
Troubleshooting Outlook Not Displaying the Sugar Toolbar

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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 [MS Outlook Plug-in Installation Guide](#) 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.

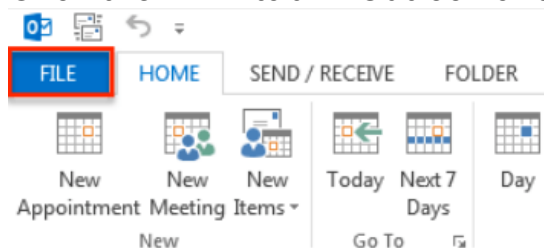
Resolution

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

Disabled Add-ins

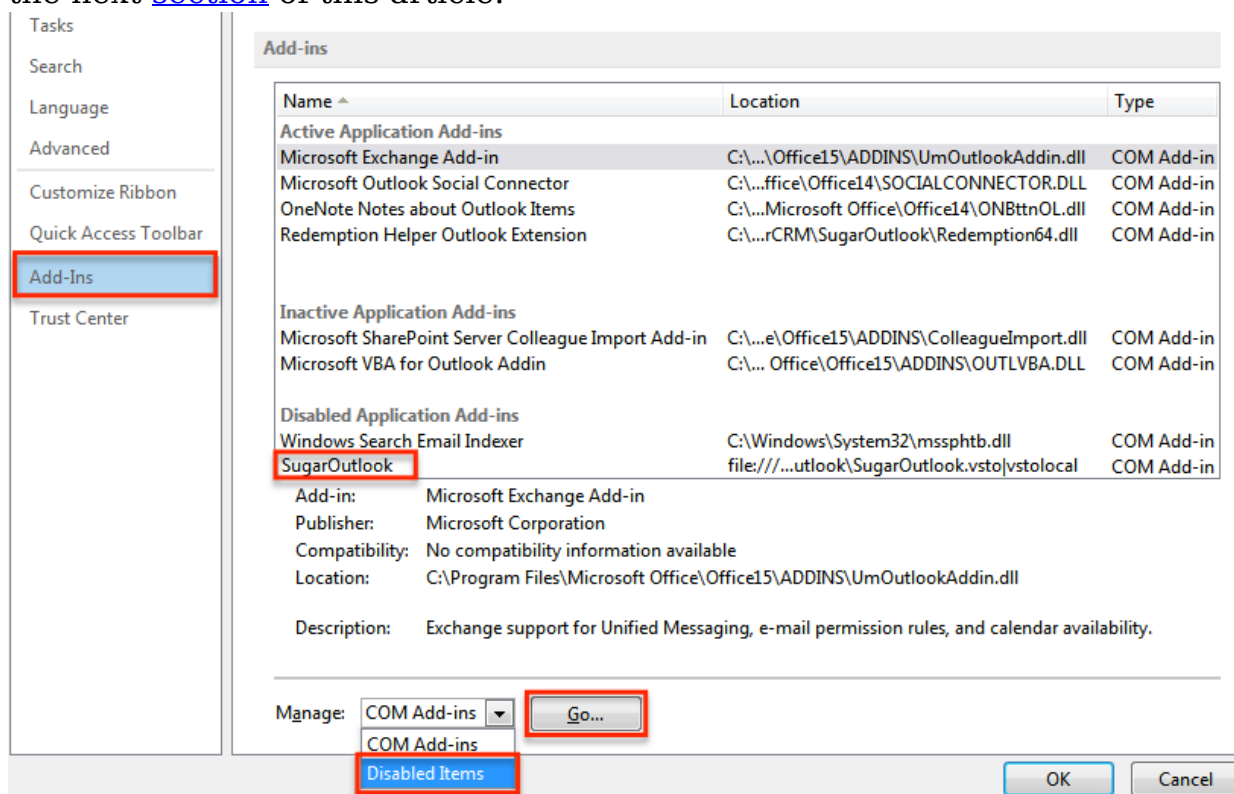
Use the following steps check if the plug-in is disabled in Outlook's Add-Ins settings and, if so, to re-enable it:

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

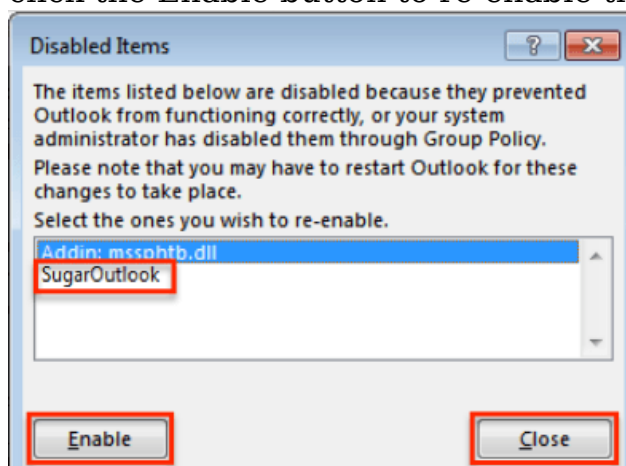


2. Check to see if "SugarOutlook" appears under the section called "Disabled Application Add-ins". If it is listed there, then continue to Step 3. If "SugarOutlook" does not appear in the disabled section, then proceed to

the next [section](#) of this article.



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".

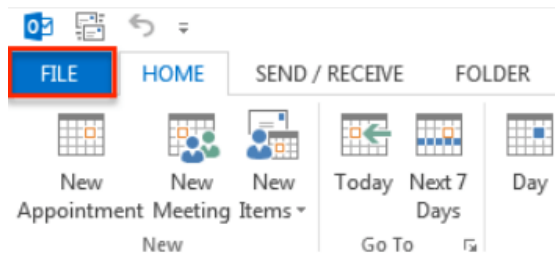


5. Click "OK" in the Add-in Options window.
6. Restart Outlook for the change to take effect.

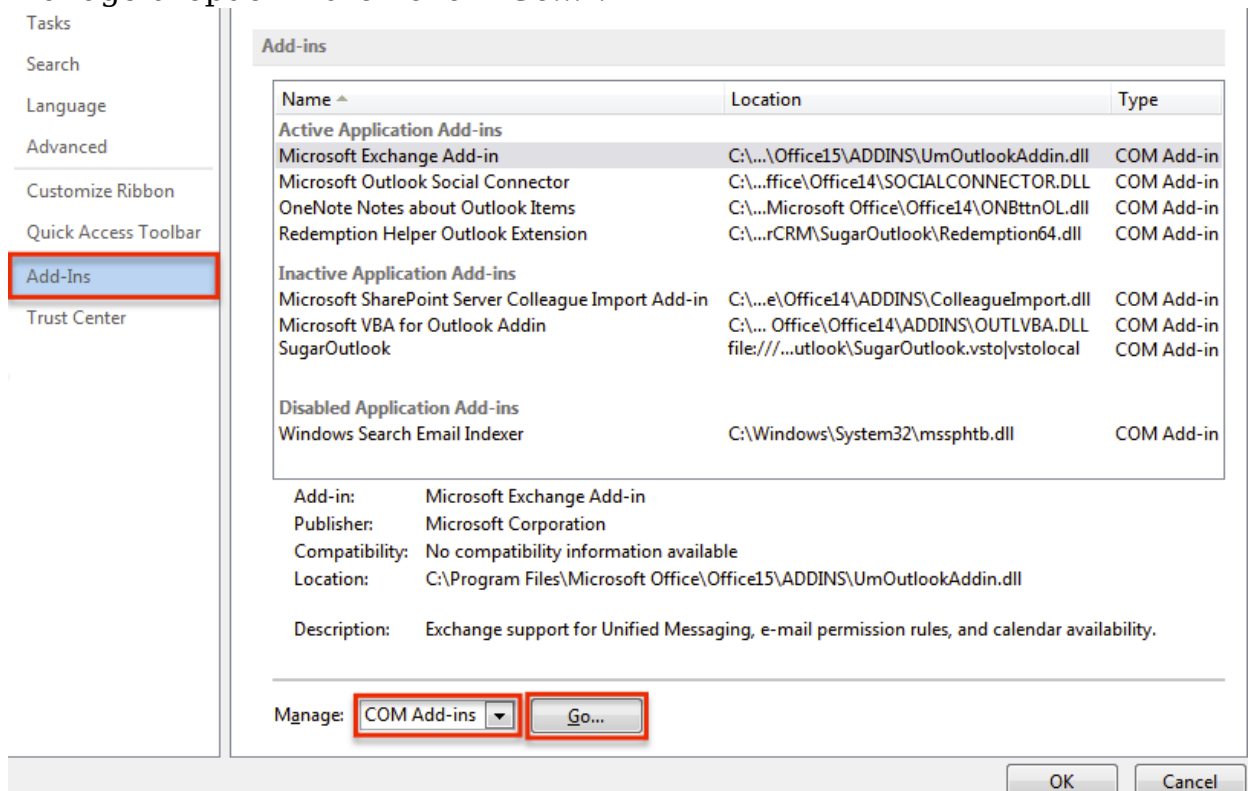
Inactive Add-ins

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

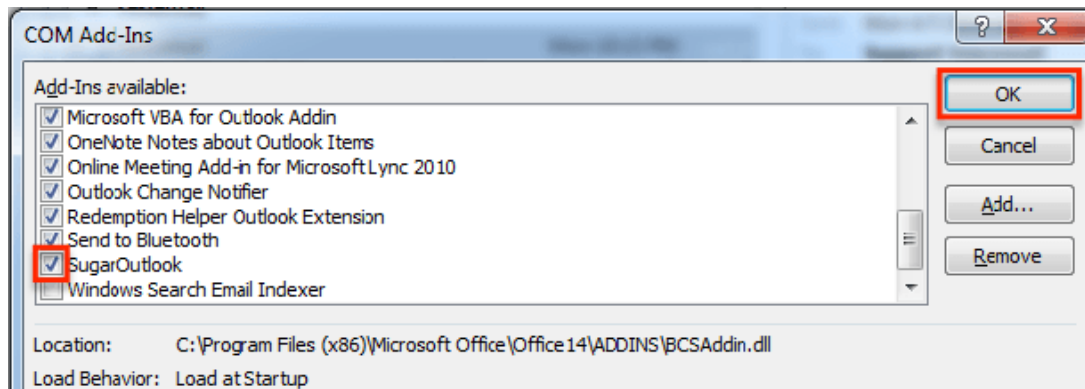
1. Click the FILE tab in Outlook and then navigate to Options > Add-Ins.



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 [Additional Help](#) 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...".



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 [SugarClub](#).

