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# **Troubleshooting Outlook Plug-In Email Archiving**

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# Troubleshooting Outlook Plug-In Email Archiving

## Overview

The Sugar Plug-in for Microsoft Outlook allows you to easily archive new and existing Outlook emails to Sugar and relate them to records in any module (e.g. Accounts, Contacts, etc.) that has a relationship to the Emails module and that you have access to by virtue of your Sugar teams and roles. When archiving emails to Sugar there may be occasions where the email fails to archive with an error. This article covers the potential causes for the error to occur and some possible ways to resolve the email archiving issue.

## Symptoms

When archiving emails to Sugar, the Outlook plug-in may fail to archive the email(s) and display an error similar to one of the following:

- [Client found response content type of 'text/html: charset=UTF-8'. but expected 'text/xml'](#)
- [Error occurred while updating Outlook object](#)

Please refer to the following sections below for more information regarding the potential cause for these errors and some possible solutions to resolve the issue.

## Resolution

### Renew Sugar License

When archiving emails to Sugar, the Outlook plug-in may fail to archive and display an error message similar to this: "Client found response content type of 'text/html: charset=UTF-8'. but expected 'text/xml'".

This error may occur if your Sugar license has expired or is due to expire in the next 24 hours. To resolve the issue, you will need to renew your Sugar subscription. If your Sugar license is still valid and is not due to expire in the next 24 hours, then please contact Sugar Support for further assistance.

### Restart Outlook

When archiving an email to Sugar, the email may fail to archive with an error similar to this: "Error occurred while updating Outlook object".

This error may occur if you clear the categories or the Follow Up flag from an email and then try to archive that same email to Sugar. Please note that this issue

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only affects users using an IMAP mail account in Outlook. To avoid this issue, you should restart Outlook first before archiving the email to Sugar if the categories or the Follow Up flag has been cleared from that email.

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