
Troubleshooting Outlook Plug-In Path Issues

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Overview

After having installed the Sugar Outlook Plug-In correctly, and defined the right settings in Tools -> Sugar options, you can't synchronize; the splash screen is displayed and the system is frozen. You have to kill your Outlook process to have access to Outlook.

Origin

This occurs if the user name contains a stressed letter or a non-standard English character, such as Cédric or Jérôme.

Resolution

This issue occurs because of a mix of windows and how Outlook Plug-In handles the Windows path. Navigate to Tools -> Sugar Options -> Logging (tab) and modify the path to the *sugardb* file and choose a path which does not contain stressed letters like éàùçè
