Archive Manager Exchange Edition
MS Outlook Addin Troubleshooting

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IMPORTANT NOTE: Archive Manager Exchange Edition is a new product name for PAM4Exchange since version 5.0. As cases/questions in this Troubleshooting guide are being collected continually throughout all product versions, we have preserved also the PAM4Exchange product name in some cases.

Please not that PAM4Exchange was replaced by MAM4Exchange e.g. in folder paths.

Outlook

Archive Manager Exchange Ed integration with MS Outlook client environment

Q: Does Archive Manager enable seamless integration with MS Outlook client environment? Are clients able to continue to work with messages and attachments as they are used to without having to learn a new, different GUI for storing and searching messages?

A: Archive Manager Exchange Ed works with Outlook XP, 2003, 2007, 2010 (32bit, 64bit) using two types of clients:

- without further installation (just opening);
- with Outlook Addin (full DMS and search).

Outlook search is not affected by this. Fulltext search or the archive web interface can be used for searching messages.

Outlook 2010 support

Q: Does Archive Manager Exchange Edition work with MS Outlook 2010?

A: Yes, the **Archive Manager Addin works with the MS Oulook 2010** 32bit as well 64bit version.
Install the Archive Manager Addin and it will work the same as for Outlook XP, 2003 or Outlook 2007.

Archive Manager End User common configuration

Q: We are trying to decide if we want to push out the Archive Manager Addin for Outlook. What is a typical configuration for most of your clients? Do they push out the Addin and only allow Fulltext searches and archiving? What are the advantages and disadvantages of pushing out the Addin?

A: One of the most common scenarios is system running with Archive Manager AddIn allowing users to do the fulltext search. It is possible to mount ArchiveWeb interface into Outlook as well, so users can use also ArchiveWeb for fulltext and advanced search, PST export, locking of emails, etc.

Restarting MAM Services when no Archve Manager functionality is available anymore

Q: I cannot open or archive messages in Outlook. No Archive Manager function is available, no feedback from Outlook. We cannot restore single mails in Enterprise Manager as well.

A: Please restart all the MAM services. Stop them first by running **C:\Program Files\Metalogix\MAM4Exchange\Tools\Stop.bat**, then start the services again by running **C:\Program Files\Metalogix\PAM4Exchange\Tools\Start.bat**, as pictured in the attached screenshot.

For solving such problems in the future please follow the steps:

1. Start the DebugViewer
2. Try to archive and restore messages and save DebugViewer's output
3. Stop the services (install dir\tools\stop.bat)
4. Clean the DebugViewer's window (CTRS+X)
5. Start the services (install dir\tools\start.bat)
6. Save the DebugViewer's output
7. Test the HSM fuctionality (install dir\tools\hsm tools\hsmtester.exe)
8. Check the Enterprise Manager's Restore, Archive functionality
9. Check the Outlook Retrieve functionality

Please send us the saved DebugViewer outputs in order to analyze them. We will contact you immediately.
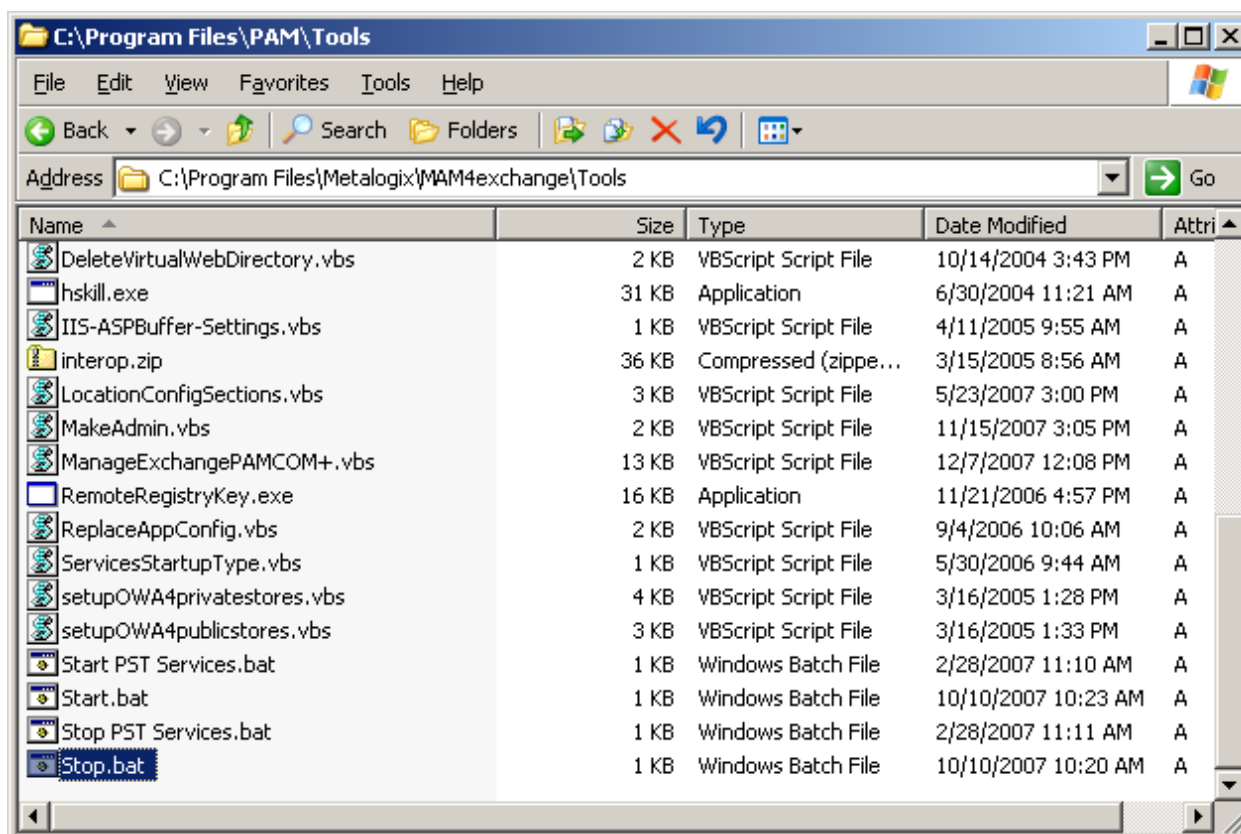
Error when connecting to mailbox

Q: When my customer tries to connect to his mailbox and test archive an email he gets this error message:

System.Exception: PamMAPIServices: E118 Failed to connect to mailbox: PamMsgHandler: E112 Failed to connect to mailbox (Failed to create MSEMS message service [MAPIError: 8004010F : MAPI_E_NOT_FOUND [Checkpoint 4]])(Source: ".\MsgOperations.cpp"; Line: 103; Component: CMsgOperations::Connect) [mailservername | hname | Name@hisdomain.com | His name]

A: Maybe the services need a restart.
The MAPI_NOT_FOUND means actually that the email you try to archive is no longer in that folder in Outlook. Maybe the user has deleted it or has moved it somewhere else.

Outlook slowness

Q: My Outlook used to start much faster, before we installed the AddIn. What happened?

A: Addin is refreshing offline folders each time Outlook starts. To prevent this you can set Addin registry key
HKEY_LOCAL_MACHINE \ SOFTWARE \ Metalogix \ PAM4Exchange Outlook Addin \ REFRESHOFFLINEFOLDERSATSTARTUP to 0 and your Outlook will be fast.

Preview pane empty for MS Outlook XP clients

Q: When I try to view the archived items in one MS Outlook XP machine, the Outlook preview does not display the body nor the header of the email. If I double-click the email it comes back ok and I can read it. This is happening only on MS Outlook XP clients, the same account displays correctly the archived items in MS Outlook 2003 preview pane. What's the problem?

A: First of all please update your MS Outlook XP (2002) to the latest SP. For allowing the preview in Outlook XP there are settings needed to be done in the Windows Registry Editor on the client side.

Windows Registry Editor Version 5.00

[HKEY_CURRENT_USER\Software\Microsoft\Office\10.0\Outlook\Custom Forms]

[HKEY_CURRENT_USER\Software\Microsoft\Office\10.0\Outlook\Custom Forms\Preview]

"IPM.Note.PamMessage"="IPM.Note"

"IPM.Note.PamMessage.Replied"="IPM.Note"

"IPM.Note.PamMessage.Forwarded"="IPM.Note"

"IPM.Note.PamMessage.Document"="IPM.Document"

"IPM.Note.PamMessage.Post"="IPM.Post"

[HKEY_CURRENT_USER\Software\Microsoft\Office\10.0\Outlook\Custom Forms\Read]

"IPM.Note.PamMessage"="IPM.Note.PamMessage"

"IPM.Note.PamMessage.Replied"="IPM.Note.PamMessage .Replied"

"IPM.Note.PamMessage.Forwarded"="IPM.Note.PamMessa ge.Forwarded"

"IPM.Note.PamMessage.Post"="IPM.Note.PamMessage.Po st"

"IPM.Note.PamMessage.Document"="IPM.Note.PamMessag e.Document"

"The document has a different owner"

Q: When forwarding an archived message, one of our users receives the following error message:

DocumentOwnerWrong: PamExHandler: E149 The document has a different owner.

The mail is sent anyway. It seems that versioning this document fails because of a wrong ownership. My user has this problem with more than one archived mail and I already tried to repair all shortcuts in the user's mailbox but this wouldn't help.
I attached a screenshot of the error message.

A: The shortcuts of the archived emails can be moved from one folder to another, they can even be transmitted to other mailboxes. It is possible that some shortcuts were copied from a different mailbox. The owner of the shortcut is the mailbox where

the email was originally archived from. If the shortcut migrates to a different mailbox, it can't be modified (versioned). Only the owner will have this right.

To solve this problem, you can restore the mail. You will receive the same error message, in the case you also try to delete the mail from the archive while restoring - do not use the "delete" option in this case.
Once you have the original mail, archive it again.
After that, you will be able to make new versions on this mail.

Error while forwarding archived items

Q: I have an error when my clients try to forward archived emails in Outlook. Some of the machines get this error message:

Internal MAPI error: An invalid parameter was passed to a MAPI function. Contact your administrator.

and others get this:

A resource is busy or you lack sufficient access rights or permissions.

This is happening when the user right-clicks on one archived message and then try to forward it.

A: This is happening because the archived items are read only items, in case the MS Outlook client does not have the Archive Manager Addin Installed. Once the Addin from Archive Manager is installed for the MS Outlook machine, the archived emails can be editable as well.

Some MS Outlook machines have problems with forwarding the read-only items, as described in the MS knowledge base article under:

http://support.microsoft.com/?scid=k...d=2520&sid=139

The resolution of this problem, as described in this article, first fixed in a hotfix that is now contained in a service pack. If you installed the latest Office 2003 service pack, you do not have to install the hotfix.

Please read the article mentioned to workaround.

VB Script error when forwarding

Q: We experience this VB script error when forwarding from the preview pane.

Windows Script Host
Script: C:\Documents and Settings\epam\Local Settings\Temp\PAM\20090612\handlemsg.vbs
Line:1
Char:1
Error: Expected Statement
Code:800A0400
Source: Microsoft VBScript compilation error

We have tried:

      -replaced the 2 vbs files.
      -updated to the latest version
      -tried it with addin

It is not working, what should we do?

A: Please doublecheck if the ASP.NET 2.0 Web service extension is allowed in the IIS on the Archive Manager Server.
If it is allowed, then the only way how to detect the problem is to open the vbs file (for the path see the path in the message box):
C:\ Documents and Settings \ epam \ Local Settings \ Temp \ PAM \ 20090612 \ handlemsg.vbs

If you open the file in notepad, you can identify the problem:
    - if the file is empty - the server does not have the vbs file
    - if the file is VB Script, then you have to send it to support team (renamed to txt) to analyze the content
    - if the file contains some text - the text is an error message from IIS or from exchangePAMWS and this should be straightforward to support to analyze the problem

"Failed to create new version on all defined servers"

Q: We get this error often when we forward or answer to archived mails. What to do?

Failed to create new version on all defined servers.
Fehler beim Übertragen der Datei(en) auf den Server!
COMError : PamExHandler: E119 COM ERROR 800A0408 -- Unknown error 0x800A0408 : PamMAPIServices: E106 Failed to create shortcut message 8004010F PamMsgHandler: E119 Failed to create shortcut (GetMessage >> Error opening message: 8004010F : MAPI_E_NOT_FOUND)(Source: ".\MsgOperations.cpp"; Line: 5352; Component: CMsgOperations::UpdateMessageProperties)COMError : PamExHandler: E119 COM ERROR 800A0408 -- Unknown error 0x800A0408 : PamMAPIServices: E106 Failed to create shortcut message 8004010F PamMsgHandler: E119 Failed to create shortcut (GetMessage >> Error opening message: 8004010F : MAPI_E_NOT_FOUND)(Source: ".\MsgOperations.cpp"; Line: 5352; Component: CMsgOperations::UpdateMessageProperties)

A: It is more than sure your SQL database is locked, so you need to back it up to shrink it down. The LDF file is surely bigger than the MDF file and this locked your database.
Thus the system cannot read or write into the database anymore.
Please check the properties window of the database used for Archive Manager:

- the **Data Files** (the **.mdf** file) and the **Transaction Log** (the **.ldf** file) of this database should have an unrestricted file growth. If this growth would be

restricted, after it is reached the database would no longer be accessible for Archive Manager to write/read from

- if you will have a look at the filesystem where the **.mdf** and **.ldf** files of this database reside you should see the .mdf file bigger than the transaction log (the .ldf file). If the transaction log is too big it means that the database hasn't been backed up.
- **backing up the Archive Manager database is a must** - you should schedule a **Maintenance plan in SQL** to backup this database **every day**. With a database backup the .ldf file will always shrink keeping the Archive Manager database slim.

Thus to solve the problem, just run a manual backup of the database first and then restart the MAM services.
For scheduling the Maintenance Plan in SQL see the "SQL Maintenance Plan Guide" on our forum site.

"Access is denied" when opening an attachment

Q: When I try to open an attachment in either Outlook 2007 or OWA 2003 I get the following error:

Failed to create temp folder. Access to path "C:\ Program Files \ Metalogix \ MAM4Exchange \ PamStore \ Temp \ Tempogvsw5adue \" is denied.

A: Please go on the Archive Manager server and make sure the following directory exists:

C:\Program Files\Metalogix\MAM4Exchange\PamStore\Temp

If it does not exist, please create it.
If yes, then you will need to grand permissions over this directory.

We recommend setting the permissions even above on the **C:\Program Files\Metalogix** directory itself.
Please grand full control to the NETWORK SERVICE and also to the super-user account. The problem should be fixed then.

Cannot open archived attachments

Q: I cannot open attachments in archived mails, though the attachments are displayed correctly when I open the mails. When I double-click on an attachment an error message pops up:

The operation failed. An object could not be found.

I have **Symantec AntiVirus Outlook Protection** turned on in Outlook.

A: It seems the antivirus add-in is blocking the VB scripts in our MAM forms. Please go to **Tools / Options / Other tab / Advanced options / Add-in Manager** and disable the Symantec AntiVirus Outlook Protection.
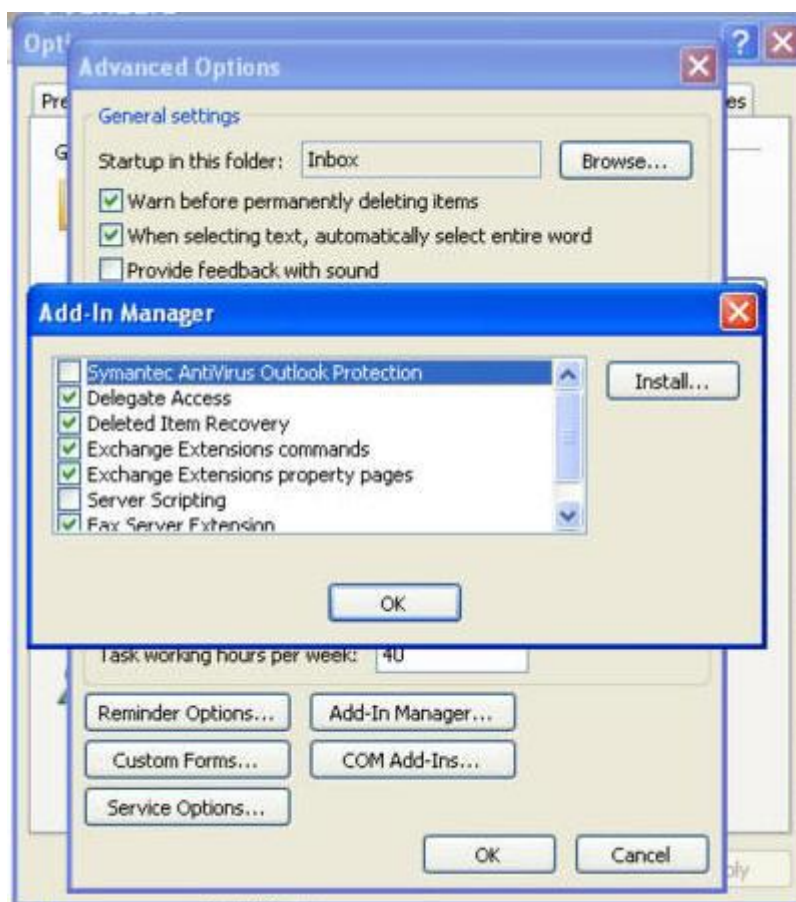
Archived email as attachment causes error

Q: We have a user whose outlook (2003) locks up and crashes when she attempts to open an archived email from another user sent to her as an attachment in email. The email from the attachment is an archived email (a shortcut). She is able to open her own archived email with no issue. I have repaired outlook and have cleared the forms cache but I am unclear what the exact issue would be. What would be the next steps in troubleshooting this issue?

A: To solve this problem you can install on the client PC the **epTools** client extensions setup.

The resulting component is dependent on MAPI (Outlook), MSXML3 and MDAC 2.5. These components must be installed prior to use the extension.

There is no special user action needed to use the extension. The extension is automatically invoked when a user tries to send an e-mail. The extension checks the list of attachments of the message. If it finds an attachment type "embedded message" then it checks the message class of the embedded message. If the message class corresponds to an archived message, it tries to retrieve the original to the archived message. If the retrieve is successful, the shortcut is replaced by the original. This is done for every embedded shortcut.

After all attachments are replaced, the extension checks once again the list of attachments. If there is still an embedded shortcut (for example the retrieve failed), the extension will not allow sending the message. It displays a warning message box. Please note, that sometimes the message box loses the focus, so you have to press ALT+TAB or select the message box from the task pane.

It is possible to save the messages with embedded shortcuts to the drafts folder. If the user tries to send the message again, it is again checked – the retrieve process is again started.

Forms with VBScript do not work with Terminal Services

Q: I have a problem downloading archived attachments in Outlook 2002 and Outlook 2003 on Windows Terminal Server.

A: This is because you cannot use Visual Basic Scripting Edition (VBScript) in custom Outlook forms (so in MAM Forms as well). Probably you are using Microsoft Windows NT 4.0 Terminal Server in Install mode or User mode. This issue also occurs with Windows Terminal Server in Application mode but not in Remote Administration mode.

The cause of this is that by default Microsoft Office XP and Microsoft Office 2003 do not install the VBScript component in Windows Terminal Server environments.

There are two possible methods to work around the problem:

Method 1: Copy the Outlvbs.dll file to existing installations

1. Copy the Outlvbs.dll file from a computer that is not running Microsoft Outlook 2002 on a Terminal Server.
2. Note If the Terminal Server is running Microsoft Office 2003, copy the Outlvbs.dll file to the \Program Files\Microsoft Office\Office11 folder.

Method 2: Use the Custom Installation Wizard to deploy Microsoft Office XP or Microsoft Office 2003 with an additional property to let the VBScript component to be installed

1. Open the Custom Installation Wizard, and then create a new transform (.MST) file for the Microsoft Office installation.
2. Configure your installation requirement in the Custom Installation Wizard.
3. On the last available page of the Custom Installation Wizard, click Modify Setup Properties, and then add the following property name and value:

Property Name: WTSDISABLED
Value: MsInfoFiles,PPTCastCoreFiles

Note both the property name and the value are case sensitive.

For more information see the references:
http://support.microsoft.com/default...;en-us;Q302003
http://support.microsoft.com/kb/222303/

Allow scripts in shared folders for Outlook 2007

Q: We have a couple of clients running Outlook 2007.
When we want to attach a second mailbox to the profile, we are supposed to allow the scripts in shared folders to be able to get the attachments of the archived emails from the attached mailbox.
In Outlook 2003 this could have been found under Tools/Options/Advanced options dialog.

We do not have the option to allow scripts in shared folders or public folders that I can find in Outlook 2007, though.

A: To access the Allow script in shared folders option and the Allow script in public folders option in Outlook 2007, please follow these steps:
- On the **Tools** menu, click **Trust Center**.
- In the Navigation Pane, click **E-mail Security**. Notice that the Allow script in shared folders option and the Allow script in Public Folders option are located under **Script in Folders**.

Installing forms on two Organizational Forms Libraries

Q: Some of the users have English others French version of MS Outlook XP.
Is there a way to install Archive Manager forms in English and French at the same time?
For the moment, only those with an English version of MS Outlook are able to download the archived messages.

A: If you are using two Organizational Forms Libraries, one for English one for second language, you have to publish the forms two times, first with an English Outlook open, then with the one using the second language (in your case French).

How to publish?

On the Archive Manager machine publish it as usual: open Outlook with super-user and run the FormInstaller.
On the machine where is the French Outlook running (not the Archive Manager machine): please copy the whole **Forms library** there from the Archive Manager machine. Locate it on the same path as it is on the Archive Manager server (C:\Program Files\Metalogix\MAM4Exchange\Tools\). Copy also the **Common folder** from C:\Program Files\Metalogix\MAM4Exchange with the **exchangePAMAttachment.dll** file in it and please register this .dll on the new machine. In order to be able to register the mentioned .dll successfully, you have to copy one more file from the Archive Manager server - this is the **zlib1.dll** file from the C:\WINDOWS\system32 folder on the Archive Manager machine. Copy it to the respective location of the second machine.
After that you can run the FormInstaller along with the French MS Outlook open.

Unable to access forms

Q: I have several mail Storage Groups, and users not in the super-user's store are not able to view archived messages. I have tried also to replicate the MAM forms in the Exchange environment, i.e. sending a MAM form to one user that is not able to archive so that the archiving process would work for the entire Information Store in Exchange where this user belongs (so also to other mailboxes).
When I select any form to send, I get the error:

Failed to download message from the server!

I have deleted and republished the forms, stopped and restarted all services - still nothing.

A: When you are trying to load forms in **Outlook \ menu \ Tools \ Forms \ Choose form \ Orgainzational Forms Library**, you have to hold your SHIFT key while you are pressing "OPEN" button. Try it again and send empty form at least to one user from each storage group.
Respective user has to double-click on this empty form to make it work. Recommended empty form is **IPM.Note.PamMessage** which is first or fourth in the list (use the Advanced button so you can see icon and Message class).

Corrupted forms cache in Outlook

Q: My Outlook cache is working for a while, but then it becomes corrupted. Is there any way how to prevent this, so I don't need to clear it again and again?

A: Yes, according to Microsoft KnowledgeBase Article
http://support.microsoft.com/kb/919596

Use the ForceFormReload registry key
When the forms cache seems to cause problems intermittently, and you cannot determine the cause of the problems, you can set the ForceFormReload registry key in Outlook. When the ForceFormReload registry key is enabled, and Outlook encounters an error when Outlook opens an item that is based on a custom form, Outlook automatically clears the cache for this specific form. Then, Outlook tries to open the item again. Although this method does not correct the cause of the forms cache problem, this method does make the problem transparent to people who use custom forms.

To enable the ForceFormReload registry key functionality, follow these steps:

1. Start Registry Editor.
2. In the registry, click the following key:
   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\12.0\ Outlook
3. On the Edit menu, click Add Value, and then add the following registry value:
   Collapse this tableExpand this table
   Value name ForceFormReload

Data type REG_DWORD
Value data 1
4. Exit Registry Editor.

Outlook – Retrieving of archived emails

File retrieving failed

Q: We get this error often when trying to open an archived mail. What to do?

The following error was returned from the server:
Error: File retrieving failed. 800A023A PamExHandler: E172 Can't find DOCID of the document!
Possibly the document was already purged. <docid>

A: If you get this error only for some of the files, it is very possible that you have set a deletion job in Archive Manager to remove old files from HSM. If the retention time allowed it (the retention time for the stored files was over) then the files are really purged.

If this is not the case, it means that you are using a wrong database to read from. Or pure and simply your DB is locked.

First of all please try to see whether the MS SQL server you are using is still running. The database for Archive Manager Exchange Edition must be available in order for the retrieving to work.
If the SQL Server is running and the retrieving not, then please check the properties window of the database used for Archive Manager:

- the **Data Files** (the **.mdf** file) and the **Transaction Log** (the **.ldf** file) of this database should have an unrestricted file growth. If this growth would be restricted, after it is reached the database would no longer be accessible for Archive Manager to write/read from
- if you will have a look at the filesystem where the **.mdf** and **.ldf** files of this database reside you should see the .mdf file bigger than the transaction log (the .ldf file). If the transaction log is too big it means that the database hasn't been backed up.
- **backing up the Archive Manager database is a must** - you should schedule a **Maintenance plan in SQL** to backup this database **every day**. With a database backup the .ldf file will always shrink keeping the Archive Manager database slim.

Thus to solve the problem, just run a manual backup of the database first and then restart the MAM services.
For scheduling the Maintenance Plan in SQL see the "SQL Maintenance Plan Guide" on our forum site.

Outlook retrieve error: Can't open file

Q: While opening the archived email in MS Outlook I have received this error message:

Can't open file:
C:\Documents and Settings\srv_exchange\Local

*Settings\Temp\PAM\20070214\PamMessage_C8ADE4DB400D 406F9D83E....*
The file may not exist, you may not have permission to open it, or it may be open in another program.
Right-click the folder that contains the file, and then click Properties to check your permission for the folder.

A: This error means that your forms are wrongly published. Either you put a wrong BIOS name for the Archive Manager server or a wrong Alternative Archive server (IP address).
Please run C:\Program Files \ Metalogix \ MAM4Exchange \ Tools \ Forms \ FormsInstaller.exe
and put a correct values.

Make sure that **Default Web Site** in Internet Information Services (IIS) **is running** and also **Web Service Extensions** are allowed in IIS: **Active Server Pages** and **ASP.NET 2.0**
See the screenshot:
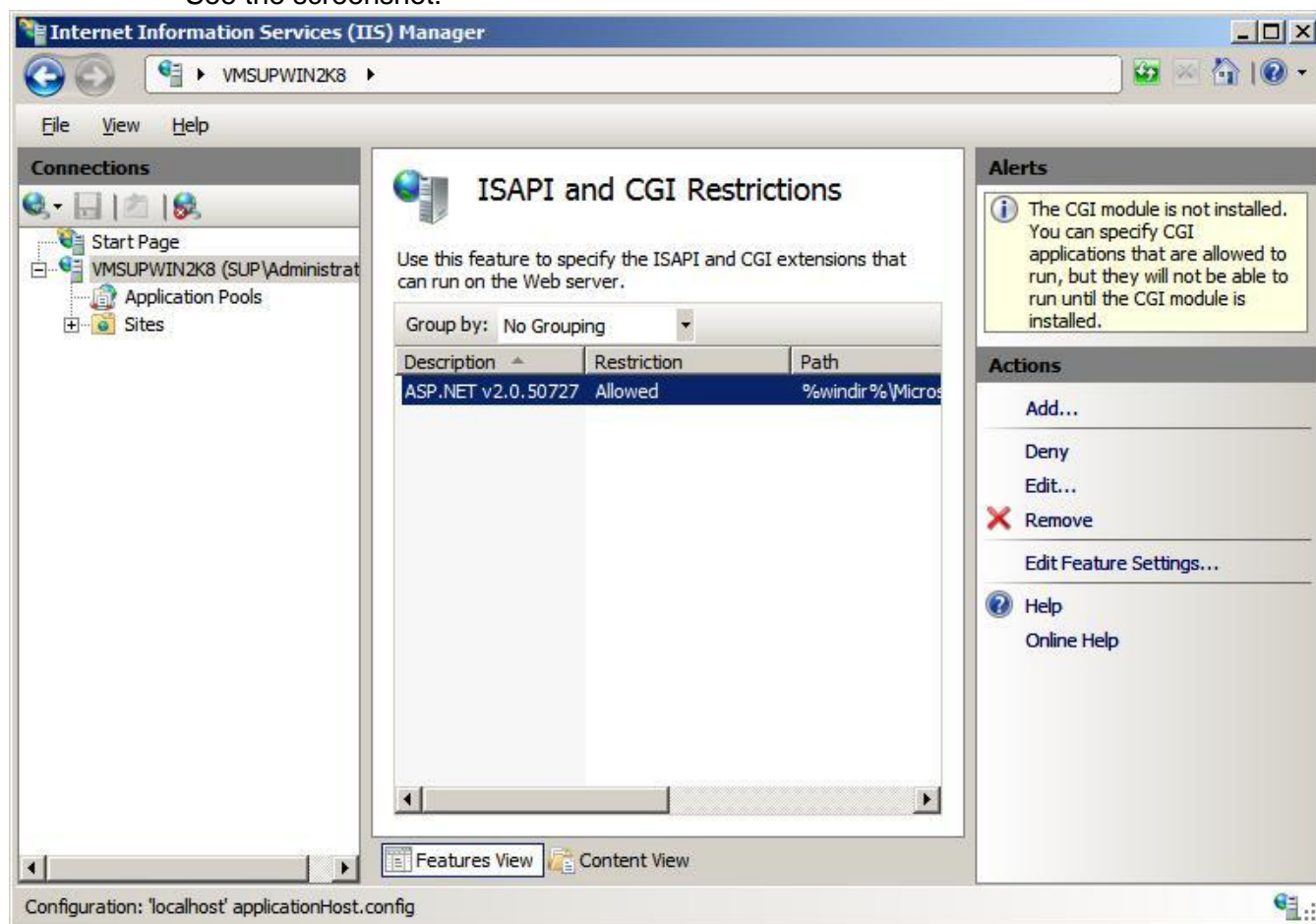
Error message while retrieving archived messages

Q: I cannot retrieve archived emails in Outlook - I receive the following error message:

C:\Documents and Settings\username\Local Settings\TEMP\PAM\...msg" file either does not exist or is not accessible

A: The reason for this can be:
- invalid Archive Manager Server entered in the forms
- exchangePAMWS webservice is not installed
- the Archive Manager server is not accessible from the client
- a proxy server is set in IE

Please check the contents of the file. Rename it to txt (or html) and open it in notepad. The file contains the error message.
If the proxy server is specified, you need to disable it.

HTTP status code 404Not Found

Q: I get this when I try to open a message by double clicking it in Outlook:

HTTP status code 404Not Found

I am a member of the direct archiving group. config is Exchange 2003 Outlook 2003 Pam version is 2.1032. Windows 2003 server SP1 Exchange SP2.

A: It seems that connection to the Archive Manager Server cannot be established, or the webservices cannot be reached.
Please first of all display the **DOCID**'s of the archived mails in your Outlook:

Go to the Field Chooser/Forms/PamMessage dialog:
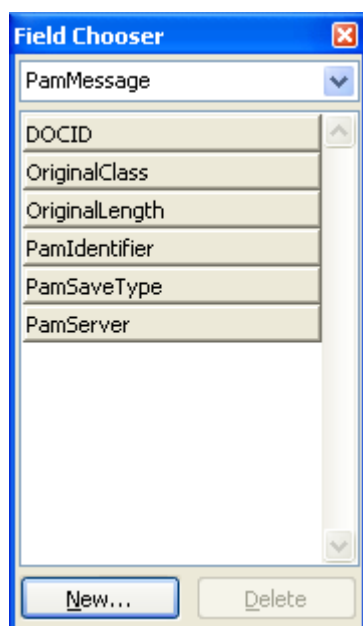
Then try to reach the following site: **http://<your Archive Manager Exchange Edition server name>/exchangePAMWS/Getfile.asp?DOCID=<DOCID of the archived item displayed in Outlook>**. In this way you can normally reach the archived item.
If you are not able to open or save it, please send us the error message you get on this page (make screenshot of it), and also attach the result from the following site: **http://<your Archive Manager Exchange Edition server name>/exchangePAMWS/Getfile.asp**

"Custom forms could not be opened"

Q: When users try to open their archived email they are getting this message:

The custom form could not be opened. Outlook will use an Outlook form instead. The form required to view this message cannot be displayed. Contact your administrator.

Even if the mail is opened then they are unable to open any attachments.

A: Please try to clear the Custom Forms Cache in Outlook under **Tools / Options / Other tab / Advanced options / Custom Forms / Manage Forms / Forms Manager**.

VBScript Error

Q: I have a user that cannot read archived e-mails - gets the error:

VBScript
The temp directory cannot be created.

A: Probably the %TEMP% environment variable is not correct (please see attached) or the user has no permission on it. Or it is more likely that the Windows Scripting Host is not installed. Download and install the latest Windows Scripting Host from MS download site:

http://www.microsoft.com/downloads/d...displaylang=en
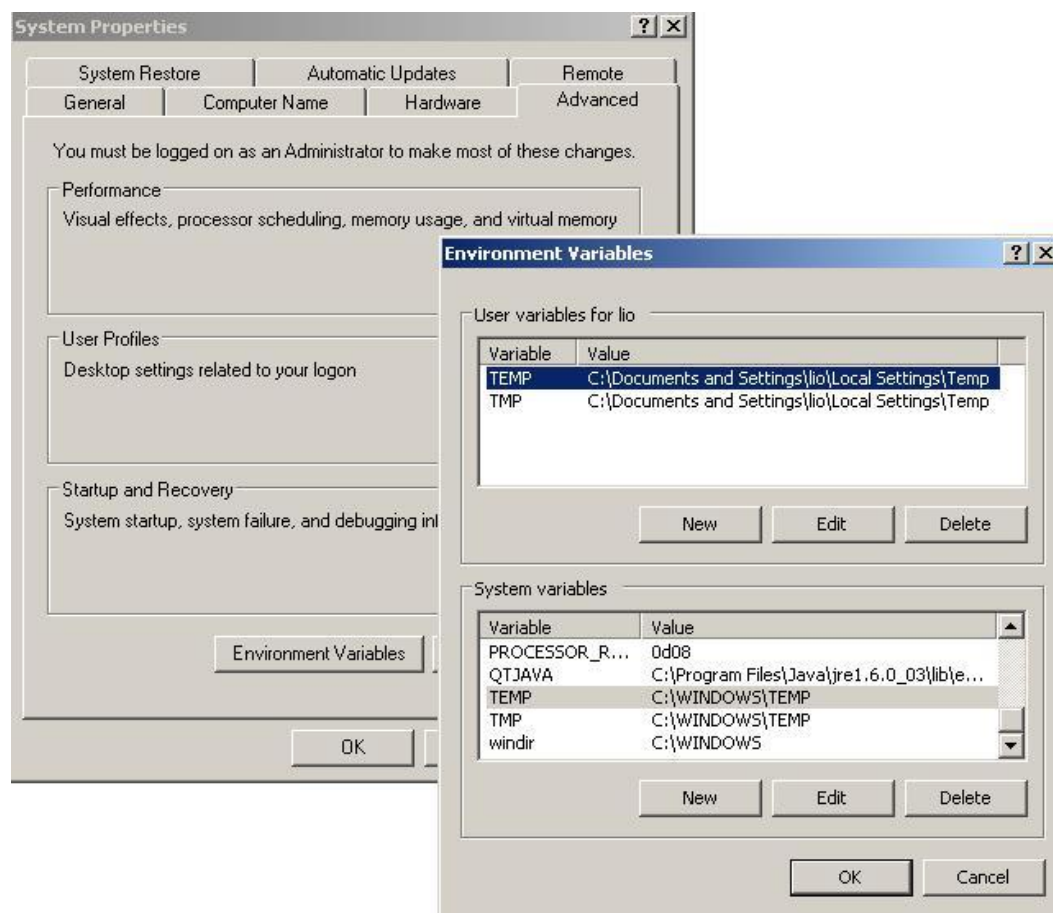
"Error: The server is not accessible"

Q: After archiving a user-email with Enterprise Manager the user can´t access the mail via Outlook. Addin is not installed at all. Outlook 2007 shows the error-message:

The following error was returned from the server:
Error: the server is not accessible

Outlook2003-clients can access archived mails, but all attachments are gone.

My first idea was to republish all forms (outlook and web), but this does not solve the problem.

A: The Archive Manager retrieving is a web-based process.
There is a web service on the Archive Manager server (in the IIS, under the Default Web Site). This web service is called ExchangePAMWS and it is responsible for retrieving the archived files (and more).

The error you are getting comes from the fact that:

- either the Default Web Site is not started in IIS on the Archive Manager server
- or the Default Web Site does not run under port 80 (in IIS on the Archive Manager server)

- or you haven't allowed both IUSR_pamservername Anonymous Access and Integrated Windows Authentication over the ExchangePAMWS, so that the user could be identified.

The current setup disables the Anonymous Access over the ExchangePAMWS and the ArchiveWEB web services.
That is because some customers choose to install an IIS certificate on the Archive Manager server and access the webservices ONLY OVER HTTPS.
Therefore, please remember to enable the IUSR_pamservername Anonymous Access in IIS, if that is not the case of your installation.

Problem when opening archived email in Outlook

Q:

(1) One of our laptop users is having a problem opening archived email. Basically they will not open but we are able to see the content via the outlook reading pane. I've tried clearing the forms cache but the problem persists. There is no error and the user is online with our network. Everyone else is fine. I've recreated the users Outlook profile but still no success. The client Addin is installed but cannot be enabled on the add-ins tab.

(2) The same issue for all users

A:

(1) Re-creation of the user's windows profile has fixed the problem.

(2) If you experience the same problem with all of the users, this cannot be a client-related issue. It is a most probably a server-related one.
Each archived email retrieval is a http call to the following URL:

http://<nameofyourArchiveManagerServer>/ExchangePAMWS/Getfile.aspx?DOCID=<docguidfromarchivingdatabase>

So if none of your users can retrieve archived data, the problem may be:

1. the IIS on the Archive Manager server is down (you can't browse from client side the URL above)
2. the users have some proxy setting that does not allow them browse the mentioned URL
3. a wrong name was used for the Archive Manager server in the FormsInstaller tool in the PrimaryRetrieve and SecondaryRetrieve columns => then the URL is called with a wrong server name (not targeting to the Archive Manager server, but to a wrong server)
4. the MAM services are stopped, not allowing the check to the archiving database be done by the ExchangePAMWS webservice browsed

Please be so kind and check the items above. If none of them have helped, then please open a ticket to metalogix support and we would be glad to assist you even remotely to solve the issues.

"The message interface has returned an unknown error"

Q: Whenever I try to open up an archived message that has an attachment I get the following error within Outlook:

"The message interface has returned an unknown error. If the problem persists please restart outlook."

I am having the same problem on all pc's we are using to test the archiving features and I have tried restarting and even reinstalling Outlook with the same results.

A: This is an Antivirus Software and its settings issue.
Please look up in your software an option that is like "Turn off scanning already read files."
That should be enough.
To be sure that it is an antivirus software issue, try to disable the AV completely and restart Outlook - test it. If it will work, play with the settings of it.

Form Publishing Error (MS Outlook 2003)

Q: When I tried to open the archived message in Outlook 2003, I get these error messages:

Error in HTTP GET request >> ErrorGatherer >> Server: cbj-d-t3000 >> Err number:'-2146697211'
Description:'The system cannot locate the resource specified'.

The following error was returned from the server:
Error%2Bin%2BHTTP%2Brequest%2B%3e%3e%2BGetFile.asp
%2B%3e%3e%2BServer:%2Bcbj%2Bthe%2Bresource%2Bspecified.

A: Your MS Outlook 2003 **form** is published with the wrong name.

Error in Outlook during retrieving of an archived email

Q: Some users get the error when trying to open an archived message. The preview window shows the message correctly. AddIn is not installed.
Error message:

The following error was returned from the server:
Error%2bin%2BHTTP%2Brequest%2B%3e%3e%2BGetFile.asp%2B%3e%3e%2Bserver:
%2Blocalhost%2B%3e%3e%2BErr%2Bnumber:%2BD2146697211%2BDescription:The%2Bsystem%2
Bcannot%2Blocate%2Bthe%2Bresource%2Bspecified.

A: There are two cases:
1. if you have AddIn installed and you get the mentioned error
**2.** if AddIn is not installed, and the retrieving is not working

When Archive Manager Addin is installed (case 1.) it tries to reach the GetFile.asp on the server 'localhost', but this page does not exist.

If this request was started on the Archive Manager server, probably you are not allowed to see the server's default web site using localhost. Either you should change the 'localhost' to the server name, or add the localhost to the list of trusted sites.

If this request was started from a client computer, you should have used not the localhost but the name of your Archive Manager server. Please check on the client machine in registries under HKEY_LOCAL_MACHINE \ SOFTWARE \ Metalogix \ PAM4Exchange Outlook Addin key whether the ArchiveServer, RetrieveServer and Xserver names have the appropriate values (not localhost but the name of the Archive Manager server) - see attached screenshot (R*egistry*)

It can also happen that the MAM-forms were not published correctly (case 1. and 2.) you have entered invalid values to forms installer. Please check in a MAM form's code the name of the Archive Manager server. How to do it: in Outlook under Tools/Forms/Design a form... choose the 4th PamMessage from Organizational Forms Library, open it along with Shift key and edit its code (put the right Archive Manager server name IP address there) - see attached screenshot (*Form code*).

Then please also check whether your IIS and Default Web Site is running (case 1. and 2.), whether you can browse GetFile.asp from the IIS (under Web Sites/Default Website/ExchangePAMWS) and whether you can browse http://your_Archive Manager_server/exchangePAMWS/GetFile.asp from the client computer.
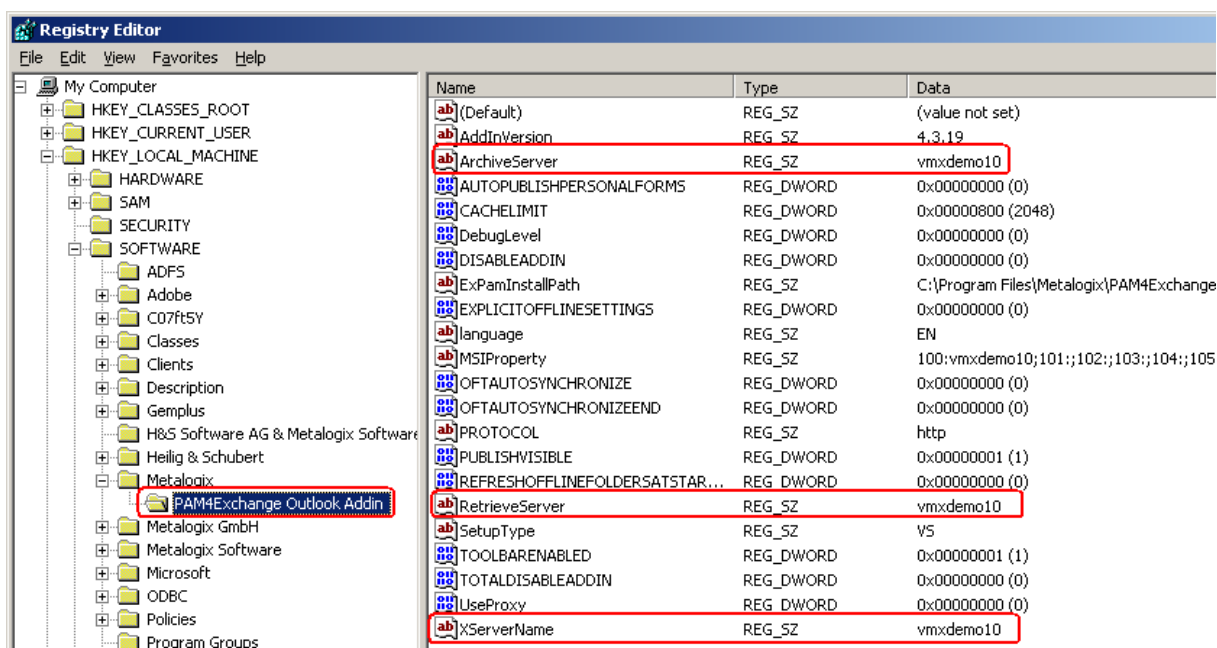
Registry
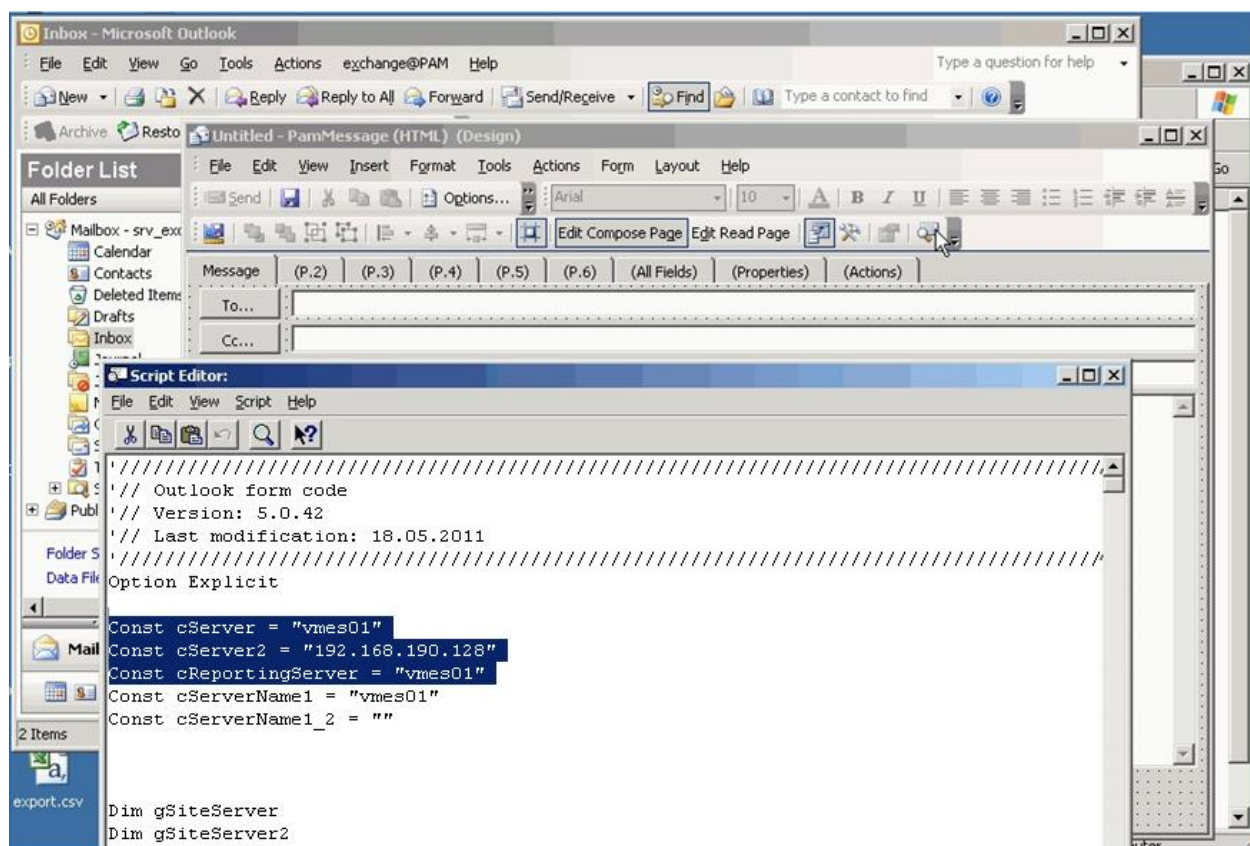
Form code

Outlook Addin

No Addin buttons

Q: After installing Addin in one of our clients, there are no Addin buttons on the toolbar.

> **A:** It seems that your user has no Addin rights set. These rights can be set in the Enterprise Manager, where you can configure the Global settings for Addin and custom rights as well.

Archived email cannot be opened

Q: I am not able to open any archived mail in my Outlook. There is no error message coming, when I double-click on it, nothing happens. I can see the mail's content (without attachment) in Preview Pane, that's all. When I double-click on it, nothing happens. All non-archived mails can be opened by double-click.

> **A:** It seems that Archive Manager Addin is disabled in your Outlook. Please check under **Help/About Microsoft Office Outlook/Disabled Items** whether our Addin is not disabled. If it is disabled, please choose it from the list of disabled items and click on **Enable** button. After you have enabled Archive Manager AddIn, please restart your Outlook.

Error message when opening Outlook

Q: I have the following problem when running an MS Outlook client with the **Archive Manager AddIn** installed.

It tries to start the AddIn, but after about 5-10seconds, it displays the following error message:

PR_Display_name = administrator, PR_MHS_COMMON_Name= administrator, PR_EMAIL = Administrator@demo.local, PR_Account = Administrator
Please contact your administrator.

I have also attached a screenshot of this error message.

> **A:** When the Archive Manager Addin is started (Outlook starts it, if it is registered), it calls a webservice

http://ARCHIVEMANAGERSERVERNAME/exchangePAMWS/exchangePAMWS.asmx which will resolve the user, i.e. will find the ID to the username. If there are database problems on the server (the webservice can't connect to DataBase) or the user is not synchronized using the Addressbook Manager, this messagebox will be displayed and the Addin will be disabled.

So, this is actually happening because the Archive Manager Addin cannot connect to the Archive Manager server, or because the webservice cannot connect to the DataBase. Please Try the URL:

http://ARCHIVEMANAGERSERVERNAME/exchangePAMWS/exchangePAMWS.asmx or

http://localhost/exchangePAMWS/exchangePAMWS.asmx

directly on the Archive Manager server.

For more information see the following section.

"The Add-in epamTools cannot be loaded" error at Outlook startup

Q: In some cases, when attempting to start Microsoft Outlook 2003 or 2007, I receive an error message: "The add-in epamTools cannot be loaded".
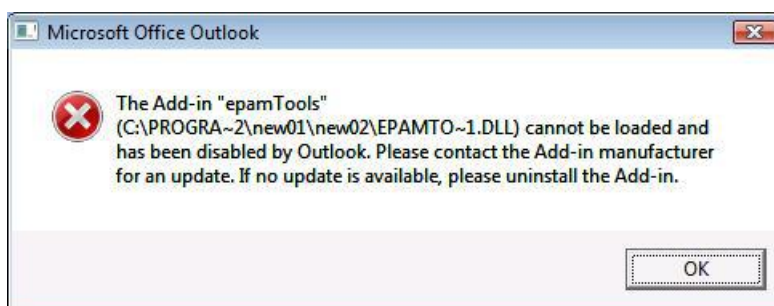
A: Typically this comes, when you manually uninstalled client Addin (for outlook2003-07) or EPAMTools setups and install them again into different locations (for example your previous installation path was C:\Temp and after uninstall you change the path to C:\Temp2 by new installation).

The problem is caused by Outlook, because it uses the extend.dat file to record paths to DLLs for all extensions loaded into Outlook and in some cases this file is not refreshed.

There are two possible solutions for the issue:

1. **Refresh "extend.dat", because the add-ins are cached there.**

   WARNING: All your Outlook customized toolbars and menus will be lost after the procedure. If you want to keep them we recommend the second solution described below.

   - Close Outlook
   - Go to My Computer (Windows Explorer)

- Navigate the menus through: Tools / Folder Options / [View] tab / "Advanced Settings" section / Hidden Files and Folders
- Tick (x) Show Hidden Files and Folders, and click [Ok]
- In Windows Explorer, navigate to C:\documents and settings\{username}\Local Settings\Application Data\Microsoft\Outlook or to C:\Users\{username}\AppData\Local\Microsoft\Outlook (for Vista and Windows7)
- Rename "extend.dat" to "extend.dat.old"
- Close Windows Explorer and reopen Outlook

Note: Alternate access to "extend.dat" (ensures you are in the right folder for your profile without having to change hidden files and folders):

- Close Outlook
- Start | Run (see note above)
- Type %appdata% and press the [Enter] key
- Rename "extend.dat" to "extend.dat.old"
- Close Windows Explorer (this opened on step 3), and reopen Outlook

2. **Refresh "extend.dat" by Outlook.**

- Uninstall setup
- Open Outlook (in this case Deleted extensions will no longer have an entry in the Extend.dat file – outlook will refresh the file.)
- Install setup

References:
http://support.microsoft.com/kb/286408
http://support.microsoft.com/kb/167264
http://help.lockergnome.com/office/Outlook-2007-Removing-longer-exists--ftopict941362.html
http://www.msoutlook.info/question/19

Addin not connecting with the Archive Manager server
"The Addin will be disabled"

Q: I have installed the Addin using the msi setup to more of my client machines.
Some of them have reported that now when they start their Outlook, it comes up with the following error:

Probably your mailbox is not enabled for archiving or the server is down. The Addin will be disabled.
(screenshot attached)

After that there are no buttons of Archive Manager Addin displayed on these client machines.

A: The Archive Manager Addin may have different reasons why it can't connect with the Archive Manager server. Hereby we will list them:

1. **The services on the Archive Manager server are stopped or the user's mailbox is not synchronized with Archive Manager**

   In such case, when starting the MS Outlook where Archive Manager is installed you receive the error message that you have sent us and you will be able to see under the Archive Manager menu in Outlook's toolbar only the Info dialog of the Addin.

   It is possible that some services are not started on the Archive Server or the IIS encountered some unrecoverable error.
   It is possible that the webservice receives a timeout since the database is not answering.
   It is possible that the user is not synchronized.

   To workaround please check the followings:
   - start the MAM services on the Archive Manager computer (MamExHandler, Mam HSM Base Operations, PMSStoreSvYOURSTORENAME, MamExManagerSv are related to it)
   - check whether the Database is running too
   - browse on the Archive Manager server the following URL:
   http://localhost/exchangePAMWS/exchangePAMWS.asmx
   This URL should give you the test page. Select the function **Version** and click on the **Invoke** button. If the application is running correctly, it should display the actual product version.
   - check in the **AddressbookManager** tool whether the mailbox that fails to connect the AddIn is one of those synchronized with Archive Manager. If it is not, then you can synchronize it, because only then using the AddIn for this Outlook profile will be possible.

2. **The Archive Manager menu is not displayed in the menu bar after the Outlook starts**

   In the case Outlook detects some problems while running, it will disable all Addins at the next start.
   In this case the Archive Manager Addin is listed in the Disabled Items list. In Outlook 2003, this list is accessible on the toolbar, on the **Help/About Microsoft Office Outlook/Disable Items** dialog.

   To workaround you need to re-enable the Archive Manager Addin using this dialog and restart Outlook.
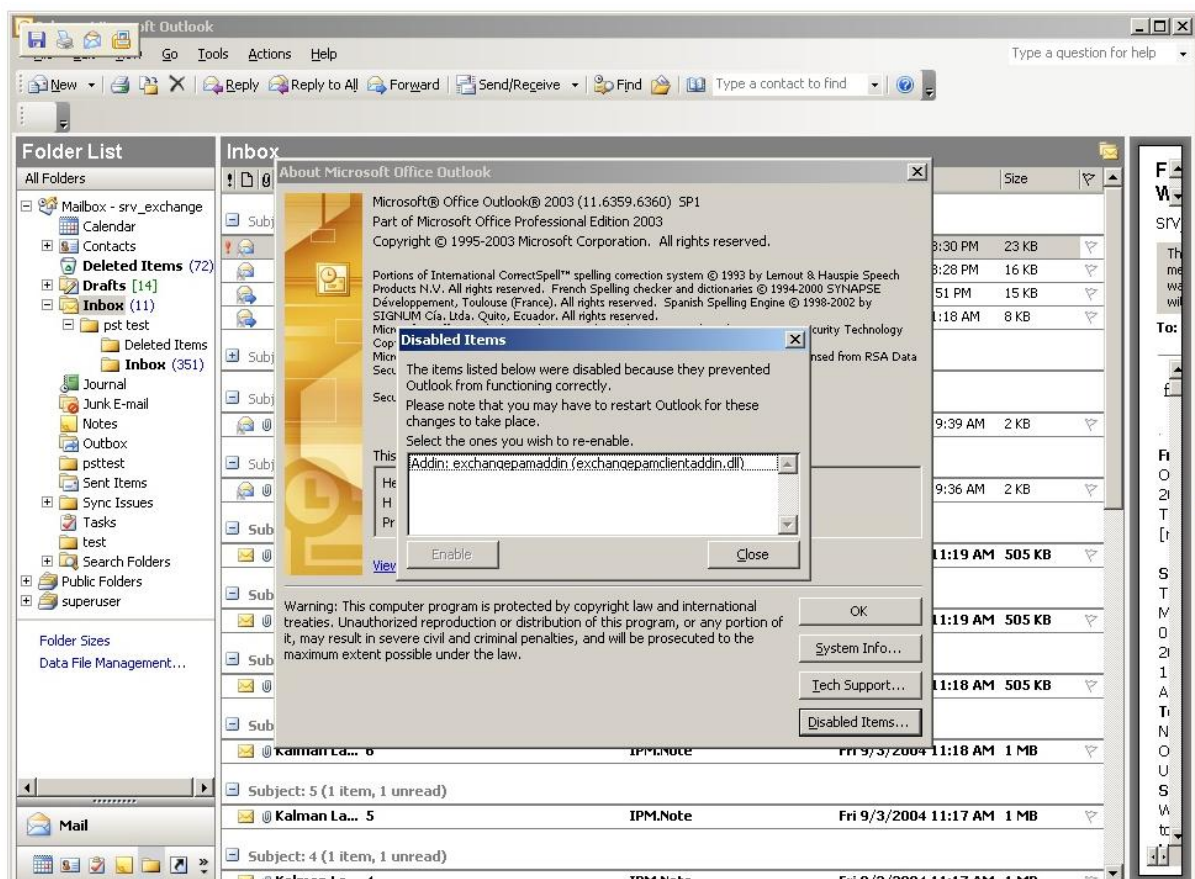
3. **The Archive Manager Addin is loaded by Outlook, but no manual archiving is possible**

In this case the Addin will display only the Info dialog on the Archive Manager Toolbar, thus no other buttons will be available either.

This is probably happening because the user has previously disabled the Archive Manager Addin, or maybe because the user does not have the rights to use the Addin yet. Such rights are assigned by the Administrator to users and groups from the Archive Manager server, using the Enterprise Manager tool.

To workaround either assign some rights to the user using the Enterprise Manager tool (if that is the case), or open the Info dialog in Outlook from the Archive Manager toolbar.

If on this dialog you can see the text **The Addin is currently disabled**, then click on the **Enable** button. Then click on the OK button to reconnect the Addin.

Archive Manager client Addin for all users is not loaded by MS Outlook

Q: Archive Manager client Addin for all users is not loaded by MS Outlook.

> **A:**
> - Make sure that the Archive Manager addin was deployed and registered under:
>   Outlook 2003:
>   HKLM\Software\Microsoft\Office\Outlook\Addins\PAM4ExchangeAddin
>   Outlook 2007 or higher:
>   HKCU\Software\Microsoft\Office\Outlook\Addins\PAM4ExchangeAddin
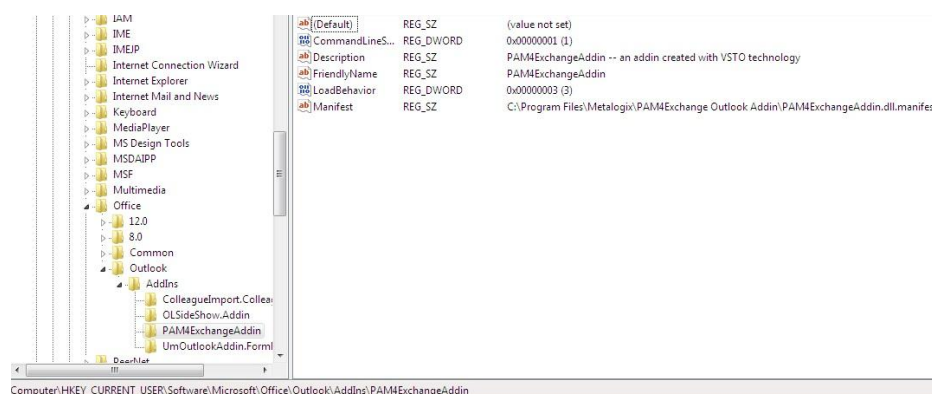
> - Check the registry value:
>   HKLM\Software\Microsoft\Office\Outlook\Addins\PAM4ExchangeAddin\LoadBehavior
>   It must be set to 3.
> - Archive Manager client add-in can be deployed and registered only in one registry location, if you find ...\Software\Microsoft\Office\Outlook\Addins\PAM4ExchangeAddin both in HKLM and in HKCU, you have to delete one of them, depending on outlook version (The MS Outlook will not load the addin, if both are present).
>   For Outlook 2003 – delete HKCU key
>   For Outlook 2007 or higher delete HKLM key
> - Visual Studio Tools for Office can write all errors that occur during startup to a log file or display each error in a message box. By default, these options are turned off for application-level projects. You can turn the options on by adding and setting environment variables. To display each error in a message box, set the VSTO_SUPPRESSDISPLAYALERTS variable to 0 (zero). You can suppress the messages by setting the variable to 1 (one). To write the errors to a log file, set the VSTO_LOGALERTS variable to 1 (one). Visual Studio Tools for Office creates the log file in the folder that contains the application manifest. The default name is *<Manifestname>*.manifest.log. To stop logging errors, set the variable to 0 (zero). For information about setting environment variables in Microsoft Windows XP, see "How To Manage Environment Variables in Windows XP" (http://support.microsoft.com/default.aspx?scid=kb;en-us;310519).

Addin gets disabled: "Error = ActiveX component can't create object, result="

Q: I have installed the latest version of Addin on my machine. When I open my Outlook I can find the Addin disabled. In Details of the Error message the following is written:

Error = ActiveX component can't create object, result=
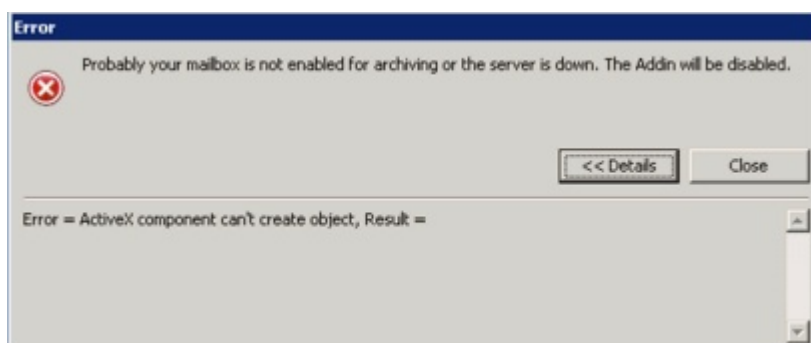
A: Please download and install the Microsoft XML Parser (MSXML) 3.0 - find Service Pack 7 here: http://www.microsoft.com/downloads/d...displaylang=en

Client user cannot archive email

Q: There are 2 problems I can find:
1. From the super-user srv_exchange I can archive and restore but errors are found in search function
2. From other client user account I cannot archive the mails

A: It looks as if our forms are not published correctly. Have you run the FormInstaller (from C:\Program Files\Metalogix\PAM4Exchange\Tools\FormsLibrary) correctly with super-user's Outlook client open? If so, please try to run the FormInstaller with another user, then see what happens with the respective user – is he able to archive or not from Outlook.

Solution 2 - under super-user account open an empty MAM Form (go to **Tools/Forms/Choose Forms/Organizational Library** and try to double-click on any form along with Shift button), then send this form to the user who is not able to archive. Then open it in the respective user's Outlook client. It can help when there are more information stores set on the exchange server. (Do you have more or only one?).

In addition: if you have more than one exchange server the FormInstaller should run with users from all the servers.

Addin gets no response from server

Q: I am getting this error in Outlook with Archive Manager Addin installed:

Cannot access the Archive Webservice!
No response received from server

A: Please turn off the proxy settings on the client - in **Internet Explorer** under **Tools / Internet Options / Connections tab / LAN Settings** - or add the name of the archive server (http://<archive manager server name>) to the trusted sites – **Tools / Internet Options / Security tab / Trusted Sites / Sites**

If this does not solve the problem, you will have to add the entries to the "***Do not use proxy server for addresses beginning with...***" field ("http://<archive manager server>" -> enter hostname and IP related entries, depending on what you have entered in FormsInstaller).

"*Bypass proxy server for local addresses*" also works, but the better way is to add the entries to the exclusions depending on what you want to do with your proxy server. **Note:** the bypass only works for the hostname (see http://support.microsoft.com/kb/262981/en-us for further details).

Cannot open archived emails in Outlook 2003

Q: I have a problem with one of my client's Outlook machines. This is an **Outlook 2003 SP2** running on a **Windows XP SP2**.
When I open the Outlook profile I can see the correct icon of the archived email, and in the preview I can see its body and header.

However when I try to retrieve it by double-clicking, Outlook pops-up nothing.
The **Archive Manager Addin** is installed too, thus I get the *Downloading message* dialog, but nothing happens after that.
I have tried on other machines and everything works fine. Only this one has problems.

A: It is possible that your **msg file type** is not correctly associated with the Outlook client running on this machine.
Please see "MS Outlook 2003 SP2 troubleshooting" in this document.

Fulltext Search window not showing up in Addin

Q: When trying to open the Fulltext Search from the Outlook Addin the search-window doesn't appear. The debugoutput is:

[632] AddIn (7) >> CXExplorer.OnFulltext >> Leaving with error = Out of Memory

A: It seems to be an issue regarding the handling of UNICODE/ANSI characters in the search form.
Please create in the HKEY_CURRENT_USER\SOFTWARE\Heilig &Schubert\PAM-Storage3\PamExchange registry key the following value:
UNICODECONTROLS (REG_DWORD) – with value 0, if the ANSI (standard) controls are used, value 1, if the UNICODE controls from FM20.dll are used (MS Office).
Then Disable and Enable Addin.
Please see also Archive Manager Addin Release Notes

Outlook AddIn path to cache file

Q: The path to the cache-folder is (by default)

C:\Documents and Settings\<Username>\Local Settings\Temp\ADDINCACHE

you can change this path inside Outlook (Addin-settings). Can this path be also changed by registry-key or installation-variable during installation?

A: The Addin Cache location has to be in the user profile, because there are machines (for example terminal servers) where there are more users connected (in the same time or not).

For that reason only the path to the cache is not definable in the msi setup.
One can change it though in the registry after installing the Addin:

HKEY_CURRENT_USER \ Software \ Metalogix \ PAM4Exchange Outlook Addin \ ADDINCACHE

Please mind the fact that any Addin setup update will revert the value to the default.

Deleted Users displayed in Addressbook Manager and assigning AddIn rights

Q: I have some questions related to **Archive Manager Addin** regarding two users:

user1: it loads on Office2k but no buttons are shown. The user's mailbox is deleted in **Adressbook Manager**. This user should only work with public folders. In the **Archive Manager Enterprise Manager**, on its *Manage view*, under *AddIn* tab I only have the global settings displayed. Are users not defined?

user2: the **Archive Manager AddIn** couldn't be started. This mailbox is also in deleted state in **Adressbook Manager**. May I recover that on database?

A: Archive Manager Outlook Addin will work only for those users who have been previously synchronized with the **Addressbook Manager**. If you already did that for both **user1** and **user2**, then please take a moment to realize the next differences:

- If **user1** does not have the Archive Manager buttons shown in Outlook, you'll have to assign him the *"Addin rights"* using the **Archive Manager Enterprise Manager** (in his *Manager view*) under *Settings* tab and *AddIn* option (just right-click on the right frame to add the **user1**). If the **user1**'s mailbox is not displayed in the **Addressbook Manager** after its synchronization, please just press the refresh button. Also if you want the **user1** to handle Public Folders only, then please assign him Public Folder owner rights with the **Enterprise Manager** (go Tools\Options and press the browse button for choosing user1 as the owner for the Public Folders). It's very useful to define AddIn rights for your users, otherwise only the Global settings will be available.

- Try to find whether the **user2** is displayed in the **Active Directory Users and Computers**. If it does not exist under the *Users* folder, then maybe it's placed under the *Computers* folder or another one, and then you'll need to set that exact **LDAP location** for the **user2** as well under **Additional mailboxes**. Just press the refresh button in the Archive Manager **Enterprise Manager** after that, for changing this user's displaying status.

AddIn under multiple profile

Q: When running the **MS Outloook Client** under multiple profile, I'm not able to use the **Archive Manager AddIn**.

A1: If the multiple profile was created under your e-mail account and you are not synchronized in the **Addressbook Manager**, the **Archive Manager AddIn** is disabled. You cannot use it even if there are additional e-mail accounts of the profile synchronized in **Addressbook Manager**.

A2: When the multiple profile wasn't created under your e-mail account (your account is just an additional e-mail account of the profile), first the e-mail account under which the profile was created should be synchronized in **Addressbook Manager**, then yours in order to be able to archive, restore mails.

Vista64 ultimate and Outlook 2003 - Addin Error

Configuration:
- Windows Vista64 ultimate
- Outlook 2003 (32bit)
- Addin Version 3.4000

During starting Outlook a message box pops up saying:
"Problems while starting, try to solve problems."

Debug output:
"Failed to read toolbar position type mismatch"

In addition:
H&S Registry keys set in HKey_local_machine, but in current user the settings seem to be fine.

A: Although the user has local admin rights, you have to install the Addin as an **"Administrator"**.

Outlook crush after the hibernation

Q: I have a problem with one of the client machines:

- this is a laptop with Windows Vista SP1
- Office 2007
- the Archive Manager Addin installed

When my user leaves the Outlook opened but brings the laptop to hibernation state, the next time he turns on the computer the Outlook is hanging and its process needs to be terminated with the Task Manager.

A: This problem is not cause by the Archive Manager plugin, but by the iTunes plugin from Apple.

Please read more about these issues on the following post:

http://www.outlookcode.com/article.aspx?id=71

If the iTunes addin is disabled (in the addins section) or uninstalled, then the MS Outlook 2007 will not crash.

Outlook Archive Manager Addin disabling because of a corrupt cdo.dll

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Q: When this error has occurred before we have been able to go into Outlook and just re-enable the Addin. But now we have a PC that when you re-enable the Addin, Outlook just shuts down in less than a second. Outlook opens and works as long as the Addin is disabled.

A: Please test the attached .dll on the machine you have problems with.

These are the steps you need to take care of:

- update your OL2003 to SP2
- close Outlook
- rename C:\Program Files\Common Files\System\MSMAPI\1031\CDO.DLL to CDO.Renamed
  rename C:\Program Files\Common Files\System\MSMAPI\1033\CDO.DLL to CDO.Renamed

---

- save the attached file <<cdo.dll.txt>> as C:\Program Files\Common Files\System\MSMAPI\1031\CDO.DLL
  save the attached file as C:\Program Files\Common Files\System\MSMAPI\1033\CDO.DLL
- launch Outlook
- does the problem still occur?
- close Outlook
- delete C:\Program Files\Common Files\System\MSMAPI\1031\CDO.DLL
  delete C:\Program Files\Common Files\System\MSMAPI\1033\CDO.DLL
- rename C:\Program Files\Common Files\System\MSMAPI\1031\DO.Renamed to CDO.DLL
  rename C:\Program Files\Common Files\System\MSMAPI\1033\CDO.Renamed to CDO.DLL

cdo.dll.txt

Outlook 2000 (SP3) without Addin

Attachments are not displayed

Q: When an archived message is double-clicked, the attachments are not displayed

A: Probably the Visual Basic scripting is disabled in Outlook. If the opened message looks like the message on Figure 1, the Visual Basic script was not executed correctly. The symptoms are the following:
- the window caption shows PamMessage instead of Message
- in the lower left corner the DocumentID is displayed
- no attachments are displayed even if the message has attachments
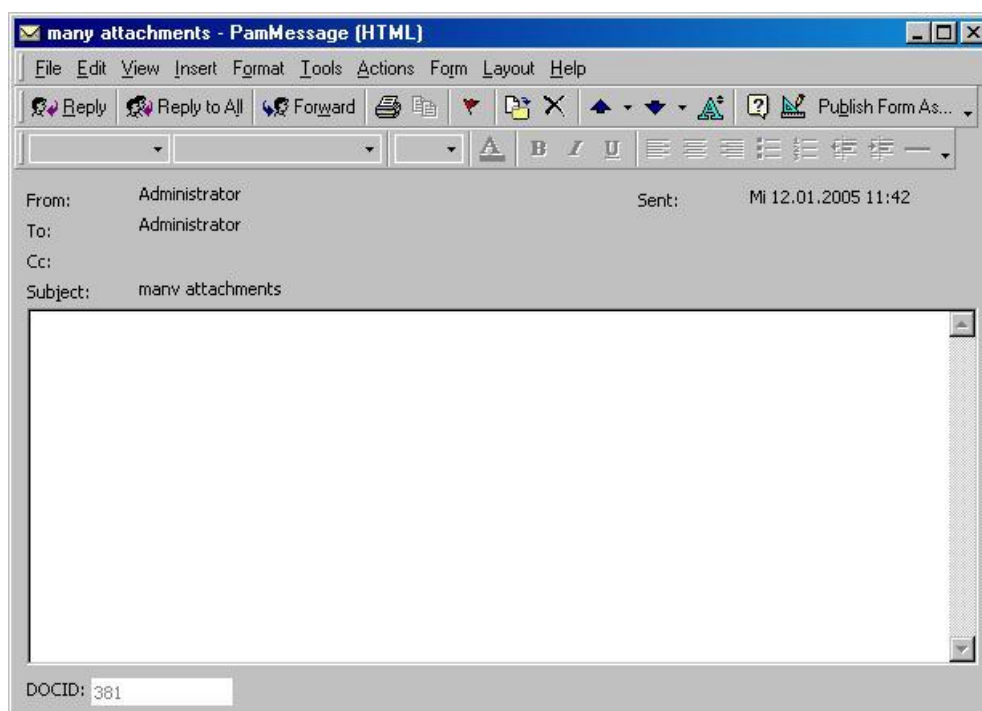
Figure 1

1. Check if the Visual Basic scripting support is installed in Outlook. Start the Office setup and select Add/Remove components. Under section Microsoft Outlook for Windows check that the Visual Basic Scripting Support and Collaboration Data Objects are installed (Figure 2).
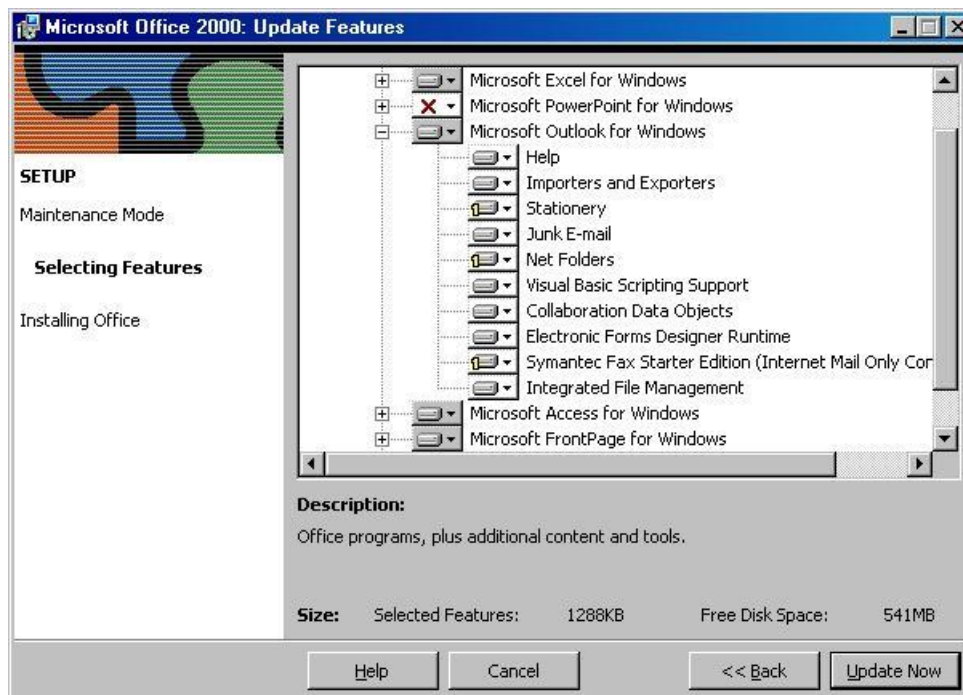
Figure 2

2. Check if the Archive Manager forms are published in the Organizational Forms Library. In Outlook, select the menu **Tools – Forms… - Choose Form…** Select the Organizational Forms Library from the "Look in" combo box. The following items should be displayed: PamMessage, PamMessage.Post, PamMessage.Document, PamMessage.Replied, PamMessage.Forwarded. If any of the forms is missing, please publish the forms as described in the user's manual.
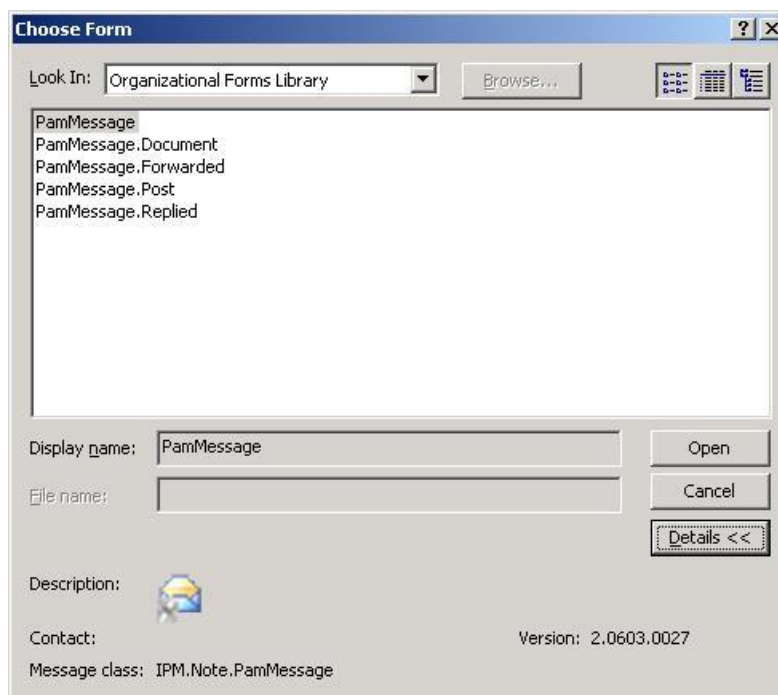

Figure 3

3. For more reasons of not running VBScript code in Outlook forms, refer to the Microsoft Knowledge Base article **KB290663** (http://support.microsoft.com/kb/290663)

Archived messages with incorrect icon

Q: Archived messages are not displayed with the correct icon. The icon displayed is the unread message icon

A: The Archive Manager Outlook forms were corrupted in the Outlook forms cache or the Organizational Forms Library is not accessible.

1. Make sure, that the Archive Manager Outlook forms are published only in the Organizational Forms Library and not in the Personal forms library or the Outlook folder. Open the **Tools – Options – Other – Advanced Options… - Custom Forms… - Manage Forms…** menu (Figure 4). Make sure that no Archive Manager form is in the Personal Forms library (any form, beginning with PamMessage). Delete the PamMessage forms from the Personal Forms library. Click on the Clear Cache button to clear the cache and to force the reload of the forms. Restart Outlook.
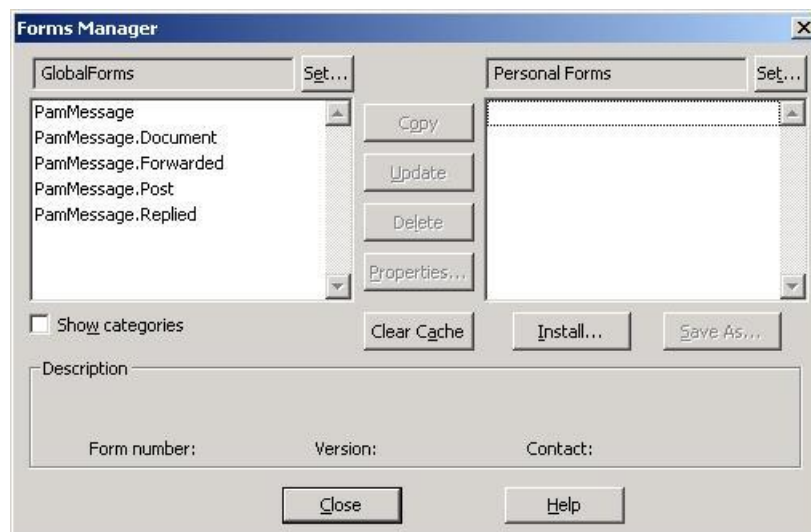
Figure 4

2. If Offline mode is used, make sure that the Synchronize forms is set in the offline folder settings (Figure 6). If not, select the checkbox, clear the forms cache and restart Outlook.
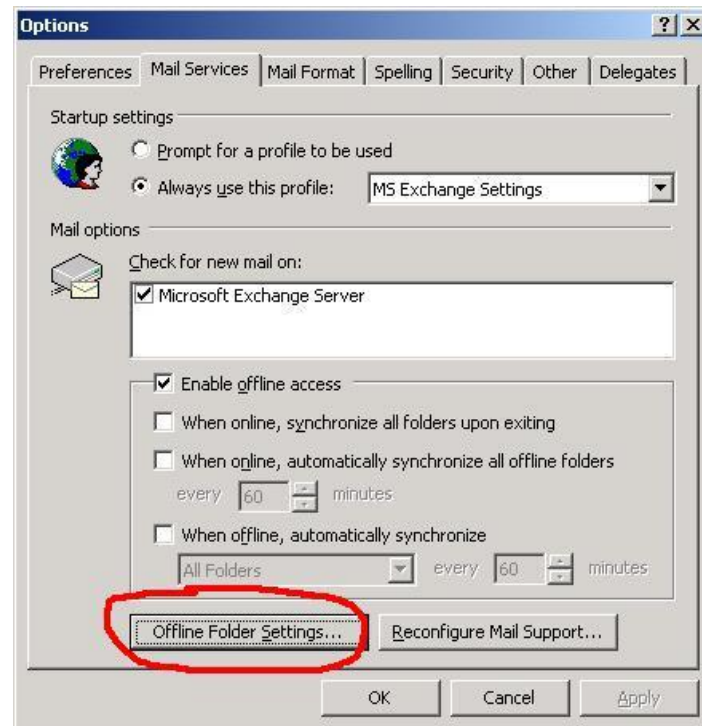
Figure 5

Figure 6

3. Apply the following fix from Microsoft: Q285129 (http://support.microsoft.com/default.aspx?scid=KB;EN-US;q285129&ID=KB;EN-US;q285129).

# MS Outlook 2003 SP2 troubleshooting

When using Archive Manager to archive emails from your MS Exchange, you will replace the archived item with a shortcut. After that, retrieving the archived item is handled in two possible ways from an MS Outlook client:

1. The standard retrieval is being done via the **MAM forms** that must be published and available on the MS Exchange in the Organizational Forms Library even before starting to archive the first email. If you open the MS Outlook and go to *Tools/Forms/Choose Form* and then list from the *Organizational Forms Library* you will be able to see the MAM forms too:
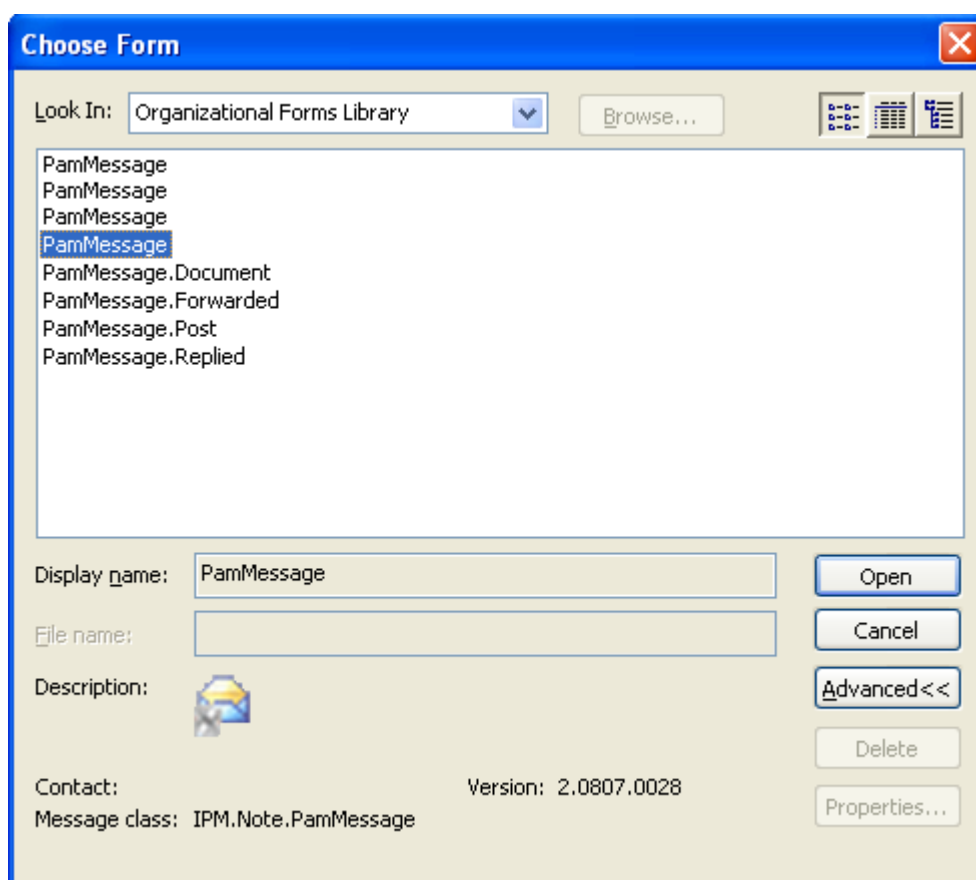
2. If the **Archive Manager Addin** is installed to the MS Outlook to enable the user with special features (like the rights to restore, delete, archive manually, view versions, do fulltext search, or offline folder synchronization) the mail retrieving will be handled by the Addin instead. Thus if the Archive Manager Addin is disabled by Outlook, please go to *About Microsoft Office Outlook/Disabled Items* and enable the Archive Manager Addin again in order to be able to retrieve emails. With the Addin disabled the SOAP call will be blocked, and when a user will double-click to retrieve an archived item, the email will not pop up.

If in your MS Outlook you are not able to retrieve the archived email, even though the two conditions above are fulfilled, then please try to display the DOCID column in Outlook, using the *Field Chooser/Forms/PamMessage* dialog:
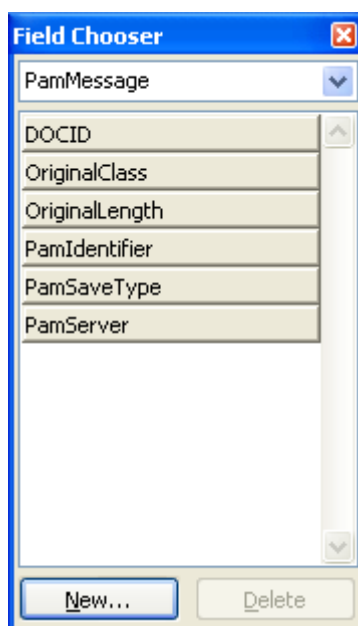
After you have identified the DOCID of one of your archived items, try to browse in your Internet Explorer the following URL:

http://vmxdemo/exchangepamws/getfile.asp?docid=DE99A7054898430AB24002E9050264AA

Note: In this example, **vmxdemo** stands for the name of the Archive Manager server and **DE99A7054898430AB24002E9050264AA** is the DOCID of one of the documents identified by viewing the DOCID column in Outlook

This http call should normally be able to open an .msg file (your archived email), but you may also get an error message similar with the following one:
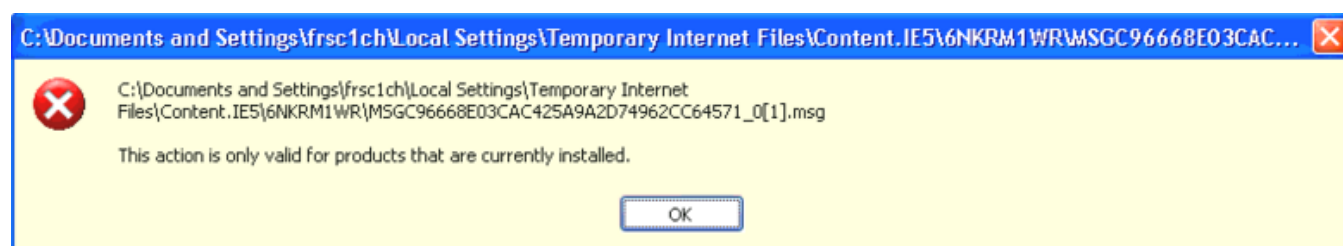

It means that the .msg file type is not correctly associated with the Outlook.exe application running on your client computer.
To troubleshoot you can do the followings:

1. close **MS Outlook** if it is open (close all Outlook instances running on this machine using the Task Manager)
2. open and **Windows Explorer** window and go *to Tools/Folder Options*
3. on the this dialog switch over to the *File Types* tab and locate the **MSG** file extension
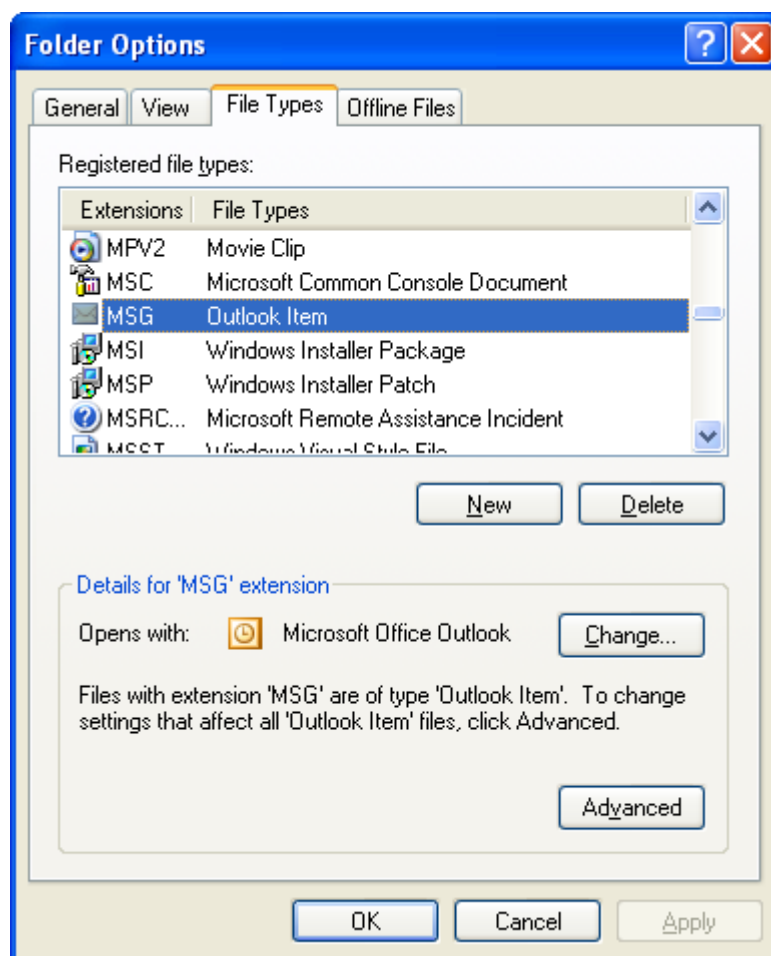
4. You should be able to see this extension associated with the *Microsoft Office Outlook*.
5. Click *Advanced.*
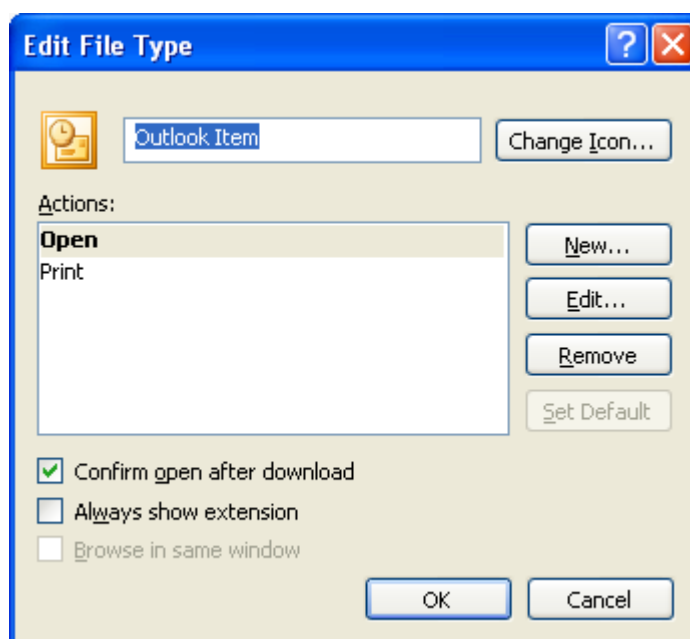
6. Select the **Open** action and click *Edit*
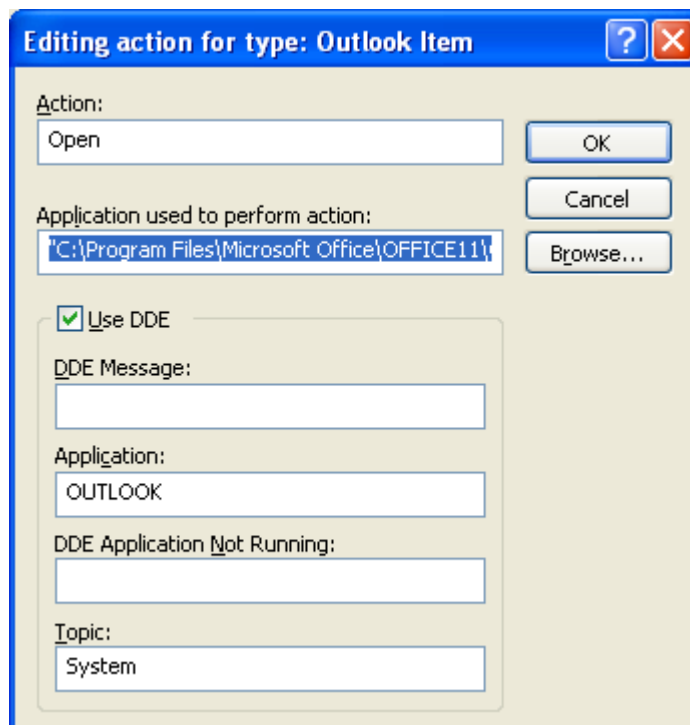
7. make sure that the in the *Application used to perform action* field the following command is set:
"C:\Program Files\Microsoft Office\OFFICE11\OUTLOOK.EXE" /f "%1"
8. conclude by clicking *OK* and then *Close*.
9. restart MS Outlook

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