

Osprey Approach: Re-enabling the Outlook Connector

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The latest version is always online at https://support.ospreyapproach.com/?p=2240



Sometimes the Osprey Outlook connector can disappear but it is possible to re-enable so it shows up again.

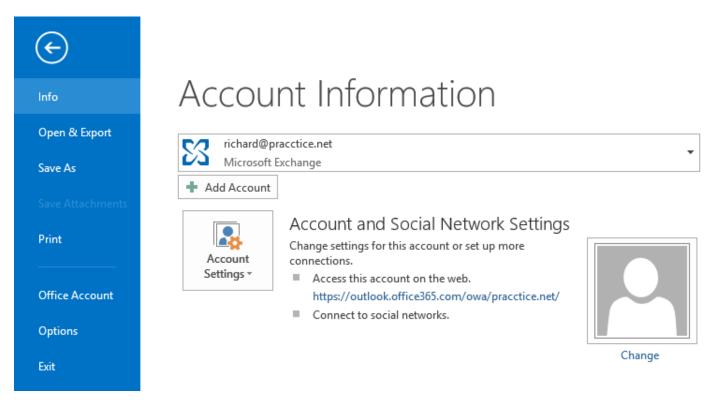
Should Outlook take longer than usual to open, it can disable any recently installed add-ins to assist itself in running more quickly.

If the Osprey Connector has been disabled, the following steps will allow you to re-enable it.

Open up Outlook and select the 'File' tab in the top left to open the side menu.



From here, select the 'Options' tab.



The 'Outlook Options' panel will now appear. Select the 'Add-Ins' button on the side menu to open up your list of currently available add-ins.

	Outlook Options ? ×			
General Mail	General options for working with Outlook.			
Calendar	User Interface options			
People Tasks	 ✓ Show <u>M</u>ini Toolbar on selection ⁽ⁱ⁾ ✓ Enable Live Preview ⁽ⁱ⁾ ScreenTip style: Show feature descriptions in ScreenTips 			
Search Language Advanced	Personalize your copy of Microsoft Office			
Customize Ribbon Quick Access Toolbar Add-Ins Trust Center	User name: Richard Wood Initials: RW Always use these values regardless of sign in to Office. Office Background: Spring			
	Office Iheme: White v Start up options			
	✓ Make Outlook the default program for E-mail, Contacts, and Calendar Default Programs OK Cancel			

The Osprey Outlook Add-In will be present in either the 'Inactive' or 'Disabled' add-ins list.

Name A	Location	Туре	^
Active Application Add-ins			
Conversation History Add-in for Microsoft Office 2013	C:\\Office15\OcOffice.dll	COM Add-in	
Microsoft Exchange Add-in	C:\\UmOutlookAddin.dll	COM Add-in	
Microsoft SharePoint Server Colleague Import Add-in	C:\S\ColleagueImport.dll	COM Add-in	
OneNote Notes about Outlook Items	C:\ffice15\ONBttnOL.dll	COM Add-in	
Outlook Social Connector 2013	C:\IALCONNECTOR.DLL	COM Add-in	
Skype Meeting Add-in for Microsoft Office 2013	C:\\Office15\UCAddin.dll	COM Add-in	
Inactive Application Add-ins			
Microsoft Access Outlook Add-in for Data Collection and Publishing	C:\ADDINS\ACCOLK.DLL	COM Add-in	
Microsoft VBA for Outlook Addin	C:\DDINS\OUTLVBA.DLL	COM Add-in	
OspreyTM Outlook2007 Add-In	C:\bb9a82\adxloader.dll	COM Add-in	
Disabled Application Add-ins			
Windows Search Email Indexer	C:\stem32\mssphtb.dll	COM Add-in	¥

Underneath the add-ins list, there will be a 'Manage' drop-down list. By default, this should be set to 'COM Add-Ins' but if this is not the case, select it from the drop-down list and then click 'Go'.

Manage: COM Add-ins 🗸 Go...

The 'COM Add-Ins' panel will now appear.

Somewhere in the list, you will see the Osprey Outlook Add-In which, if the tab has disappeared, is likely to be unticked, as below.

COM Add-Ins	? ×
Add-Ins available: ✓ Conversation History Add-in for Microsoft Office 2013 Microsoft Access Outlook Add-in for Data Collection and Publishing ✓ Microsoft Exchange Add-in ✓ Microsoft SharePoint Server Colleague Import Add-in ✓ Microsoft VBA for Outlook Addin ✓ OneNote Notes about Outlook Items OspreyTM Outlook2007 Add-In ✓ Outlook Social Connector 2013	
Location: C:\WINDOWS\system32\mssphtb.dll Load Behavior: Unloaded	

Place a tick in the box next to the Osprey Add-In and then select 'OK' to close the panel.

Your Osprey Approach tab should now reappear at the top of your screen. If not, you may need to close and reopen Outlook to ensure that the tab reappears.