



Caesar For Outlook Add-In Troubleshooting

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Content

Introduction	4
Before troubleshooting	5
Service packs and fixes.....	5
CFO is unavailable	6
Disabled	6
Enable CFO Add-In – Outlook 2010, 2013, 2016, 2019 and 365	6
Inactive.....	7
Activate CFO Add-In.....	7
CFO is Enabled	8
Other CFO issues	9
CFO is unable to load despite enabling/activating.....	9
Option 1	9
Option 2	9
Option 3	9
Option 4	9
Logging in CFO	10
Caesar CRM tab is available in Outlook	10
Detailed logging.....	10
Sending log files	10
Caesar CRM tab is not visible or greyed out.....	11
Useful links and information	12
Fix inactive Add-ins	12
Find and disable Add-Ins	12
Load Outlook without any Add-Ins	12
Keep Add-Ins enabled (resiliency)	12
Run time logging	12
Installation Troubleshooting	13

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

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.

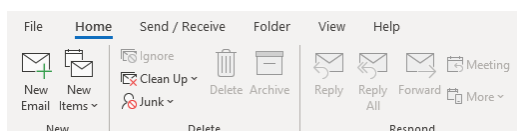
Please refer to the Microsoft Support pages for Outlook-, Windows- and Exchange updates.

Please contact expertcenter@superoffice.se if you need to download the latest version of Caesar for Outlook.

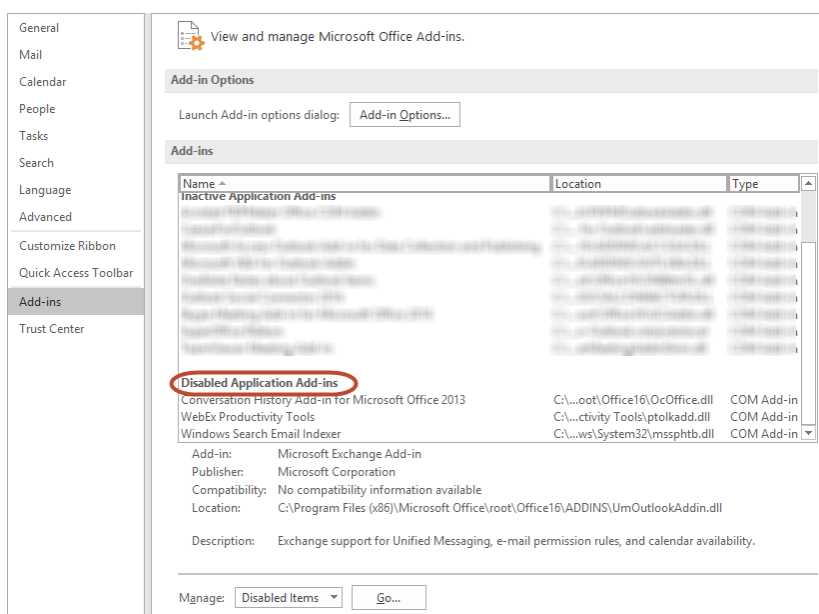
CFO is unavailable

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**.

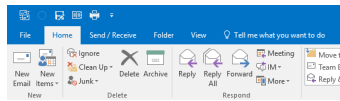


Enable CFO Add-In – Outlook 2010, 2013, 2016, 2019 and 365

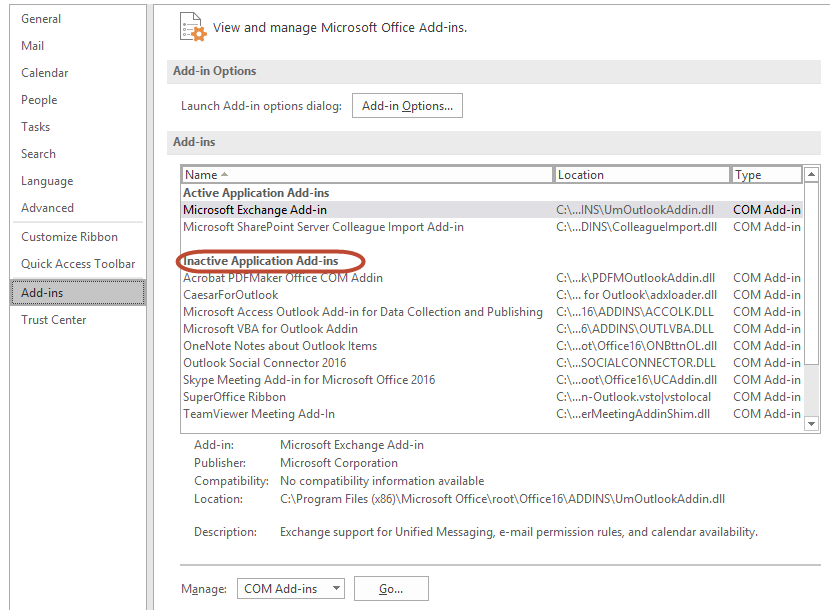
1. File-> Options-> Add-Ins
2. Next to **Manage** at the bottom, select **Disabled items**.
3. Click **Go...**
4. Select **CaesarForOutlook** in the Disabled items list
5. Click **Enable**.
6. Restart Outlook.

Inactive

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

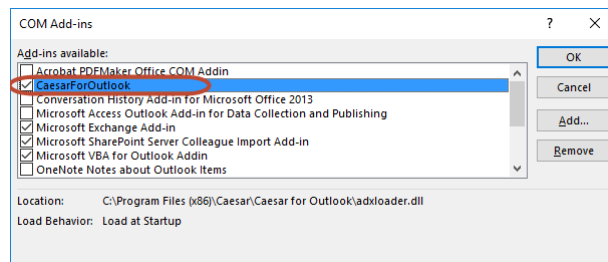


CaesarForOutlook will show up in **File-> Options-> Add-Ins** dialog under **Inactive Application Add-Ins**.

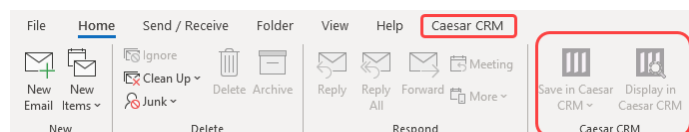


Activate CFO Add-In

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

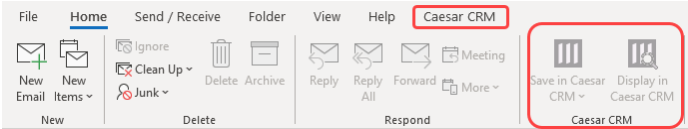


5. Click **OK**.
6. The **Caesar CRM** tab and CFO options should now appear in Outlook



CFO is Enabled

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



Other CFO issues

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

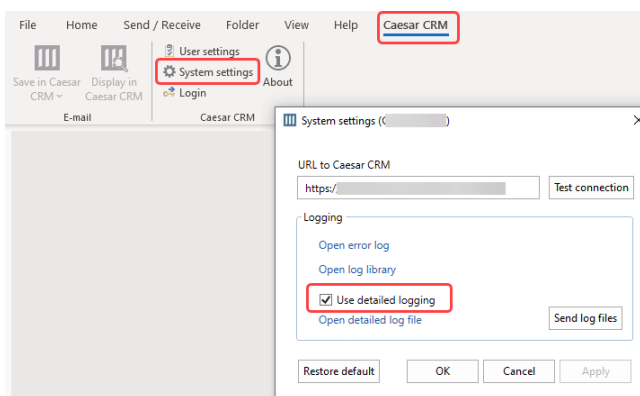
If you are experiencing a problem with CFO, always provide the CFO log files.

Caesar CRM tab is available in Outlook

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

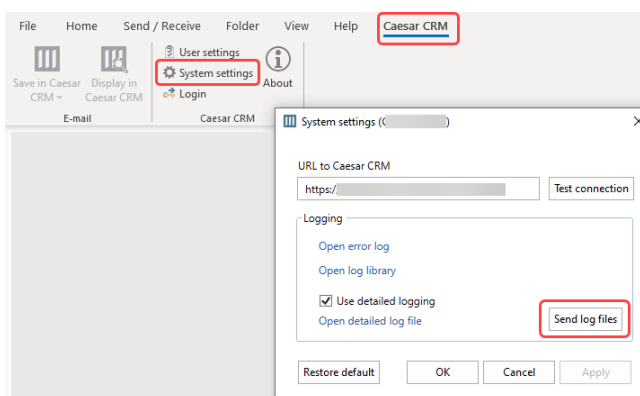
Detailed logging

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



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!

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

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.

Fix inactive Add-ins

Please use the following link for more information:

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

Find and disable Add-Ins

Please use the following link for more information:

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

Load Outlook without any Add-Ins

Please use the following link for more information:

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

Keep Add-Ins enabled (resiliency)

Please use the following link for more information:

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

Run time logging

Please use the following link for more information:

[Run time logging](#)

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.