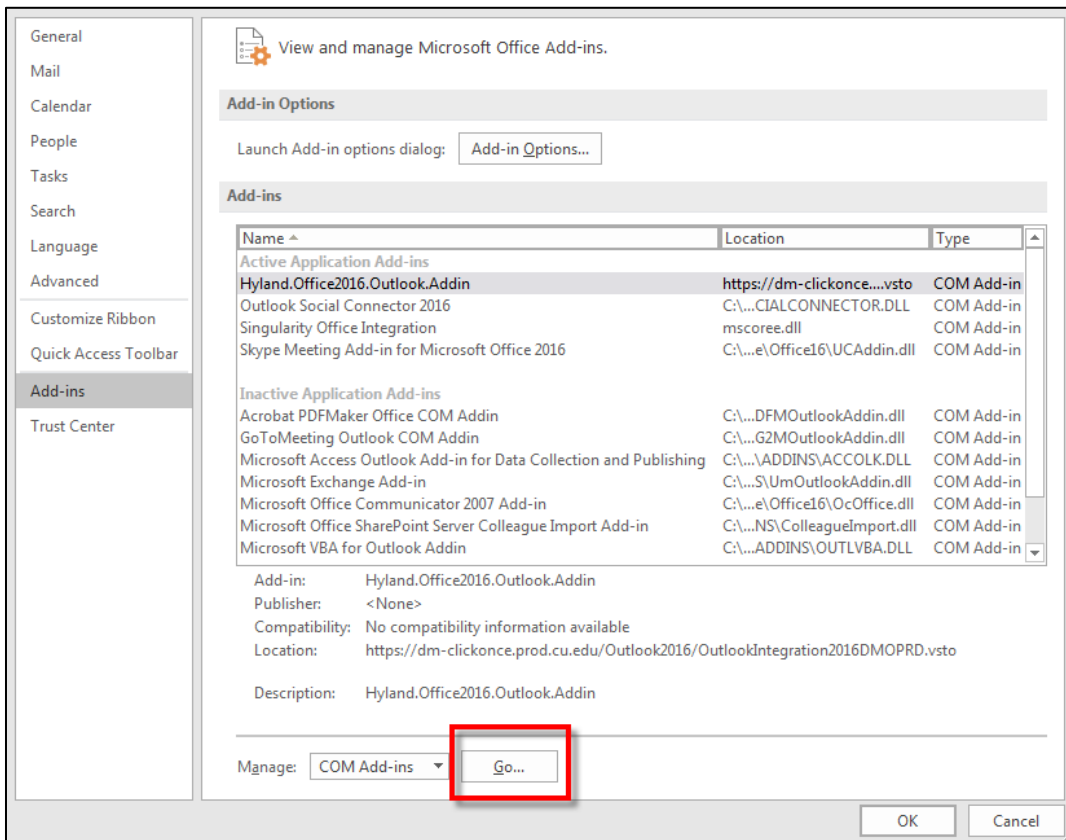
1. Select **File** -> **Options**.
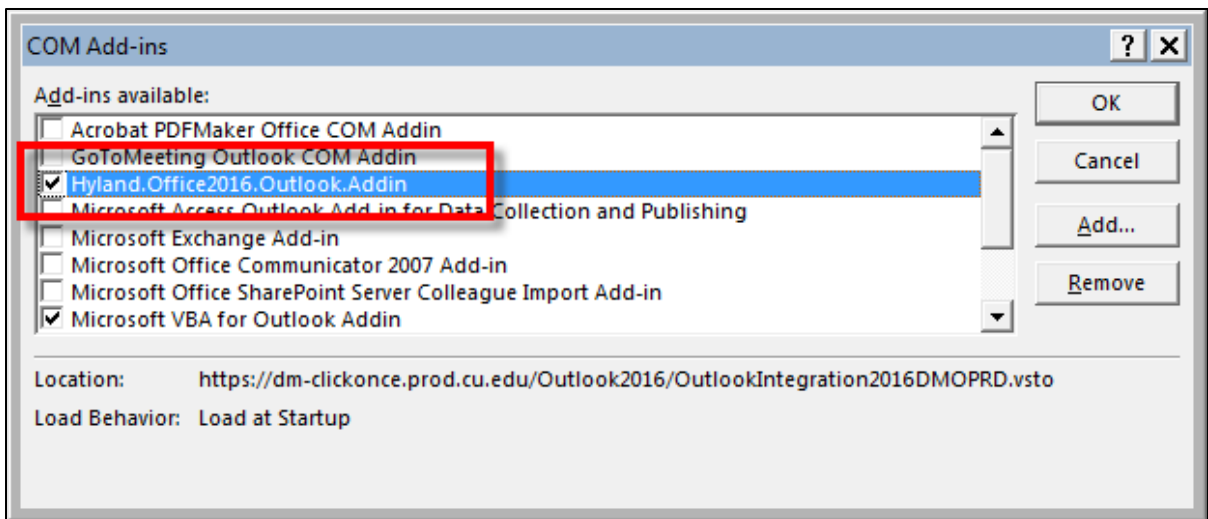
2. Select **Add-ins.**

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

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

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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.

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