
Troubleshooting Connecting to Sugar From the Outlook Plug-In

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Overview

If you cannot connect to your Sugar server through the Sugar Plug-in for Outlook, it could be because your server supports only HTTPS.

Resolution

In Outlook, navigate to Tools > Sugar Options, and check the URL field. If it displays "HTTP", change it to "HTTPS". Click the Test Connections button. If the settings are correct, the Test Results dialog box displays a message confirming that the test was successful.
