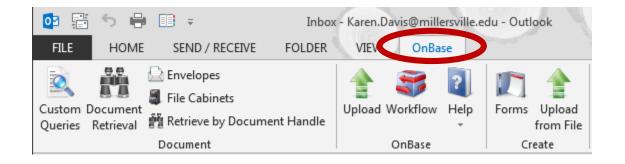
Outlook 2013 Tab Called "OnBase" is Missing

After an OnBase users PC is upgraded to Office 2013... the OnBase tab in Outlook may be missing.



Follow These Steps to make the OnBase Tab Available....

Remove 2010 Add-In and Reinstall OnBase

1. Remove 2010 Add-In

COM Add-Ins	? <mark>- x -</mark>
Add-Ins available: Acrobat PDFMaker Office COM Addin Business Connectivity Services Add-In Hyland.Office2010.Outlook.Addin Microsoft Access Outlook Add-in for Data Collection and Publishing Microsoft Exchange Add-in Microsoft SharePoint Server Colleague Import Add-in Microsoft SharePoint Workspace Proxy for Outlook Add-in Microsoft VBA for Outlook Addin	OK Cancel
Location: file:///C:\Program Files (x86)\Hyland\Office Integration\Office 2010\Hyland.Office2010 Load Behavior: Load at Startup	0.Outlook.Addin.vst

2. Uninstall "Hyland Outlook Integration.

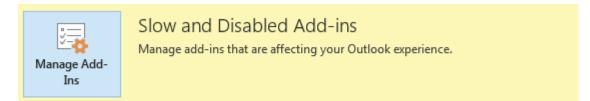
Control Panel	All Control Panel Items Programs and Features	👻 🍕 Search Progi	
Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.		
off	Organize 🔻 Uninstall		
Install a program from the	Name	Publisher	
	B Bomgar Automatic Elevation Service	Bomgar Corporation	
	B Bomgar Representative Console 16.2.1 [support.millersville.e	Bomgar Corporation	
	Citrix Online Launcher	Citrix	
	Disconnect Desktop	Disconnect	
	📧 Google Chrome	Google, Inc.	
	🍪 GoToMeeting 7.31.0.6291	CitrixOnline	
	Hyland Office 2013 Integration x86	Hyland Software	
	Hyland OnBase Client [15.0.0.26]	Hyland Software	
	Hyland OnBase Studio [15.0.0.26]	Hyland Software	
	Hyland Outlook Integration 2010 [MU]	Hyland	
	Hyland Unity Client [15.0.0.26] Uninstall	lyland Software	
	WHvland Unity Client [OnBaseTestSystem64bit]	Hyland	

3. Reinstall OnBase from System Center.

Software Center	an one	-
<u>A</u> vailable Software	Installation Status	Ins <u>t</u> alled Softwar
sh <u>o</u> w All	Ţ	
NAME		ТҮРЕ
🕞 OnBase15		Application

Enable 2013 OnBase Add-In

- 1. Open user's Outlook
- 2. Go to File Tab
- 3. Click on "Slow and Disabled Add-ins"

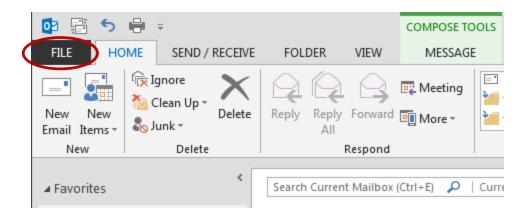


4. If disabled click on the button "Always enable this add-in" (otherwise leave it the way it is)

Disabled Add-ins	? <mark>×</mark>
Outlook detected an add-in problem	า
These add-ins decreased performance or caused Outlook	to crash.
Hyland.Office2013.Outlook.Addin	
Hyland.Office2013.Outlook.Addin	1.653 seconds
This add-in caused Outlook to start slowly. Always enable this add-in	

Activate Add-In

1. To locate the Onbase Add-In to Enable first go to the menu ribbon of your Outlook and Click on the "File" tab.



2. Click on "Options" in the side panel.

	${igodot}$		
	Info	Accou	nt
	Open & Export	Karen.Davis Microsoft F	@mille
	Save As	Microsoft E Add Account	xchang
	Print	Account Settings -	AC(Char conr
	Office Account		
<	Options		
	Exit	2	Aut

3. Click on "Add-Ins," located on the side panel of the new window. And then make sure "COM Add-ins" is selected in the Manage dropdown at the bottom of the window; click "Go...."

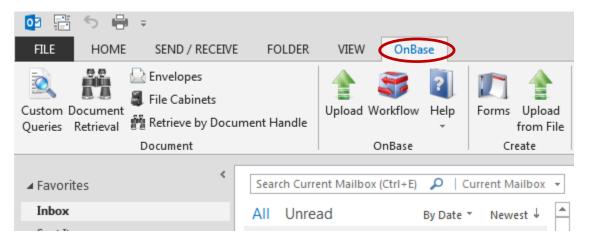
Outlook Options	A R R R R R R		?
General Mail	View and manage Microsoft Office Add-ins.		
Calendar	Add-in Options		
People	Launch Add-in options dialog: Add-in Options		
Tasks			
Search	Add-ins		
Language	Name 🛎	Location	Туре
Advanced	Active Application Add-ins		
Advanced	Lync Meeting Add-in for Microsoft Office Professional Plus 2013	C:\\Office15\UCAddin.dll	COM Add-in
Customize Ribbon	Microsoft Exchange Add-in	C:\\UmOutlookAddin.dll	COM Add-in
	OneNote Notes about Outlook Items	C:\ffice14\ONBttnOL.dll	COM Add-in
Quick Access Toolbar	Outlook Social Connector 2013	C:\IALCONNECTOR.DLL	COM Add-in
Add-Ins	Symantec Endpoint Protection Outlook Add in	C:\\SEPOutlookAddin.dll	COM Add-in
Trust Center	Inactive Application Add-ins		
	Acrobat PDFMaker Office COM Addin	C:\FMOutlookAddin.dll	COM Add-in
	Hyland.Office2013.Outlook.Addin	file:///ddin.vsto vstolocal	COM Add-in
	Microsoft Access Outlook Add-in for Data Collection and Publishing	C:\ADDINS\ACCOLK.DLL	COM Add-in
	Microsoft SharePoint Server Colleague Import Add-in	C:\S\ColleagueImport.dll	COM Add-in
	Microsoft SharePoint Workspace Proxy for Outlook Add-in	C:\fice14\GROOVEEX.DLL	COM Add-in
	Microsoft VBA for Outlook Addin	C:\DDINS\OUTLVBA.DLL	COM Add-in
Add-in: Lync Meeting Add-in for Microsoft Office Professional Plus 2013			
	Publisher: Microsoft Corporation		
	Compatibility: No compatibility information available		
Location: C:\Program Files (x86)\Microsoft Office\Office15\UCAddin.dll			
	content of the second of the s		
┍╨╸	Description: Lync Meeting Add-in for Microsoft Office Professio	nal Plus 2013	
	· · · · · · · · · · · · · · · · · · ·		
4			
	Manage: COM Add-ins 🔽 Go		
] [
		OK	Cance

4. New COM Add-Ins window will appear. Check the box next to "Hyland.Office2013.Outlook.Addin;" and then click the "OK" button.

	COM Add-Ins	2	? X
	A <u>d</u> d-Ins available:	<u> </u>	ОК
1	Acrobat PDFMaker Office COM Addin		
Щ	Business Connectivity Services Add-In U Hypand.Office2013.Outlook.Addin	=	Cancel
	V Lync Meeting Add-in for Microsoft Office Professional Plus 2013 Microsoft Access Outlook Add-in for Data Collection and Publishing		<u>A</u> dd
	Microsoft Exchange Add-in Microsoft SharePoint Server Colleague Import Add-in Microsoft SharePoint Server Colleague Import Add-in		Remove
	Microsoft SharePoint Workspace Proxy for Outlook Add-in	•	
	Location: file:///C:\Program Files (x86)\Hyland\Office Integration\Office 2013\Hyland.Off	ice201	3.Outlook.Add
	Load Behavior: Load at Startup		
		_	

Note: Enable only one Hyland.Office Add-In; you may have a 2010 and 2013 one, make sure to enable the one that matches the year of your Outlook Email software.

5. Check that the user has an OnBase tab on their Outlook menu ribbon and click on it. You should see a list of OnBase tool icons.



NOTE: If presented with a door icon. Click on it and log into OnBase and then you will see the OnBase tools.

Double Check the Add-In STAYS!

 Close and re-open Outlook. Is the OnBase Tab still there? If Not, please run through parts of this process until you get it to stay.