

Answer ID
23022

Products

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[Sage ACT! 2011 Family of Products](#)
[Sage ACT! Pro](#)
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[Outlook Integration](#)
[System](#)
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[Sage ACT! Premium \(Access via Web\)](#)
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06/02/2011 11:26 AM

Access Level
ACT!-Basic

ACT! Icons Missing From Outlook® Tool Bar

Question

You have noticed that after launching Microsoft® Outlook, the ACT! Icons on the Outlook toolbar are missing.

Answer

When ACT! and Outlook are properly integrated, the following ACT! icons will be available in Outlook:

- Outlook Mail view:**
 - Attach to ACT! Contacts
 - Create ACT! Contact
 - Create ACT! Activity
 - Quick Attach
 - Sync Contacts with ACT! (only available with ACT! 2011)
 - Sync Calendar with ACT! (only available with ACT! 2011)
- Outlook Contact view:**
 - Sync Contacts with ACT! (only available with ACT! 2011)
 - Sync Calendar with ACT! (only available with ACT! 2011)
- Outlook Calendar view:**
 - Sync Contacts with ACT! (only available with ACT! 2011)
 - Sync Calendar with ACT! (only available with ACT! 2011)

The ACT! icons will show in each Outlook view, but only the ones listed above will be functional.

NOTE: As you attempt to resolve this issue, make sure Outlook is not still running as a process when completing steps that require Outlook to be closed. For more information, please refer to the following Knowledgebase Answer for more information:

[Outlook® Remains Open in Task Manager After Closing](#)
Answer ID: [23949](#)

Add ACT! Address Book in Outlook

The ACT! icons will not display in Outlook if the Address has not been properly added to Outlook. Please see the following Knowledgebase articles for the procedure to add the ACT! address book to Outlook:

[How to Add My ACT! Address Book to Microsoft® Outlook® 2003, Outlook 2002 \(XP\) or Outlook 2000](#)
Answer ID: [19204](#)

[How To Add My ACT! By Sage Address Book To Microsoft® Outlook® 2007](#)
Answer ID: [21428](#)

[How to Add My ACT! Address Book to Microsoft® Outlook® 2010](#)
Answer ID: [26796](#)

Note: If you are using multiple Outlook profiles, the ACT! Address Book will need to be entered in each profile.

ACT! Extensions

Check to verify that the ACT! add-in is enabled within Outlook:

- [Outlook 2002/2003](#)
 [Outlook 2007 \(ACT! 2008 and higher\)](#)
 [Outlook 2010 \(Sage ACT! 2011\)](#)

If that does not resolve the issue, Outlook may have disabled the features. Use the following to determine if Outlook has disabled the options:

- [Outlook 2002/2003](#)
 [Outlook 2007 \(ACT! 2008 and higher\)](#)
 [Outlook 2010 \(Sage ACT! 2011\)](#)

Macro Security

To attempt to resolve this issue, reduce the macro security level to test if the ACT! add-in is being blocked from running.

- [Outlook 2002/2003](#)
 [Outlook 2007 \(ACT! 2008 and higher\)](#)
 [Outlook 2010 \(Sage ACT! 2011\)](#)

Internet Zone (Outlook 2002, 2003)

This issue may be caused by the default Internet zone setting in Outlook 2002 and 2003 being set to **Restricted**. To change this setting, follow these steps:

- From the **Tools** menu, select **Options**, then select the **Security** tab.
- In the Internet Zone section, change the zone to **Internet**. Click **OK**.
- Close and reopen Outlook.

Outlook Toolbar

You may be able to resolve this issue by resetting the Outlook Standard Toolbar. For Outlook 2002/2003/2007/2010:

- From the **Tools** menu, select **Customize**. Click on the **Toolbars** tab.
- First verify that the **Standard** menu box is selected. If not, then select it and see if the ACT! icons are there.
- If the ACT! icons are not in the Standard toolbar, then highlight **Standard** and click **Reset**. Click **Close**.
- Close and re-open Outlook.

Disable 3rd-Party Add-ins

You can temporarily disable other 3rd party Add-ins to see if any conflicts are the cause of the issue.

- Outlook 2002/2003
- Outlook 2007 (ACT! 2008 and higher)
- Outlook 2010 (Sage ACT! 2011)

Load Behavior

Use these steps to verify the Load Behavior is set at the correct value for the ACT! add-in to load correctly.

1. Close ACT! and Outlook.
2. Click **Start** and select **Run**.
3. The **Run** dialog box appears. In the **Select** field, type **regedit**.

Caution: We strongly recommend that you back up the system registry before making any changes. Incorrect changes to the registry could result in permanent data loss or corrupted files. Please make sure you modify only the keys specified. For detailed information on backing up the Windows Registry, click the link below:

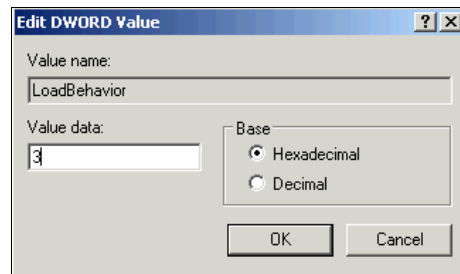
Title: How to Backup the Windows® Registry
Answer ID: 13807

5. Browse in the registry to keys:
 - o HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\ACTOutlookAddin.Connect.
 - o HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins\ACTOutlookAddin.Connect.

Note: If this is a 64-bit computer, the path is:

HKEY_LOCAL_MACHINE\Software\WOW6432node\Microsoft\Office\Outlook\Addins\ACTOutlookAddin.Connect.

On the right hand side of the window, verify that the load behavior is set to 3. If it is not set to 3, right click on the **Load Behavior** key and select **Change**. The **Edit DWORD Value** dialog box appears, change the **Value Data** to 3.



6. Close the Registry.
7. Open Outlook and test.

Removing the Address Book from the Registry

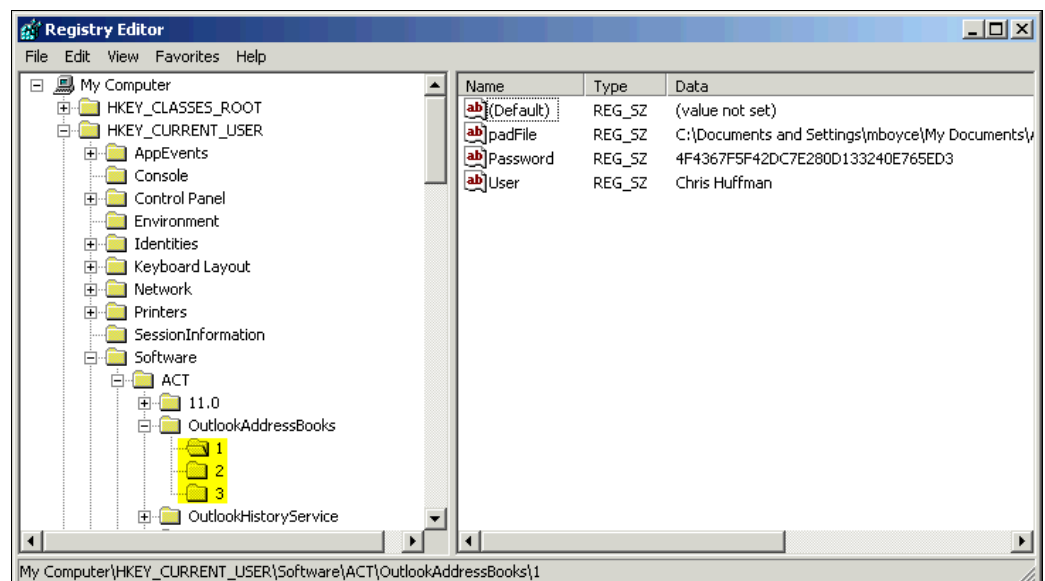
After you have followed the steps above and the error still persists, please apply the additional steps below:

1. Close ACT! and Outlook.
2. Click the Windows **Start** button and select **Run**.
3. The **Run** dialog box appears, type **regedit**.

Caution: We strongly recommend that you back up the system registry before making any changes. Incorrect changes to the registry could result in permanent data loss or corrupted files. Please make sure you modify only the keys specified. For detailed information on backing up the Windows Registry, click the link below:

Title: How to Backup the Windows® Registry
Answer ID: 13807

5. Browse to **HKEY_CURRENT_USER\Software\ACT\OutlookAddressBooks**.
6. Individually right-click on folders 1, 2, and 3 and select **Delete**.



7. Close the registry
8. [Click Here](#) for instructions on to add the ACT! Address back into Outlook.

Replace ACT! Plug-in files

You can attempt to replace the ACT! plug-in files for Outlook Integration to attempt resolution:

1. Close Outlook and ACT!
 2. Open **My Computer** and browse to **C:\Windows\System32**
 3. Click **Tools** and select **Folder Options**. The Folder Options dialog box appears. Click the **View** tab and activate **Show hidden files and folders** and clear the check box beside **Hide extensions for known file types**.
 4. Click **OK** for the changes to apply. Locate and rename the following files:
 - **ActAB32.dll**
Rename to ActAB32.old
 - **Actext.dll**
Rename to Actext.32.old
 - **Act9AB32.dll**
Rename to Act9AB32.old
 - **Act9ext.dll**
Rename to Act9Ext.old
 5. Insert the ACT! installation CD into the CD-Rom drive and click **Browse CD** or access the ACT! download media.
 6. Browse to the following location:
Standard: ACTSTD\System32
Premium: ACTWGI\System32
 7. Right click on the **Act9AB32.dll** and the **Act9Ext.dll** and select **Copy**.
 8. Browse to **C:\Windows\System32** folder and click the **Edit** menu and select **Paste**. Close My Computer.
 9. Launch Outlook and add the ACT! Address Book.
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Damaged Add-in Registry Entries

The following steps have been known to resolve this issue. Please use the following steps to attempt resolution:

- Recreate Add-in Registry Entries
-

Damaged Microsoft Outlook Application:

If the steps above does not resolve this issue, it is likely that your installation of Outlook is damaged. To resolve this issue you may have to recreate the Outlook 'Extend.dat' file, attempt to repair Outlook, or re-install the Outlook application.

To recreate the **Extend.dat** file:

1. Close Outlook®
2. Open My Computer, Computer, or Windows Explorer and browse to the appropriate location for your operating system:
 - Windows XP/Windows Server 2003 - C:\Documents and Settings\Local Settings\Application Data\Microsoft\Outlook
 - Windows Vista/Windows 7/Windows Server 2008 - C:\Users\AppData\Local\Microsoft\Outlook
3. Delete the file **Extend.dat**
4. Reopen Outlook. This will recreate the file.

All Microsoft Office 2000-2003 applications come with a **Detect and Repair** feature that can be accessed under the **Help** menu. You must have the Microsoft Office (or Microsoft Word) installation CD to complete this process.

Microsoft Office 2007 applications come with an **Office Diagnostics** feature that is found under the **Help** menu. You do not need your Office installation CD to run this.

Microsoft Office 2010 applications need to be repaired by accessing the **Add/Remove Programs (Programs and Features** if using Windows 7/Windows Vista) section from the **Control Panel**. Click **Change** on Microsoft Office 2010 in the list and select the **Repair** option.

IMPORTANT NOTE: When performing the Detect and Repair (Office 2000-2003), do **NOT** enable the check box "Discard my customized settings and restore default settings" as doing so will necessitate an uninstall and reinstall of ACT!.

For additional details on repairing or reinstalling Microsoft Outlook, please contact [Microsoft](#).

In the event that Outlook needs to be uninstalled to attempt resolution, ACT! will need be reinstalled after Outlook is reinstalled. For more information on reinstalling ACT!, please refer to the following Knowledgebase Answers:

[Uninstall](#)

[Install](#)