# Troubleshooting Outlook Not Displaying the Sugar Toolbar

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# Troubleshooting Outlook Not Displaying the Sugar Toolbar

## **Overview**

If you are trying to use Sugar's Plug-in for Microsoft Outlook but do not see the Sugar options in Outlook's ribbon, this article will guide you through verifying that the plug-in is active and enabled in Microsoft Outlook.

For more information on installing and configuring the Outlook plug-in, please refer to the <u>MS Outlook Plug-in Installation Guide</u> specific to your version of Sugar.

Note: This article pertains to Microsoft Outlook versions 2010 and 2013.

## Symptoms

While trying to utilize the Outlook Plug-in, you may notice that the Sugar options no longer appear in the ribbon, which most likely indicates that the plug-in's connection to Sugar is disabled or inactive. Several causes could potentially be responsible for the plug-in suddenly becoming disabled such as automatic Windows updates and configuration issues.

# Resolution

If the Sugar Outlook plug-in appears to be disabled, try the following troubleshooting steps.

#### **Disabled Add-ins**

Use the following steps check if the plug-in is disabled in Outlook's Add-Ins settings and, if so, to re-enable it:

1. Click the FILE tab in Outlook and then navigate to Options > Add-Ins.



2. Check to see if "SugarOutlook" appears under the section called "Disabled Application Add-ins". If it is listed there, then continue to Step 3. If "SugarOutlook" does not appear in the disabled section, then proceed to

#### the next <u>section</u> of this article.

Tasks			
Search	Add-ins		
Language	Name 🔺	Location	Туре
	Active Application Add-ins		
Advanced	Microsoft Exchange Add-in	C:\\Office15\ADDINS\UmOutlookAddin.dll	COM Add-in
Customize Ribbon	Microsoft Outlook Social Connector	C:\ffice\Office14\SOCIALCONNECTOR.DLL	COM Add-in
Customize Ribbon	OneNote Notes about Outlook Items	C:\Microsoft Office\Office14\ONBttnOL.dll	COM Add-in
Quick Access Toolbar	Redemption Helper Outlook Extension	C:\rCRM\SugarOutlook\Redemption64.dll	COM Add-in
Add-Ins			
T	Inactive Application Add-ins		
Trust Center	Microsoft SharePoint Server Colleague Import Add-in	C:\e\Office15\ADDINS\ColleagueImport.dll	COM Add-in
	Microsoft VBA for Outlook Addin	C:\ Office\Office15\ADDINS\OUTLVBA.DLL	COM Add-in
	Disabled Application Add-ins		
	Windows Search Email Indexer	C:\Windows\System32\mssphtb.dll	COM Add-in
	SugarOutlook	file:///utlook\SugarOutlook.vsto vstolocal	COM Add-in
	Add-in: Microsoft Exchange Add-in		
	Publisher: Microsoft Corporation		
	Compatibility: No compatibility information availa	able	
	Location: C:\Program Files\Microsoft Office\	Office15\ADDINS\UmOutlookAddin.dll	
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	Description: Exchange support for Unified Messi	aging, e-mail permission rules, and calendar avail	lability.
	M <u>a</u> nage: COM Add-ins 👻 <u>G</u> o		
	COM Add-ins		
	Disabled Items	ОК	Cancel

- 3. At the bottom of the Add-in Options window, select "Disabled Items" in the Manage dropdown field then click "Go...".
- 4. The Disabled Items pop-up window will appear. Select "SugarOutlook" then click the Enable button to re-enable the plug-in. Click "Close".



- 5. Click "OK" in the Add-in Options window.
- 6. Restart Outlook for the change to take effect.

#### **Inactive Add-ins**

Use the following steps check if the plug-in is inactive in Outlook's Add-Ins settings and, if so, to re-activate it:

1. Click the FILE tab in Outlook and then navigate to Options > Add-Ins.



- 2. Check to see if "SugarOutlook" appears under the section called "Inactive Application Add-ins". If it is listed there, then continue to Step 3. If "SugarOutlook" does not appear in the inactive section, then proceed to the <u>Additional Help</u> section of this article.
- 3. At the bottom of the Add-in Options window, select "COM Add-ins" in the Manage dropdown then click "Go...".

Active Application Add-ins   Microsoft Exchange Add-in C:\\Office15\ADDINS\UmOutlookAddin.dll   Microsoft Outlook Social Connector C:\\Office14\SOCIALCONNECTOR.DLL CC   OneNote Notes about Outlook Items C:\Microsoft Office14\SOCIALCONNECTOR.DLL CC   Redemption Helper Outlook Extension C:\Microsoft Office14\ONBttnOL.dll CC   Inactive Application Add-ins Microsoft SharePoint Server Colleague Import Add-in C:\e\Office14\ADDINS\ColleagueImport.dll CC   Inter Microsoft VBA for Outlook Addin C:\office\Office14\ADDINS\OUTLVBA.DLL CC   Disabled Application Add-ins Windows Search Email Indexer C:\Windows\System32\mssphtb.dll CC   Add-in: Microsoft Exchange Add-in Publisher: Microsoft Corporation CC   Compatibility: No compatibility information available Location: C:\Program Files\Microsoft Office15\ADDINS\UmOutlookAddin.dll	e II ING	ame 🔺		Location	Туре	
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Description: Exchange support for Unified Messaging, e-mail permission rules, and calendar availabili	C	Description:	Exchange support for Unified Messa	ging, e-mail permission rules, and calendar avail	ability.	

4. Confirm that the checkbox for "SugarOutlook" is marked in the COM Add-Ins pop-up window. If it is not, mark the checkbox for "SugarOutlook" and click "OK".



5. Restart Outlook for the change to take effect.

#### **Additional Help**

If the steps in this article did not resolve the issue, you can search for discussions about similar issues or start your own discussion around this topic in <u>SugarClub</u>.

