

Clear a disabled add-in in the Registry for Outlook or Word (Should only be carried out by IT)

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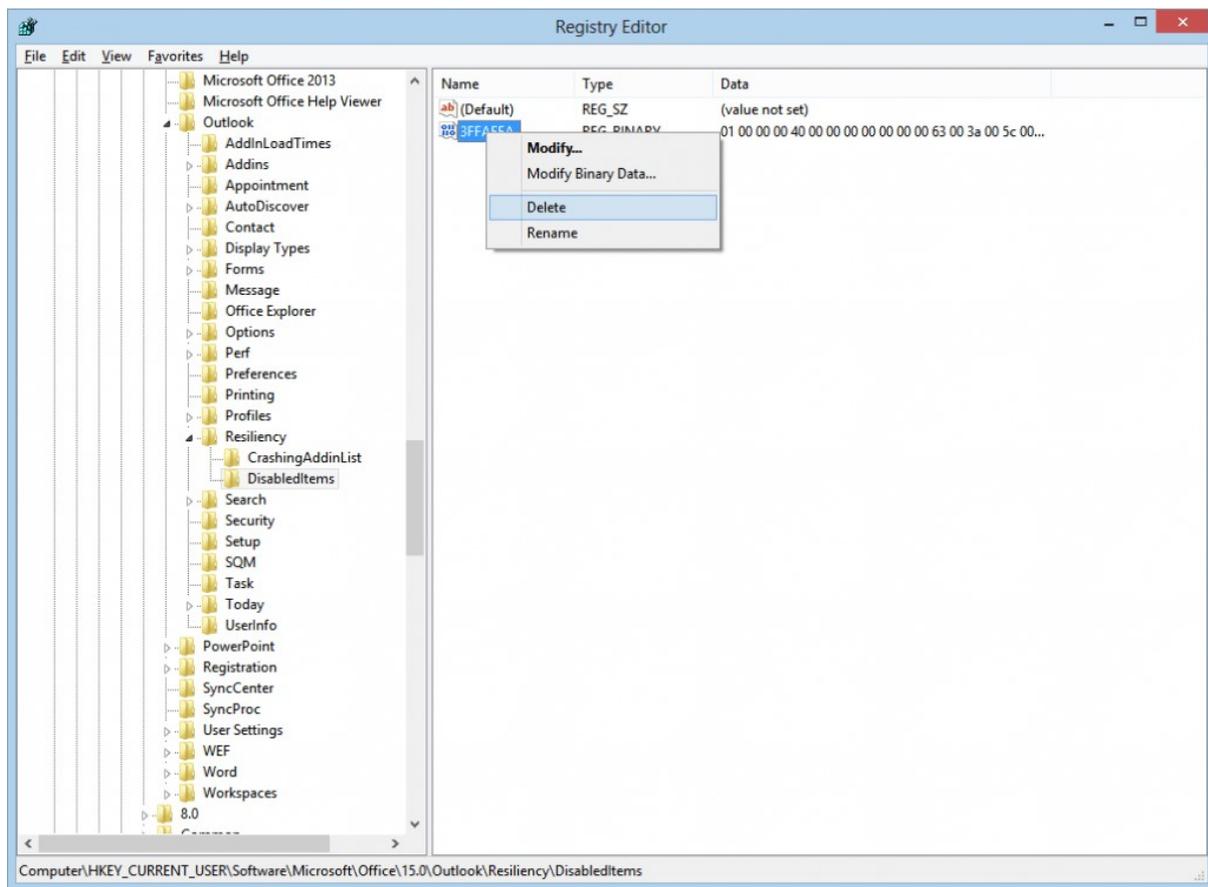
If Outlook or Word keeps deactivating an add-in, you should first of all try

- Re-enabling the add-in
- Change the load behavior of the add-in
- Uninstall & reinstall the given add-in
- The third option is to change the registry setting for Outlook/Word that disables add-ins. We recommend this should only be carried out by an IT provider.

Follow these steps to activate the add-in (The example below applies to Outlook but the same can be carried out for Word):

1. Exit Outlook and uninstall the given Outlook add-in from your Windows Control Panel (see Add/Remove Programs or Uninstall Programs, depending on your Windows version);
2. Open your Windows registry (run regedit.exe) and locate the following registry entries:

HKEY_CURRENT_USER\Software\Microsoft\Office\15.0\Outlook\Resiliency (replace 15.0 with your actual Outlook version: 15.0 means Outlook 2013, 14.0 means Outlook 2010, 13.0 means Outlook 2007, etc) – remove the REG_BINARY keys found in DisabledItems and CrashingAddinList:

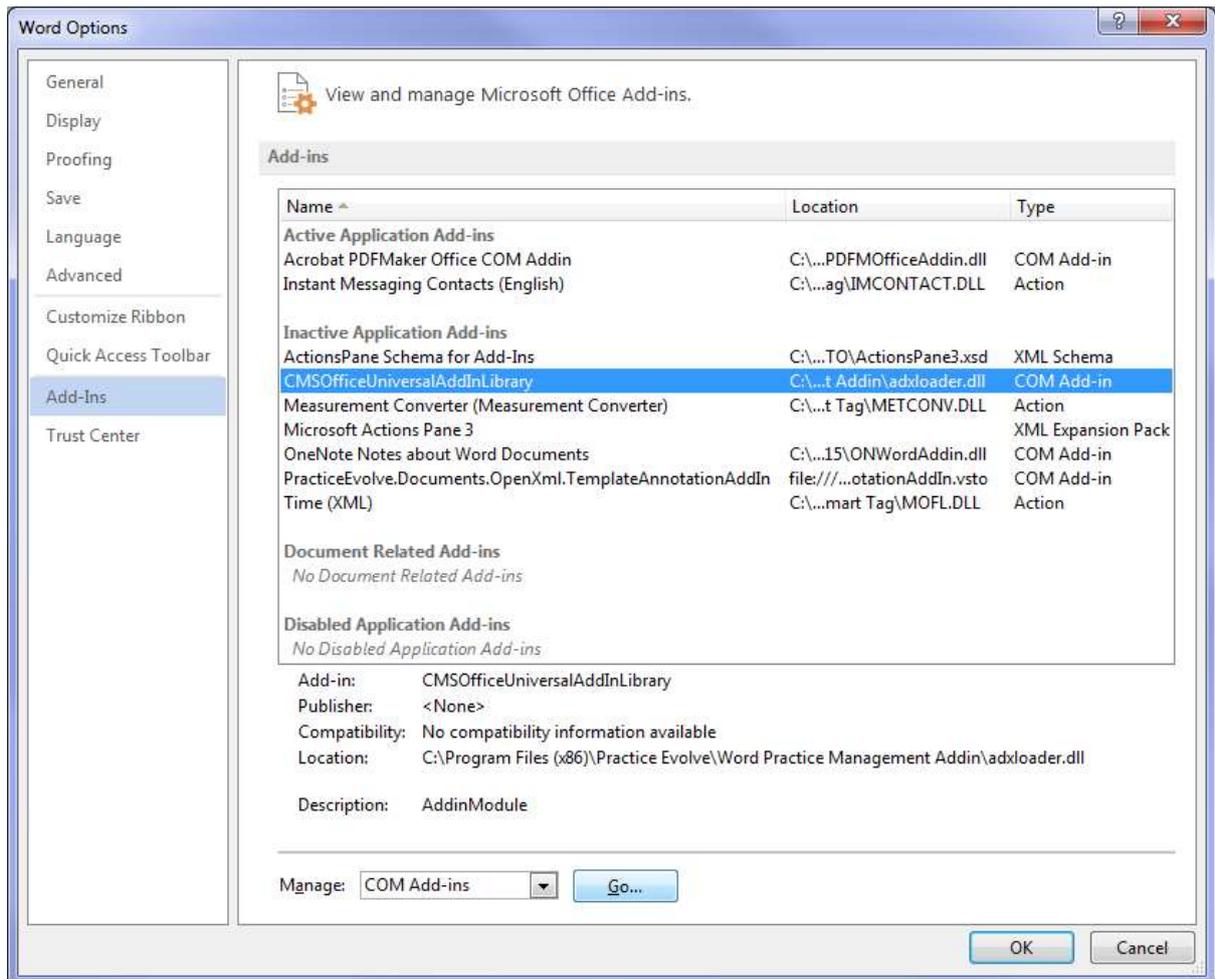


HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins – remove the keys that refer to your troubled Outlook add-in. If you want to fix the Evolve Outlook add-in, remove the entry named CMSOfficeOutlookUniversalAddInLibrary.AddinModule.

3. Reinstall the related Outlook add-in and restart Outlook: it should be loading fine now, without being listed as an inactive add-in.

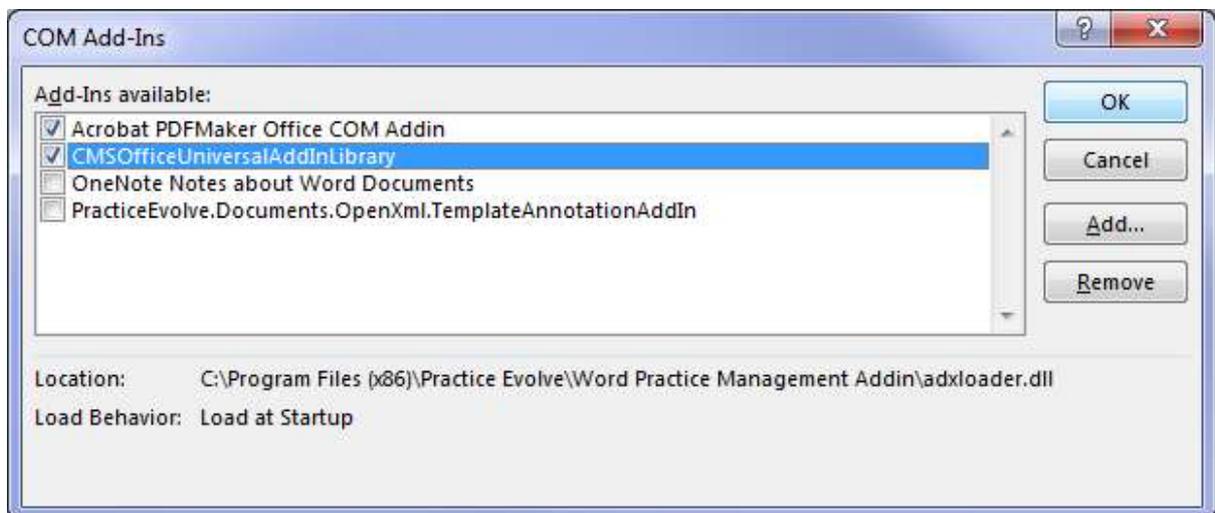
When the above didn't work, in some instances manually removing the add-in from Outlook and manually re-adding it again has worked.

1. In Outlook go to the File tab and select Options
2. Click on the Add-Ins option on the Options screen and you will see that the Evolve add-in (which shows as CMSOfficeUniversalAddInLibrary) is under the Inactive Application Add-ins or Disabled Application Add-ins



INACTIVE APPLICATION ADDINS

3. If the CMSOfficeUniversalAddinLibrary is under Inactive Application Add-ins click on Go at the bottom of the screen
4. Highlight the CMSOfficeUniversalAddInLibrary and select 'Remove'



5. Now click 'Add..' and navigate to C:\Program Files (x86)\Practice Evolve\Outlook Practice Management Addin - and select 'adxloader.dll' or 'adxloader64.dll' if your install of MS Office is 64bit. If you pick the wrong one, Outlook will tell you on screen, so pick the other one if that happens.

Name	Date modified	Type
 CMSOfficeOutlookUniversalAddInLibrary...	05/01/2017 11:32	Application extens...
 CMSOfficeUiLibrary.dll	05/01/2017 11:32	Application extens...
 CMSOfficeBridgeLibrary.dll	05/01/2017 11:29	Application extens...
 AddinExpress.MSO.2005.tlb	08/12/2016 15:12	TLB File
 log4net.dll	28/09/2015 18:14	Application extens...
 adxloader.dll.manifest	10/08/2015 16:32	MANIFEST File
 adxloader.dll	29/07/2014 17:41	Application extens...
 adxloader64.dll	29/07/2014 17:41	Application extens...
 Microsoft.Vbe.Interop.dll	28/07/2014 17:13	Application extens...
 office.dll	28/07/2014 17:13	Application extens...
 AddinExpress.MSO.2005.dll	17/07/2014 17:02	Application extens...
 adxregistrator.exe	14/04/2014 13:44	Application
 stdole.dll	05/10/2013 02:38	Application extens...
 en-IE	11/01/2017 11:58	File folder