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Metalogix® Archive Manager for Exchange 8.3

Outlook Add-in Installation Guide

Metalogix® Archive Manager for Exchange
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Version 8.3

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Introduction

This document describes the Archive Manager Outlook Add-in (for Outlook 2013/2016/2019) setup installation modes. You can use Archive Manager Outlook Add-in Installers in express (normal – .exe setup) and advanced (custom, silent – .msi setups) mode. This document contains also information about required prerequisites and GPO installation steps.

There are several available setups:

- Metalogix Archive Manager Outlook Add-in Installer x86_[MajorVersion]_[MinorVersion] _[BuildVersion] - for Outlook 2013, 2016 and 2019 32bit

- Metalogix Archive Manager Outlook Add-in Installer x64_[MajorVersion]_[MinorVersion] _[BuildVersion] - for Outlook 2013, 2016 and 2019 64bit

❗ **CAUTION:** MS Outlook Add-in should not be installed on a machine where Archive Manager for Exchange is installed.

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Prerequisites

Express mode (launch Add-in Installer.exe) checks and installs the required prerequisites automatically at the beginning of the installation process.

Advanced mode (launch Add-in Installer.msi) installs only Outlook Add-in setup files, without any prerequisites checking. The prerequisites must be installed manually before the Outlook Add-in installation process.

The following prerequisites are required for Outlook Add-in setup:

- **Windows Installer 3.1**

The Microsoft® Windows® Installer is an application installation and configuration service. WindowsInstaller-KB893803-x86.exe is the redistributable package for installing or upgrading Windows Installer.

URL: http://www.microsoft.com/DownLoads/details.aspx?familyid=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en

- **.Net Framework 3.5 SP1**

The Microsoft .NET Framework version 3.5 SP1 redistributable packages install the .NET Framework runtime and associated files required to run applications developed to target the .NET Framework v3.5.

URL: http://go.microsoft.com/fwlink/?linkid=118076

- **.Net Framework 4.0 FULL**

The Microsoft .NET Framework version 4.0 redistributable packages install the .NET Framework runtime and associated files required to run applications developed to target the .NET Framework v4.0.

URL: http://www.microsoft.com/en-us/download/details.aspx?id=17718

- **VSTO runtime 2010 (x86 and x64)**

The Microsoft Visual Studio 2010 Tools for Office (VSTO 2010 x64 and x86) redistributable package installs the Visual Studio Tools for Office runtime, which is required to run solutions built using VSTO 2010.

URL for VSTORRedistX86: http://go.microsoft.com/fwlink/?LinkId=158917

URL for VSTORRedistX64: http://go.microsoft.com/fwlink/?LinkId=158918

Archive Manager Outlook Addin Install Modes

Express mode

Express install mode is designed for single installations, per-machine installations. Express install mode is a self-extracting package, which extract files to the logged user's temp folder. In this mode you can select and change the installation folder, specify the archive and the retrieve server name, but the specific Add-in properties (default registry values) are set to default.

Add-in Installer.exe automatically manages the following processes:

- Detects and installs the required prerequisites for the Add-in setup.

(Prerequisites Windows Installer 3.1, .Net Framework 3.5 and VSTO runtime 2010 are downloaded from the components vendor web site.)

- Installs Add-in setup.

ℹ️ **NOTE:** Express mode Add-in Installer.exe is required only at first install. For update, the Add-in Installer.msi is sufficient.

Advanced mode

Advanced mode is used for manual installations and installs only Add-in setup (Add-in Installer.msi) without any prerequisites checking. The prerequisites must be checked and installed manually before the Add-in setup is launched.

Advanced mode is designed for multi installations (e.g. installing by GPO), during updates and repair and at installing from command line. In advanced mode you can change almost every Add-in property (default registry values) and installation options using command line options. Command line options consist of: Windows installer command line options and Add-in properties. Combining these two types of commands you can create your specific custom commands for Add-in installations.

Correct syntax:

```
msiexec /[option] [path Add-in Installer.msi file] PROPERTY=VALUE
PROPERTY2=VALUE PROPERTY3=VALUE....
```

Property values that are literal strings must be enclosed in quotation marks. White spaces can be included in the string between the marks.

```
msiexec /[option] [path Add-in Installer.msi file] PROPERTY="Embedded White
Space"
```

Incorrect syntax:

```
msiexec /[option] PROPERTY=VALUE [path Add-in Installer.msi file]
```

Windows Installer Command-line options

The command-line options in the following table are available with Windows Installer 3.0., with these commands it is possible to change the installation types (e.g. update, repair, silent, uninstall, logging).

Windows installer commands:

http://msdn.microsoft.com/en-us/library/aa367988(VS.85).aspx

ReinstallMode commands:

http://msdn.microsoft.com/en-us/library/aa371182(VS.85).aspx

AllUsers properties:

http://msdn.microsoft.com/en-us/library/aa367559(VS.85).aspx

Examples:

First install: `msiexec /i  [path Add-in Installer.msi file]`

Update: `msiexec /i  [path Add-in Installer.msi file]`

Repair: `msiexec /i [path Add-in Installer.msi file] REINSTALL=ALL REINSTALLMODE=vomus` or just select repair option in the maintenance dialog.

Uninstall: `msiexec /x [path Add-in Installer.msi file]`

Logging: `msiexec /i  [path Add-in Installer.msi file] /l* [path Add-in InstallerLog.txt file]`

Silent mode: `msiexec /i [path Add-in Installer.msi file] /qn`

Archive Manager Outlook Add-in Command-line options

When installing the Add-in from the command line it is possible to change the default registry key values and set your desired ones. When installing the Add-in (Add-in Installer.msi) without the Add-in command line options, registry keys are created with default values, except in silent mode installation (see examples below), where the retrieve and archive server name must be specified in the command line.

The Add-in Installer.msi setup creates default keys on the following path, depending on Windows version:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Metalogix\PAM4Exchange Outlook Add-in
```
or

```
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Metalogix\PAM4Exchange Outlook Add-
in
```

Archive Manager Outlook Add-in registry keys, default values and commands:

Name	Type	Default Values	Cmd prompts	Description
XServerName, RetrieveServer, ArchiveServer	REG_SZ		EXPAMSERVER	Archive Server name (NETBIOS name)
RETRIEVESERVER	REG_SZ		RETRIEVESERVER	Retrieve Server name (NETBIOS name)
ARCHIVESERVER	REG_SZ		ARCHIVESERVER	Archive Server name (NETBIOS name)
AUTOPUBLISHPERSONALFORMS	REG_DWORD	0	APUBLISHPFORMS	Force publishing of forms on startup
CACHELIMIT	REG_DWORD	2048	CACHELIMIT	Offline folder limit in KB
DisableAdd-in	REG_DWORD	0	DISABLEAdd-in	The user manages this disable state (using the Info menu).
EnableServerDetection	REG_DWORD	0	ENABLESERVERDETECTION	Enable server connection detection
EXPLICITOFFLINESETTINGS	REG_DWORD	1	EXPLOFFSET	Switch between the Outlook and custom offline folder settings
OFTAutoSynchronize	REG_DWORD	0	OFTASYNCH	Start synchronization at Outlook start
OFTAutoSynchronizeEnd	REG_DWORD	0	OFTASYNCHEND	Start synchronization

				at Outlook shutdown
PROTOCOL	REG_SZ	http	PROTOCOL	
PUBLISHVISIBLE	REG_DWORD	0	PUBLISHVISIBLE	Enable the Publish button on the Add-in options form
REFRESHOFFLINE FOLDERSATSTART UP		0	ROFFLFSTARTUP	
TOOLBARENABLE D	REG_DWORD	1	TOOLBARENABLE D	Disable toolbar on admin level
TotalDisableAdd-in	REG_DWORD	0	TOTALDISABLEAd d-in	Disable Add-in on admin level
UseProxy	REG_DWORD	0	USEPROXY	
ExPamInstallPath	REG_SZ	c:\Program Files\Metalogix\ Archive Manager Outlook Add-in\	TARGETDIR	Installation path of the Add-in
DebugLevel	REG_DWORD	0	DEBUGLEVEL	Writes more information into debug.

Examples:

Changing default registry values:

```
Msiexec /i [path Add-in Installer.msi file] TOTALDISABLEAdd-in="1"
TOOLBARENABLED="1" APUBLISHPFORMS="0" PUBLISHVISIBLE="0" USEPROXY="1"
```

Silent mode – with the same server name for archive and retrieve server:

```
Msiexec /i [path Add-in Installer.msi file]
EXPAMSERVER="<Archive_Server_Name>" /qn
```

Silent mode – with different archive and retrieve server:

```
Msiexec /i [path Add-in Installer.msi file]
ARCHIVESERVER="<Archive_Server>" RETRIEVESERVER="<Retrieve_Server>" /qn
```

Silent mode – with different installation path:

```
Msiexec /i [path Add-in Installer.msi file]
EXPAMSERVER="<Archive_Server_Name>" TARGETDIR="C:\\Testfolder\" /qn
```

Installing the Add-in for All Users

The Archive Manager Outlook Add-in is available to install for all users on the client machine. This means that Add-in needs to be installed on client computer with a user who has elevated privileges (such as local administrators) and the Add-in will be loaded during outlook start for every logged user.

Outlook 2013-2019 x64 and x86

Outlook 2013-2019 supports reading Archive Manager Outlook Add-in from HKEY_LOCAL_MACHINE. Archive Manager Outlook Add-in is deployed to all users on a machine by registering it under HKLM\Software\WOW6432Node\Microsoft\Office\Outlook\Add-ins, which means that Archive Manager Outlook Add-in will be loaded during startup of every Office application.

Deploying Archive Manager Outlook Addin Installer using Group Policy

This part describes how to use Group Policy to automatically distribute Archive Manager Outlook Add-in Installers to users. You can use Group Policy to distribute the setups by using the following methods:

- Assigning Add-in Installer.msi (A)

- Publishing Add-in Installer.msi or Add-in Installer.exe (B)

i | **NOTE:**

- Assigning Archive Manager Outlook Add-in Installers to client computers is not supported.

- Add-in Installer.msi installs only Add-in setup (Add-in Installer.msi) without any prerequisites checking. The prerequisites must be checked and installed manually before the Add-in setup is launched. Missing prerequisite on the client's computer may interrupt the Add-in Installer.msi distribution via GPO or Add-in functionality errors in Outlook. See the Troubleshooting section.

Create a Distribution Point

To publish or assign an Archive Manager Outlook Add-in Installer, you must create a distribution point on the publishing server:

- Log on to the server computer as an administrator.

- Create a shared network folder which will contain the Archive Manager Outlook Add-in Installer that you want to distribute.

- Set permissions on the share to allow access to the distribution package (Everyone should have read access).
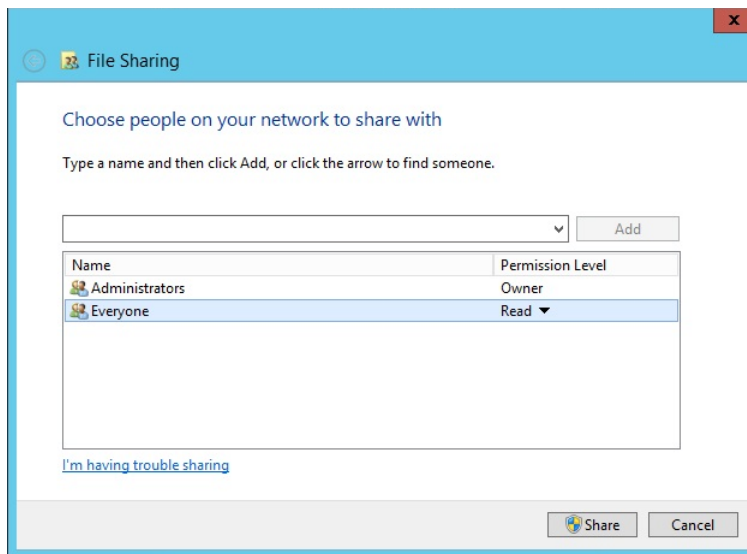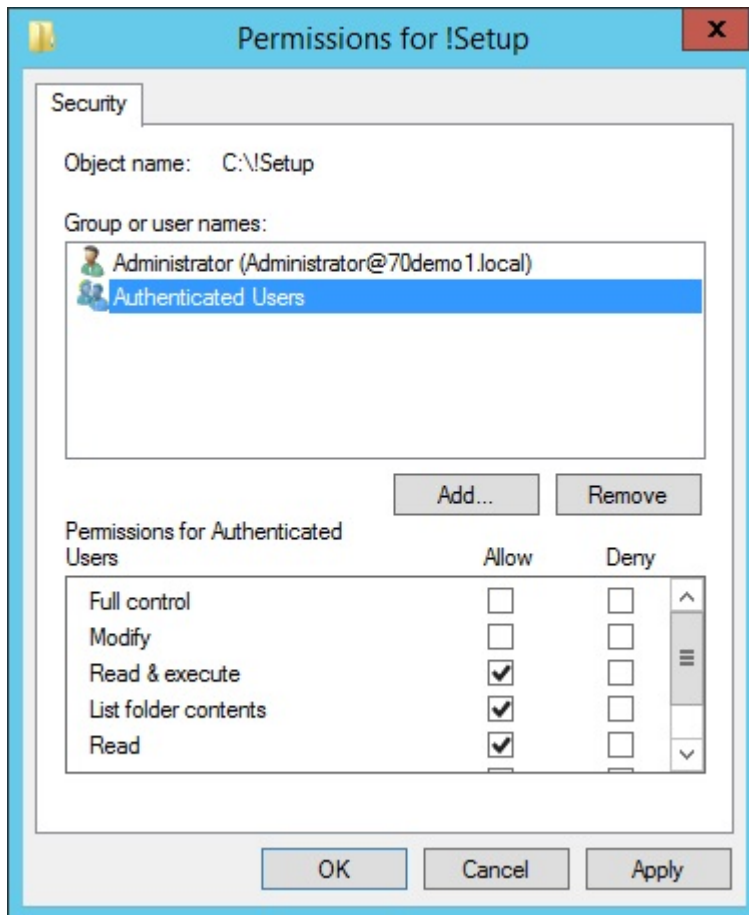
- Copy the Archive Manager Outlook Add-in Installer to the distribution point.

Create a Group Policy Object

To create a Group Policy object (GPO) in **MS Windows Server 2012 / 2012 R2 / 2016 / 2019** with which to distribute the software package:

1. Start Group Policy Management.

2. In the console tree, expand your domain.

3. Expand context menu on Group Policy Object, and then click New.
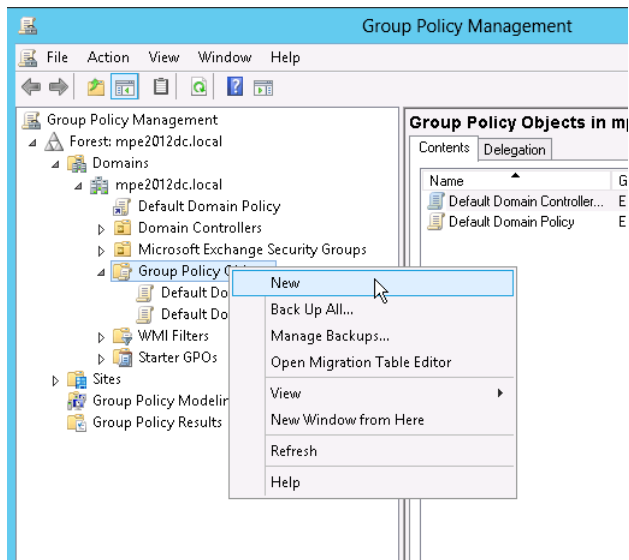
4. Create a new policy (for example: Deploy_Add-in_Setup).
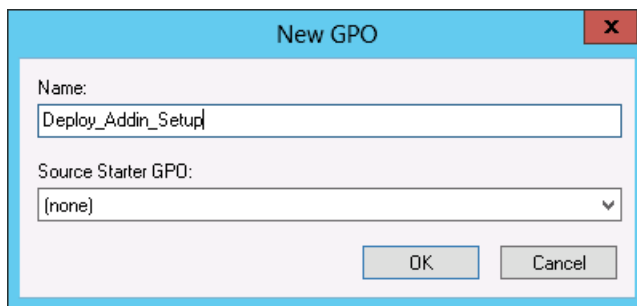
5. Set security filtering for this policy to select groups or users to which you want to apply this policy.
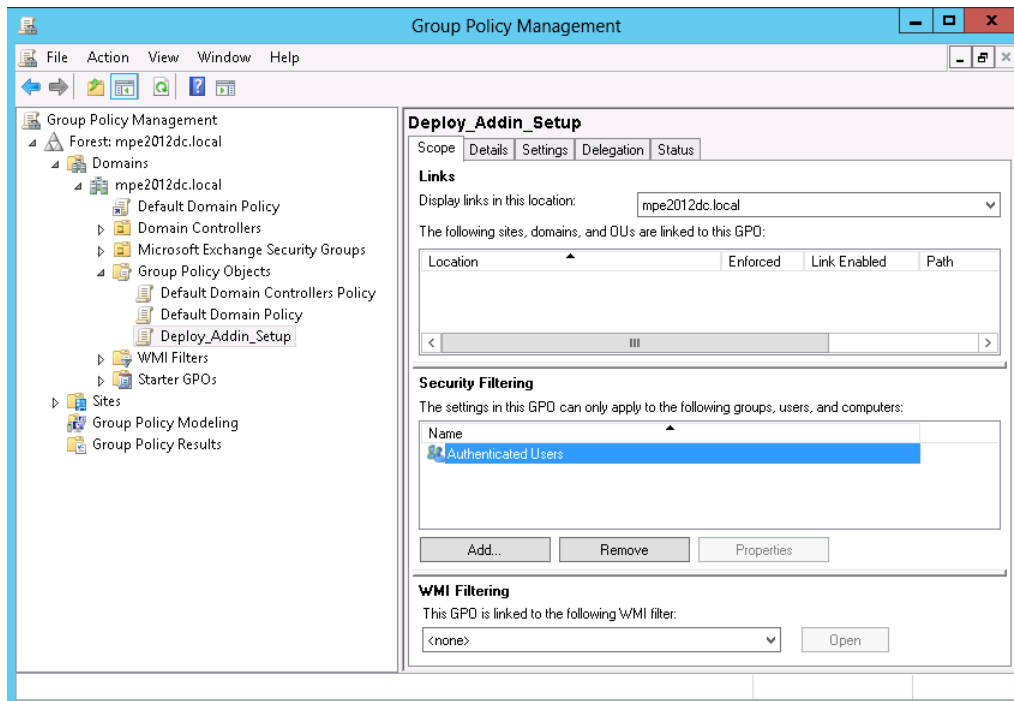
NOTE: The deafult settings automatically includes Authentificated User as default group, which allows to apply this policy for all valid domain users.

6. Link newly created policy to your domain (right-click your domain and select Link an Existing GPO...)
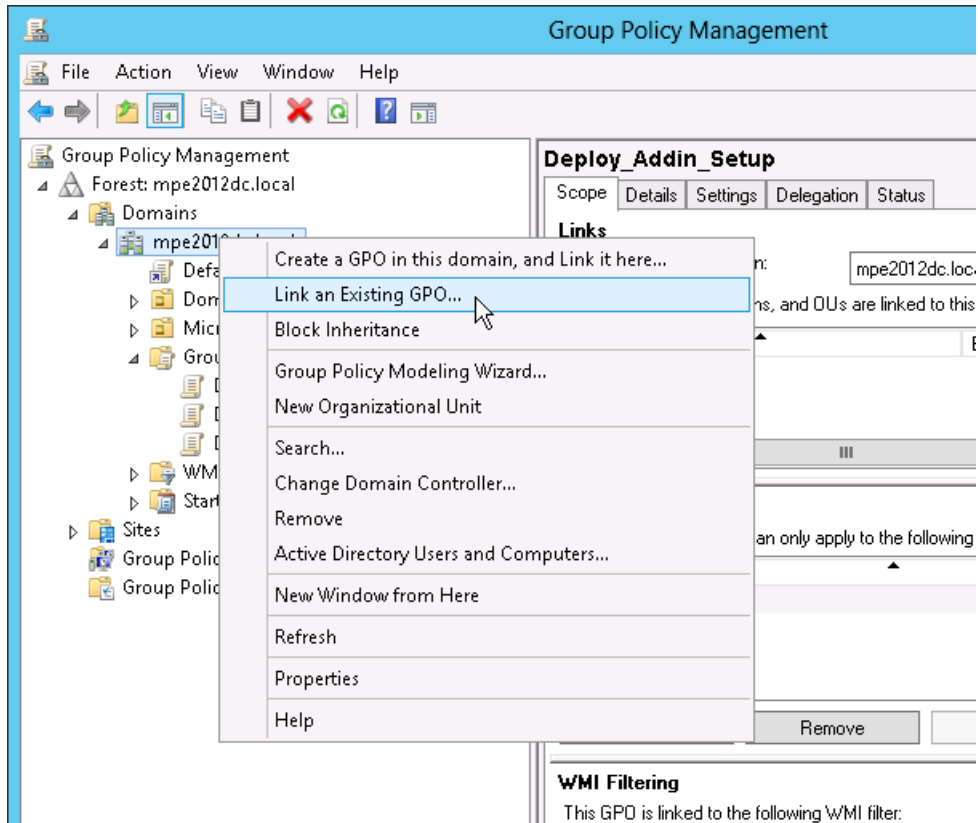
7. Select the GPO you created.
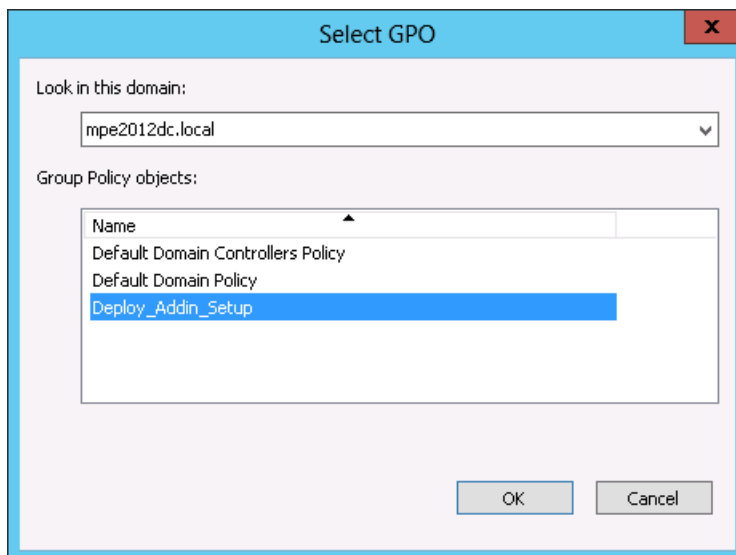
NOTE: It is not required to link a GPO for the whole the domain; you may create your own organization unit (OU) and apply the software distribution only for this OU.

8. Expand context menu on newly created policy, and click on **Edit** to distribute Archive Manager Outlook Add-in Installers by this policy.
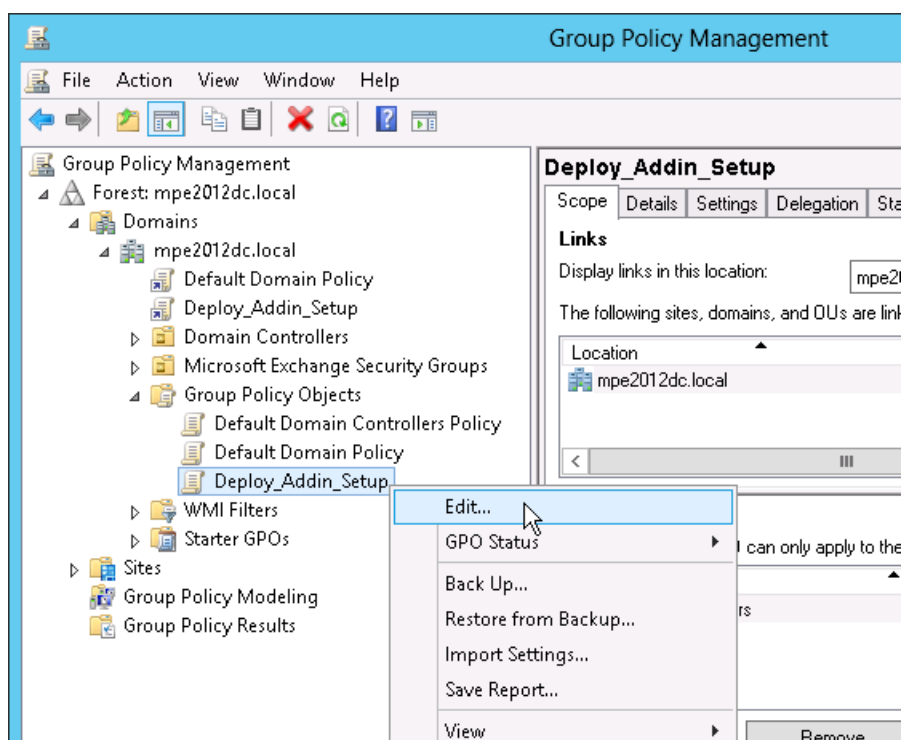
ℹ️ | **NOTE:** This opens a Group policy Management Editor.

Assigning Addin Installer.msi

You can assign an Add-in Installer.msi distribution to users. If you assign the program to a user, it is installed when the user logs on to the computer. When the user first runs the program, the installation is finalized. Combination of custom ADM template, with assigning Add-in Installer.msi method is recommended for users with limited privileges (see also the part Change archive-retrieve server names by ADM template). When you use assigning software method to install Archive Manager Outlook Add-in Installer to a user's system, the installation runs with elevated privileges (e.g. system permissions) that bypass the user's limited permissions.

MS Windows Server 2012 / 2012 R2 / 2016 / 2019

To assign a program to users that are logging on to one of these workstations:

1. Expand context menu on newly created policy, and click edit to open Group Policy Management Editor.

2. Under User Configuration, expand Software Settings.

3. Right-click Software installation, point to New, and then click Package.
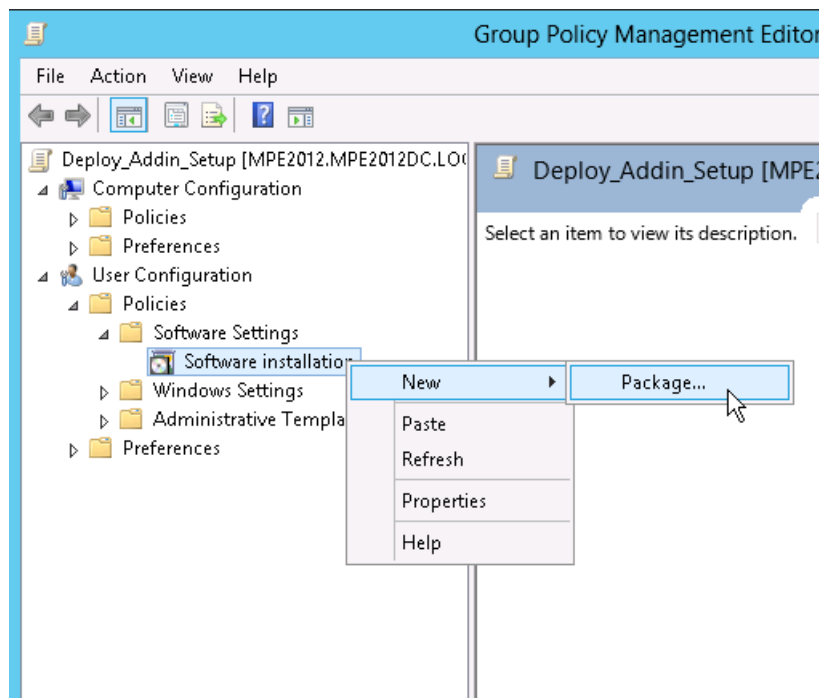
4. In the Open dialog box, type the full Universal Naming Convention (UNC) path to the shared folder (distribution point, described above) that contains the Archive Manager Outlook Add-in Installer MSI package. For example, `\\file server\share\Archive Manager_Add-in Installer.msi`.

5. Select Add-in setup (Add-in Installer.msi) and click **Open**. Do not browse to the location. Ensure that you use the UNC path to the shared folder.
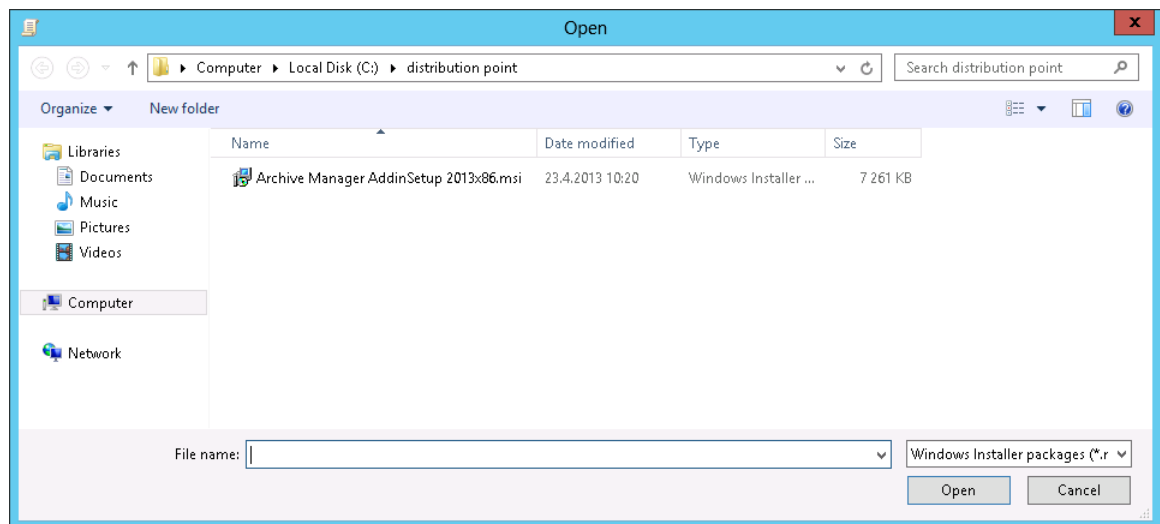
6. Click **Assigned**, and then click **OK**. The package is listed in the right pane of the Group Policy window.
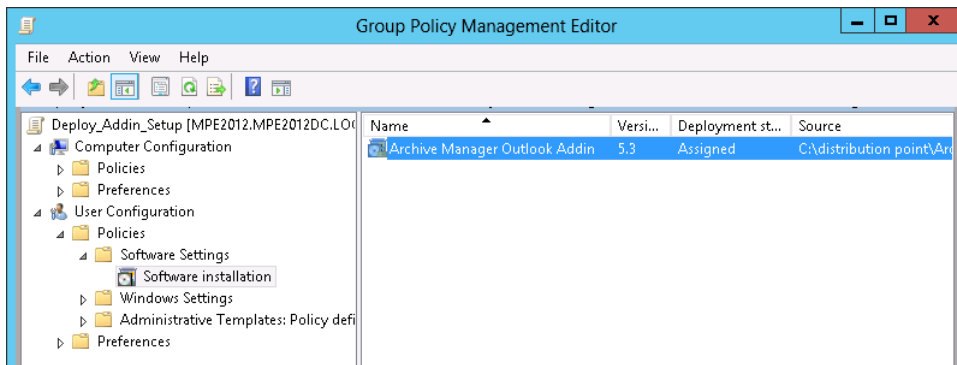
7. Click on assigned package, and then click **Properties**. From the *Deployment type* section select **Assigned** and from the *Deployment options* section select **Install this application at logon**.
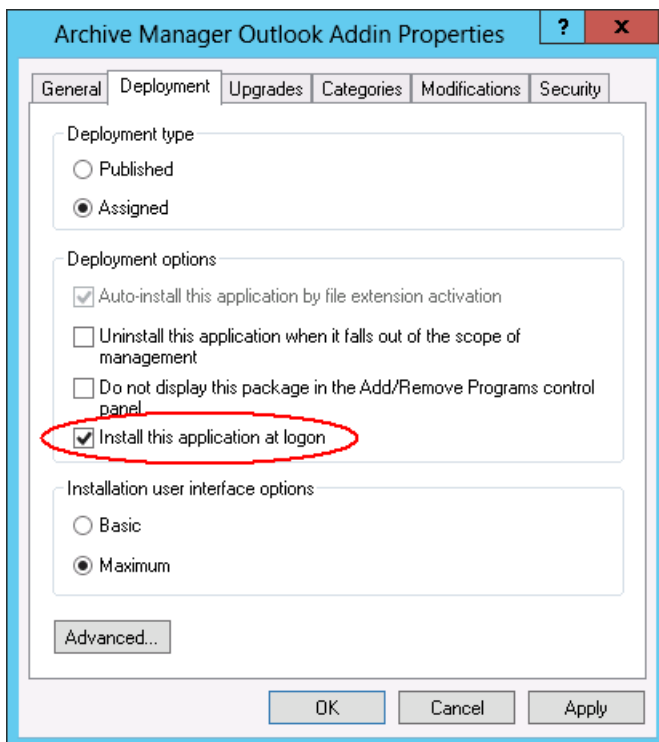
8. Close the Group Policy Management Editor. When selected user log on the client computer, the managed software package will be automatically installed.

9. Verify that the Archive Manager Outlook Add-in was installed correctly by inspecting the *Add or Remove Programs* on client computers.

   i | **NOTE:** Check event viewer for install status, look for similar descriptions: "Changes to software installation settings were applied successfully." Or "The assignment of application Archive Manager Outlook Add-in from policy Archive Manager Add-in succeeded."

10. Open Microsoft Outlook. from the **Archive Manager** menu select **Options**. Type the name of the archive and retrieve servers there.

    i | **NOTE:** There is another possibility to set archive and retrieve server name for Archive Manager Add-in, using GPO administrative template (ADM template). By using the

Administrative Template sections of the GPO you can deploy modifications and user (called HKEY_CURRENT_USER in the registry) portions of the Registry of computers that are influenced by the GPO. These changes will be affected, when the user logs on to computer. For more details, see the part Change archive-retrieve server names by ADM template.
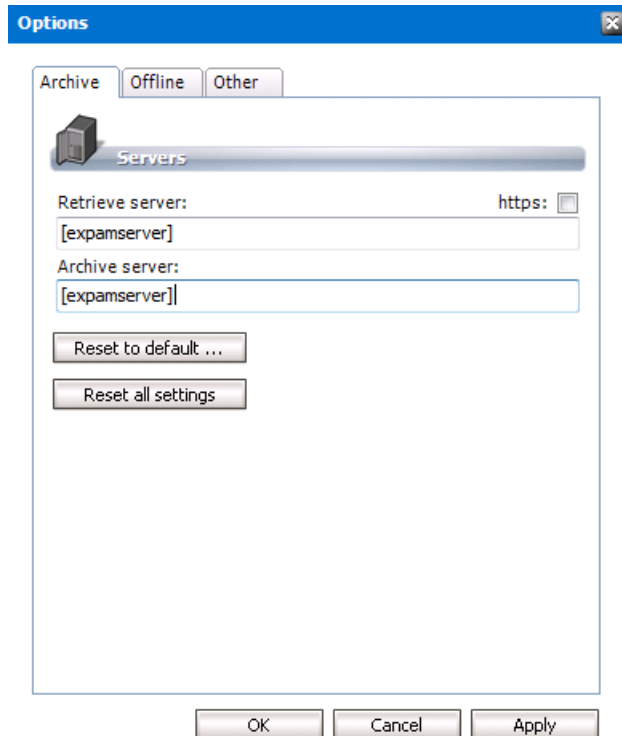
ℹ **NOTE:** After the changes were applied, open Archive Manager menu\Info and click reconnect. For most common errors see the Troubleshooting part.

Change archive-retrieve server names by templates

Using the Administrative Template sections of the Object Editor, you can deploy modifications to user (HKCU) portions of the Registry of computers targeted by your Group Policy Object (GPO). All you need to do is to link your GPO to the appropriate site, domain, or organizational unit (OU) and let Group Policy processing do its job. Note that the administrative templates do not themselves modify the Registries of the target computers--all they do is creating the GUI elements in the Object Editor that let you configure Registry settings for computers targeted by your GPO.

Custom templates for Archive Manager Outlook Add-in Installer can manage archive and retrieve server settings for selected users. These changes will take an effect, when the user logs on to the computer. Combination of custom templates, with assigning Add-in Installer.msi method is recommended for users with limited privileges.

The following sections describe the process for MS Windows Server 2012 / 2012 R2 / 2016 / 2019.

Creating an ADMX Files

Microsoft since Windows Vista™ and Windows Server 2008™ is introducing a new format for displaying registry-based policy settings. Registry-based policy settings (located under the Administrative Templates category in the Group Policy Object Editor) are defined using a standards-based, XML file format, known as ADMX files. These new files replace ADM files, which used their own markup language.

Unlike ADM files, ADMX files are not stored in individual GPOs by default; however, this behavior is supported for less common scenarios. For domain-based enterprises, administrators can create a central store location of ADMX files accessible by anyone with permission to create or edit GPOs.

ADMX files are divided into language-neutral (ADMX) and language-specific (ADML) resources, available to all Group Policy administrators. These factors allow Group Policy tools to adjust their UI according to the administrator's configured language. Add-ing a new language to a set of policy definitions is achieved by ensuring that the language-specific resource file (ADML) is available. All ADMX files are authored as one language neutral file (.admx) and a set of language-dependent files that will be localized for all supported languages (.adml).

Steps to create a language-neutral (ADMX) file

The language-neutral file, .admx, determines the number and type of policy settings and their location by category in the Group Policy Object Editor display.

1. Start Notepad or any text editor to create your template.

2. Create an Archive Manager Outlook Add-in.ADMX file. For example:

```
<policyDefinitions revision="1.0" schemaVersion="1.0">
  <policyNamespaces>
    <target prefix="fullarmor"
namespace="FullArmor.Policies.DA2B2B72_B85C_4D69_8B2B_C24939A38BF7" />
    <using prefix="windows" namespace="Microsoft.Policies.Windows" />
  </policyNamespaces>
  <supersededAdm fileName="" />
  <resources minRequiredRevision="1.0" />
  <supportedOn>
    <definitions>
      <definition name="SUPPORTED_WindowsXP"
displayName="$(string.SUPPORTED_WindowsXP)" />
    </definitions>
  </supportedOn>
  <categories>
    <category name="ID_OutlookAdd-inCategory"
displayName="$(string.ID_OutlookAdd-inCategory)" />
  </categories>
  <policies>
    <policy name="ID_OutlookAdd-inPolicy" class="User"
displayName="$(string.ID_OutlookAdd-inPolicy)"
```

```
explainText="$(string.ID_OutlookAdd-inPolicy_Help)"
presentation="$(presentation.ID_OutlookAdd-inPolicy)"
key="Software\Metalogix\PAM4Exchange Outlook Add-in">
      <parentCategory ref="ID_OutlookAdd-inCategory" />
      <supportedOn ref="SUPPORTED_WindowsXP" />
      <elements>
        <text id="ID_RetrieveServer"
key="Software\Metalogix\PAM4Exchange Outlook Add-in"
valueName="RETRIEVESERVER" />
        <text id="ID_ArchiveServer" key="Software\Metalogix\PAM4Exchange
Outlook Add-in" valueName="ARCHIVESERVER" />
      </elements>
    </policy>
  </policies>
</policyDefinitions>
```

Steps to create a language-resource (ADML) file

The language resource files, .adml, provide the language specific information needed by the language neutral file. The language neutral file will then reference specific sections of the language resource file in order for the Group Policy Object Editor to display a policy setting in the correct language.

1. Start Notepad or any text editor to create your template.

2. Create an Archive Manager Outlook Add-in.ADML file. For example:

```
<policyDefinitionResources revision="1.0" schemaVersion="1.0">
  <displayName>
  </displayName>
  <description>Custom ADMX template for Archive Manager Outlook Add-in
setup can manage archive and retrieve server settings for selected
users. These changes will take an effect, when the user logs on to the
computer. Combination of custom ADMX template, with assigning Add-in
Installer.msi method is recommended for users with limited privileges.
</description>
  <resources>
    <stringTable>
      <string id="ID_OutlookAdd-inCategory">Archive Manager Outlook Add-
in</string>
      <string id="ID_OutlookAdd-inPolicy">Set Archive, Retrieve
servers</string>
      <string id="ID_OutlookAdd-inPolicy_Help">Custom ADMX template for
Archive Manager Outlook Add-in setup can manage archive and retrieve
server settings for selected users. These changes will take an effect,
when the user logs on to the computer. Combination of custom ADMX
template, with assigning Add-in Installer.msi method is recommended for
users with limited privileges. </string>
      <string id="SUPPORTED_WindowsXP">At least Microsoft Windows XP
Professional or Windows Server 2003 family</string>
    </stringTable>
    <presentationTable>
      <presentation id="ID_OutlookAdd-inPolicy">
        <textBox refId="ID_RetrieveServer">
          <label>Retrieve server name</label>
          <defaultValue>
```

```
            </defaultValue>
          </textBox>
          <textBox refId="ID_ArchiveServer">
            <label>Archive server name</label>
            <defaultValue>
            </defaultValue>
          </textBox>
        </presentation>
      </presentationTable>
    </resources>
</policyDefinitionResources>
```

Create a Central Store

One of the main benefits of using the new ADMX files is the central store. The central store is a folder structure created in the **Sysvol** directory on the domain controllers in each domain in your organization. You will need to create the central store only once on a single domain controller for each domain in your organization. The File Replication service then replicates the central store to all domain controllers. It is recommended that you create the central store on the primary domain controller because the Group Policy Management Console and Group Policy Object Editor connect to the primary domain controller by default.

The central store consists of a root-level folder containing all language-neutral ADMX files and subfolders containing the language-specific ADMX resource files.

To perform this procedure, you must be a member of the Domain Administrators group in Active Directory.

Steps to create the central store

1. Create the root folder for the central store `%systemroot%` `\sysvol\domain\policies\PolicyDefinitions` on your domain controller.

2. Copy the Archive Manager Outlook Add-in.admx into `%systemroot%` `\sysvol\domain\policies\PolicyDefinitions` folder.

3. Create a subfolder under `%systemroot%\sysvol\domain\policies\PolicyDefinitions` for each language that your Group Policy administrators will use. Each subfolder is named after the appropriate ISO-style Language/Culture Name. For a list of ISO-style Language/Culture Names, see [Locale Identifiers](). For example, to create a subfolder for U.S. English, create the subfolder: `%systemroot%` `\sysvol\domain\policies\PolicyDefinitions\EN-US`.

4. Copy the **Archive Manager Outlook Add-in.adml** into `%systemroot%` `\sysvol\domain\policies\PolicyDefinitions\EN-US` sub-folder.

Edit the Administrative Template Policy Settings in the Domain-Based GPOs

1. Start the Group Policy Management.

2. In the console tree, expand your Group Policy Objects

3. Expand context menu on newly created policy (described in Create a Group Policy Object), and click on edit.

4. Under User Configuration, expand Administrative Templates. The Group Policy Object Editor automatically reads all ADMX files stored in the central store. The Add-in policy must be listed on the right pane of the administrative template

5. To change that policy setting from its current state, double-click the name of the policy setting.

6. In the policy setting dialog box, click Enabled, which means: The registry reflects that the policy setting is selected.

7. Fill the Archive Manager archive, retrieve server names into this policy and apply these changes.
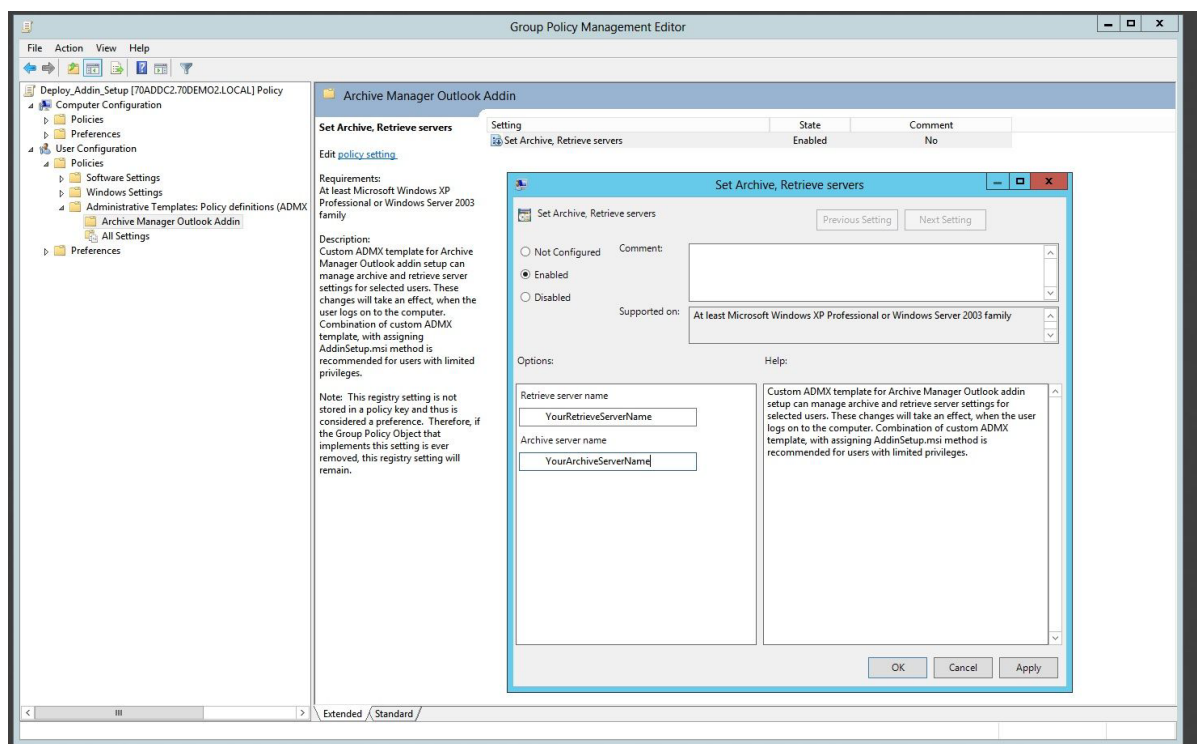
Publishing Addin Installer.msi or Addin Installer.exe

You can publish a program distribution to users. When the user logs on to the computer, the published program is displayed in the *Add or Remove Programs* dialog box, and it can be installed from there.

ℹ **NOTE:** Publishing Archive Manager Outlook Add-in Installers on a client computer requires elevated privileges to access file system areas or registry keys (for example: local administrators).

Publish Addin Installer.msi

This section describes how to publish the Add-in Installer.msi to computer users and make it available for installation from the Add/Remove Programs tool in Control Panel.

ℹ **NOTE:** Before you begin, make sure that required prerequisites for Add-in Installer.msi are installed and the logged user has elevated privileges on the client's computer. The distribution steps are almost the same as in the case of assign method, just after creating new software installation package (Add-ing Add-in setup into GPO - User configuration - Software installation) select the "Published" option.

Publish Addin Installer.exe

This section describes how to publish the Outlook Add-in package (Add-in Installer.exe) to computer users and make it available for installation from the Add/Remove Programs tool in Control Panel.

 Add-in Installer.exe is a self extracting package, which extracts files to logged users' temp folder and detects and installs all required prerequisites with Add-in setup.

Non-MSI programs (such as Add-in Installer.exe) can be published only to users, and they are installed using their existing Setup programs. Because non-MSI programs use their existing Setup programs, these programs cannot:

• Take advantage of elevated privileges for installation.

• Be installed on the first use of the software.

• Install a feature on the first use of the feature.

- Roll back an unsuccessful operation (install, modify, repair, or removal) or take advantage of other features of MSI.

To publish a non-MSI program, first you need to create a .zap file for the program. It is a text file with extension changed to ***.zap**. Create a .zap file for the program based on the following sample file:

```
[Application]
; Only FriendlyName and SetupCommand are required,
; everything else is optional.
; FriendlyName is the name of the program that
; will appear in the software installation snap-in
; and the Add/Remove Programs tool.
; REQUIRED
FriendlyName = "Archive Manager_Add-in Installer_4_1_13"
; SetupCommand is the command line used to
; run the program's Setup.
; Long file name paths need to be quoted. For example:
SetupCommand = "\\server\share\ Add-in Installer.exe"
; OPTIONAL
DisplayVersion = 4.1.13
; Version of the program that will appear
; in the software installation snap-in and the
; Add/Remove Programs tool.
; OPTIONAL
Publisher = Metalogix
```

Important:

Before you begin make sure that the logged user has elevated privileges on the client's computer.

http://en.wikipedia.org/wiki/ZAP_File

The distribution steps for publish Add-in Installer.exe:

- Copy Add-in Installer.exe into a shared folder (distribution point)

- Create Add-in Installer.zap file behind the Add-in Installer.exe

- Start the Group Policy Management Editor.

- Under User Configuration, expand Software Settings.

- Right-click **User Software installation**, point to New, and then click Package.

In the Open dialog box, type the full UNC path to the shared folder that contains the Add-in Installer.zap. For example, *file server\share\Add-in Installer*.zap
Important: Do not browse to the location. Ensure that you use the UNC path to the shared folder.

- Click Open.

- Click Published, and then click OK. The package is listed in the right pane of the Group Policy window.
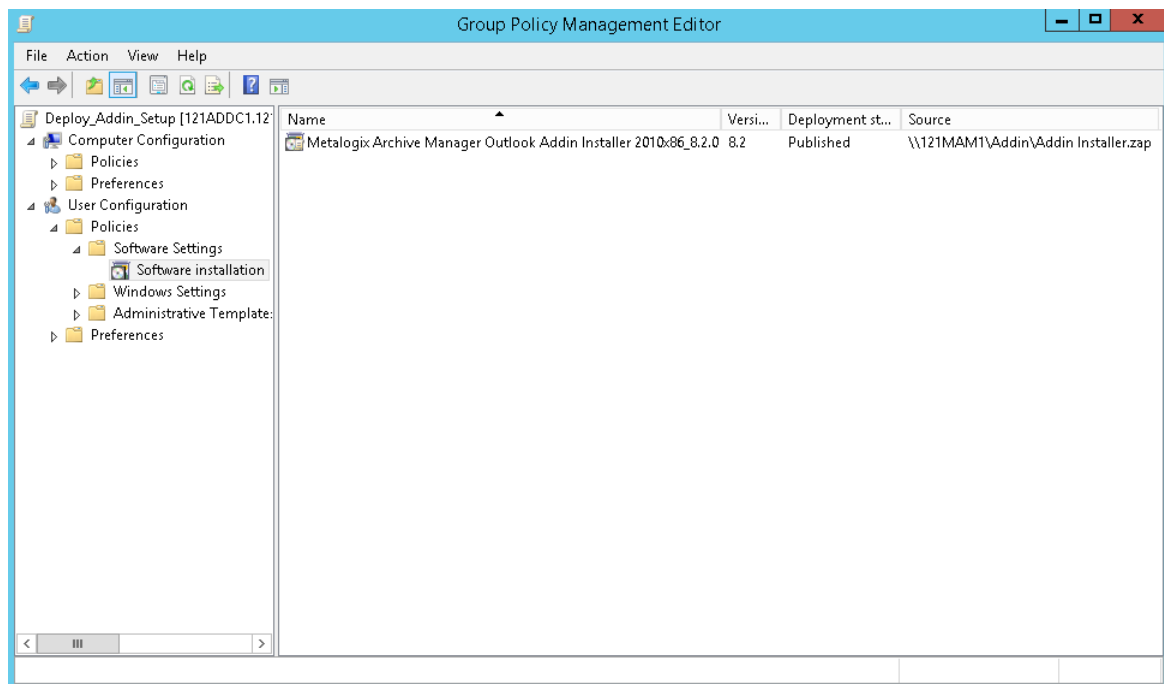
- Close the Group Policy snap-in.

- Log on to a workstation by using an account to which you published the package.

- Open the Control Panel.

- In the **Install a program from the network** list, click the program that you published, and then click **Install**. The Add-in Installer.exe will be installed as usual, as normal installation process.
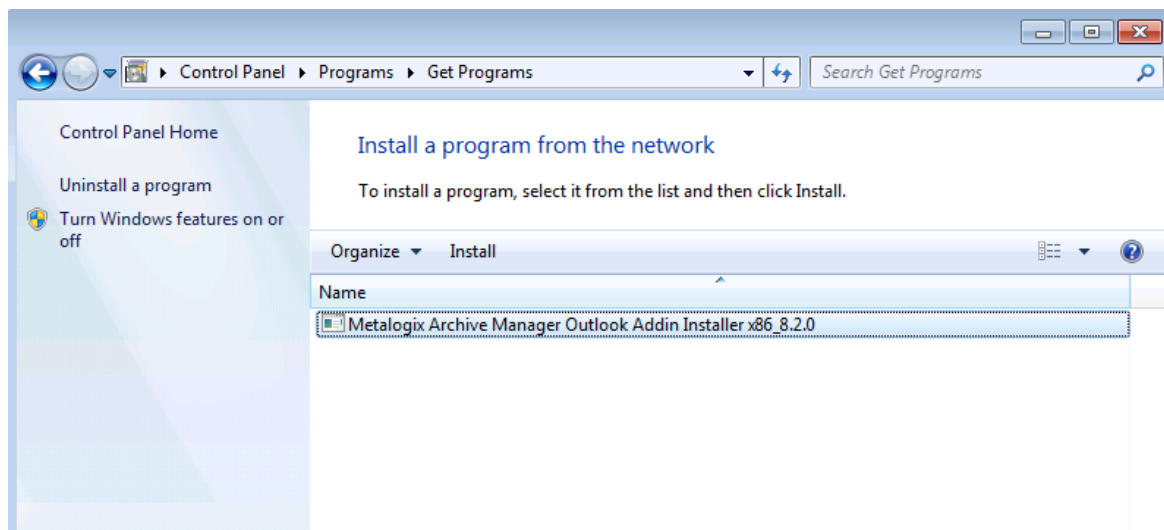
Troubleshooting

In this section:

- How to catch errors during the installation process

- Assigned Add-in Installer.msi is not installed in a Client Computer during logon

- Assigned Add-in Installer.msi failed to install on a Client Computer during logon

- Archive Manager Outlook Add-in for all users is not loaded by MS Outlook

- Add-in is among disabled Add-ins and it is not possible to enable it.

How to catch errors during the installation process

- To catch errors from custom actions, use DebugViewer.exe

- To catch error from windows installer, use the following command: `msiexec /i [path Add-in Installer.msi file] /l* [path Add-in InstallerLog.txt file]`

Assigned Addin Installer.msi is not installed on a Client Computer during logon

- Make sure that your distribution point is shared and the permissions on the share are set to allow access to the distribution package

- Make sure that your Add-in Installer.msi is added into the group policy software installation with full UNC path to the shared folder

- Check, if group policy changes were successfully refreshed for logged users. Run the `gpupdate` command on the client computer to refresh the policy. Check client machine event logs for similar descriptions: "Failed to apply changes to software installation settings. Software installation policy application has been delayed until the next logon because an administrator has enabled logon optimization for group policy. "– Try to log on again.

- Open group policy security options and check, if **Apply Group Policy** is checked for the groups or users, that you want to prevent from having this policy applied.

Assigned Addin Installer.msi failed to install on a Client Computer during logon

- Make sure that all required prerequisites for Add-in Installer.msi were installed before. Check client machine event logs for similar descriptions:

  "*Failed to apply changes to software installation settings. Software changes could not be applied. A previous log entry with details should exist. The error was: Fatal error during installation.* ", or

  "*The Group Policy client-side extension Software Installation failed to run. Please look for any errors reported earlier by that extension.*", or

  "*The install of application Archive Manager Outlook Add-in from policy Archive Manager Outlook Add-in failed. The error was : Fatal error during installation.* "– usually these events come, if the .NET Framework 2.0 is not installed on the client computer.

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

- Make sure that the Archive Manager Add-in was deployed and registered under:
  `HKCU\Software\Metalogix\PAM4Exchange Outlook Add-in`
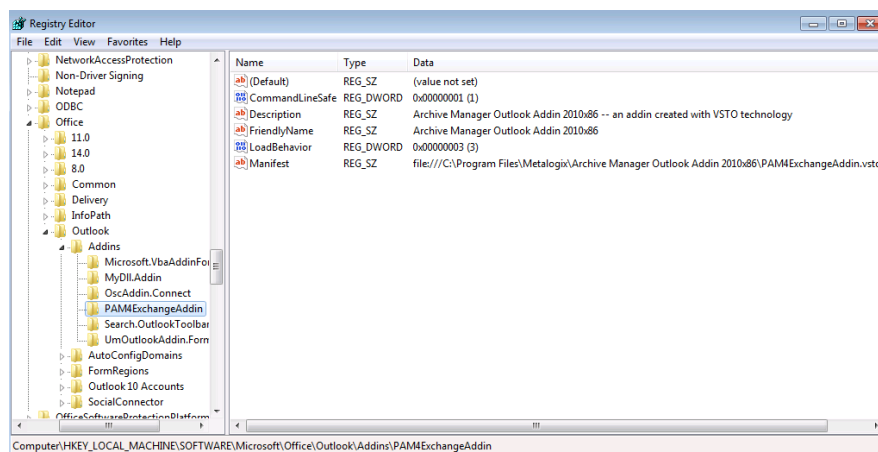
- Check the registry value HKLM\Software\Microsoft\Office\Outlook\Add-ins\PAM4ExchangeAdd-in\LoadBehavior, must be set to 3.

- Archive Manager Outlook Add-in can be deployed and registered only in one registry location, if you find ...\Software\Microsoft\Office\Outlook\Add-ins\PAM4ExchangeAdd-in both in HKLM and in HKCU, you have to delete one of them, depending on outlook version (The MS Outlook will not load the Add-in, if both are present).

For Outlook 2013 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 Add-ing 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".

Addin is among disabled Add-ins and it is not possible to enable it

Outlook 2013: Make sure you have installed .Net 4.0 FULL and not just the client.

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