



# Caesar For Outlook Add-In Troubleshooting

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## Introduction

This document describes what to do if Caesar for Outlook (CFO) becomes inactive or disabled in Outlook.

The reason Outlook disables or inactivates Add-Ins is in most cases due to the self-preservation functionality implemented in Outlook itself.

Microsoft has security measures in place to prevent add-ins from running inside Outlook. However, in many cases add-ins without fault are mistakenly disabled by Outlook. This is done independently of the Add-In involved.

If Outlook decides that an Add-In will cause Outlook to malfunction, the Add-In will become disabled or deactivated.

Please also refer to the chapter [Useful links and information](#) for details from Microsoft and other technical sites suggesting Add-In troubleshooting steps and settings.

## Before troubleshooting

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### Service packs and fixes

**IMPORTANT!** Please make sure the following is in place:

- 1) The latest Service pack and/or Fix provided for your version of **MS Outlook** is installed
- 2) The latest Service Pack and/or Fix for your **Windows** version is installed
- 3) The latest version of **CaesarForOutlook** (CFO) - compatible to your environment - is installed.
- 4) The latest Service pack and/or Cumulative update provided for your version of **MS Exchange Server** is installed.

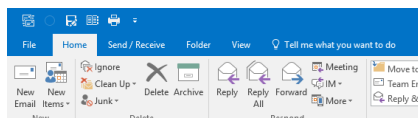
Please refer to the Microsoft Support pages for Outlook-, Windows- and Exchange updates.

Please contact [expertcenter@superoffice.se](mailto:expertcenter@superoffice.se) if you need to download the latest version of Caesar for Outlook.

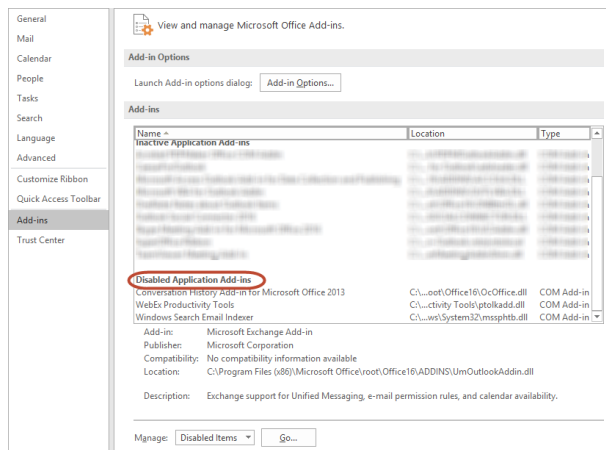
# CFO is unavailable

## Disabled

CFO is installed but not available in the top menu in Outlook.



CaesarForOutlook will show up in **File-> Options-> Add-Ins** dialog under **Disabled Application Add-Ins**.

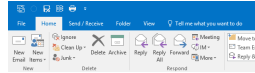


### Enable CFO Add-In – Outlook 2010, 2013, 2016 and 365

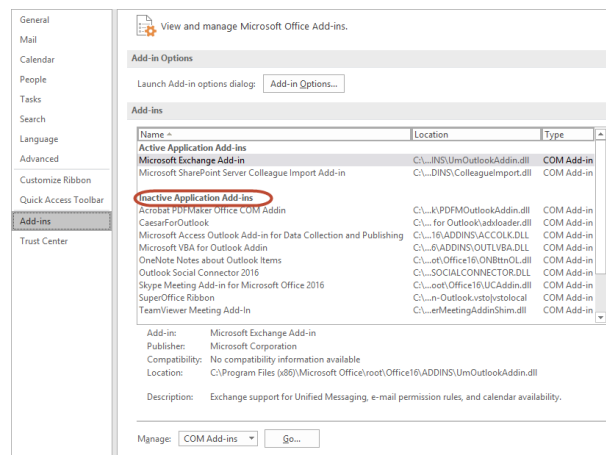
1. File-> Options-> Add-Ins
2. Next to **Manage** at the bottom, select **Disabled items**.
3. Click **Go...**
4. Select **CaesarForOutlook** in the Disabled items list
5. Click **Enable**.
6. Restart Outlook.

## Inactive

CFO is installed but not available in the top menu in Outlook.

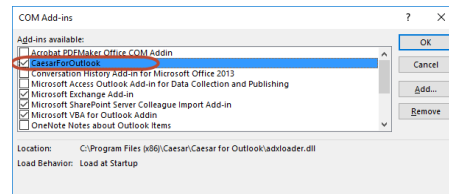


CaesarForOutlook will show up in File-> Options-> Add-Ins dialog under Inactive Application Add-Ins.

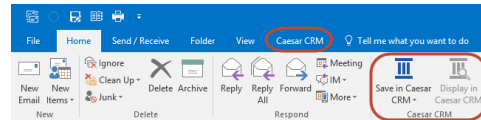


## Activate CFO Add-In

1. File-> Options-> Add-Ins
2. Next to **Manage** at the bottom, select **COM Add-ins**.
3. Click **Go...**
4. Tick the check box for **CaesarForOutlook** in the COM Add-ins list



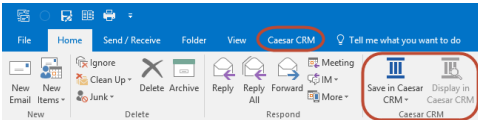
5. Click **OK**.
6. The CaesarForOutlook tab options should now appear in Outlook





# CFO is Enabled

When CFO is installed and working, the tab CASEAR CRM is available in the top menu in Outlook.



## Other CFO issues

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### CFO is unable to load despite enabling/activating

#### Option 1

- 1) Repair the CaesarForOutlook installation
- 2) Repair the Outlook installation

#### Option 2

- 1) Remove the CaesarForOutlook installation
- 2) Stop Outlook
- 3) Reinstall CaesarForOutlook
- 4) Start Outlook

#### Option 3

- 1) Recreate the user's Outlook profile:  
<https://support.office.com/en-us/article/Create-an-Outlook-profile-F544C1BA-3352-4B3B-BE0B-8D42A540459D>

#### Option 4

- 1) Remove the CaesarForOutlook installation
- 2) Reinstall Outlook
- 3) Reinstall CaesarForOutlook

## Logging in CFO

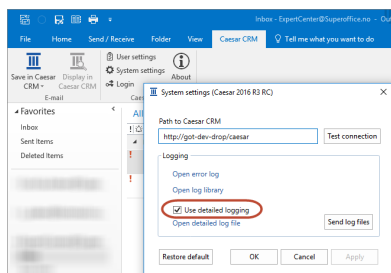
If you are experiencing a problem with CFO, always provide the CFO log files.

### Caesar CRM tab is available in Outlook

**NOTE:** Make sure **detailed logging** is set in CFO.

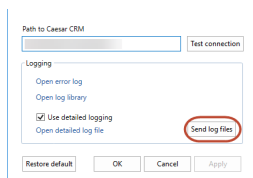
#### Detailed logging

1. Select the **Caesar CRM** tab and click **System settings**
2. Tick the check box for **Use detailed logging**
3. Click **Apply** (important for creating all necessary logs)



#### Sending log files

Click **Send log files** and send to [expertcenter@superoffice.se](mailto:expertcenter@superoffice.se)



**NOTE:** The zip file should contain at least two log files e.g.:

- CaesarErrors.log
- CaesarTrace.log

If the zip-file contains only one of these files, detailed logging has not been set correctly!

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## Caesar CRM tab is not visible or greyed out

Retrieve the files from the **Logs** folder in the following location on the client PC:

%LOCALAPPDATA%\Caesar\CaesarClient\CaesarForOutlook\

Retrieve and send the file **user.config** from the following location:

%APPDATA%\Caesar\CaesarClient

Send the files to [expertcenter@superoffice.se](mailto:expertcenter@superoffice.se)

## Useful links and information

Apart from topics discussed in this document, you can also find more information on how to manage Outlook Add-Ins using below links.

**NOTE:** Links referred to in this section may or may not work depending on availability provided by the supplier at the time when this document was created or updated.

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### Fix inactive Add-ins

Please use the following link for more information:

[How to Fix Inactive Outlook Add-ins](#)

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### Find and disable Add-Ins

Please use the following link for more information:

[How to find and disable Add-Ins](#)

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### Load Outlook without any Add-Ins

Please use the following link for more information:

[How to load Outlook with no add-ins](#)

Commented [CA1]:

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### Keep Add-Ins enabled (resiliency)

Please use the following link for more information:

[How to keep Add-Ins enabled](#)

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### Run time logging

Please use the following link for more information:

[Run time logging](#)

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## Installation Troubleshooting

The installation of CFO may have malfunctioned. If so, please refer to the separate document **Caesar for Outlook Troubleshooting Installation** for details on how to resolve this type of issue.