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Outlook Plug-In
Troubleshooting Guide
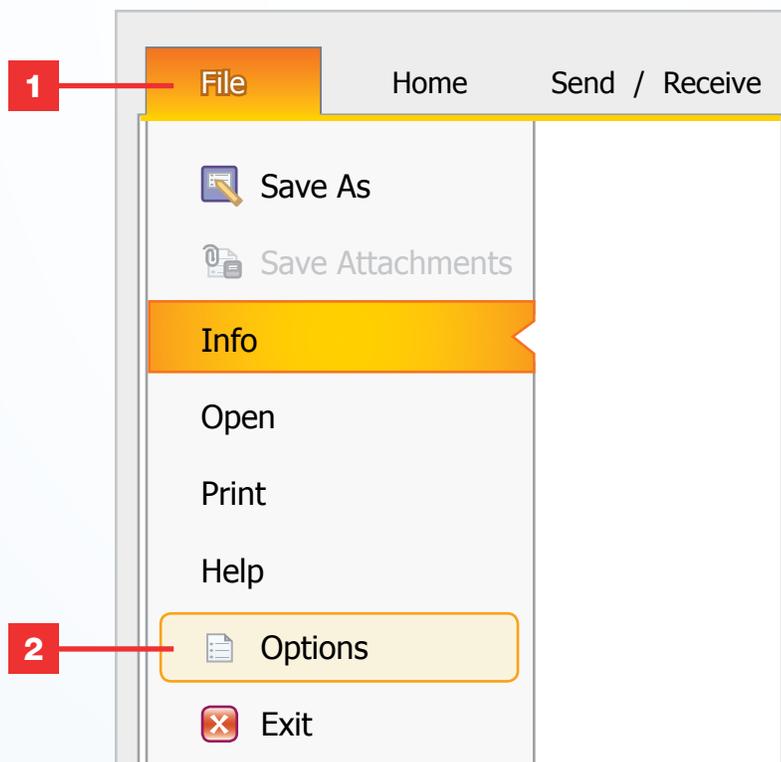
Most common issues experienced with ishipdocs Outlook Plug-in:
A) Inactive Add-in
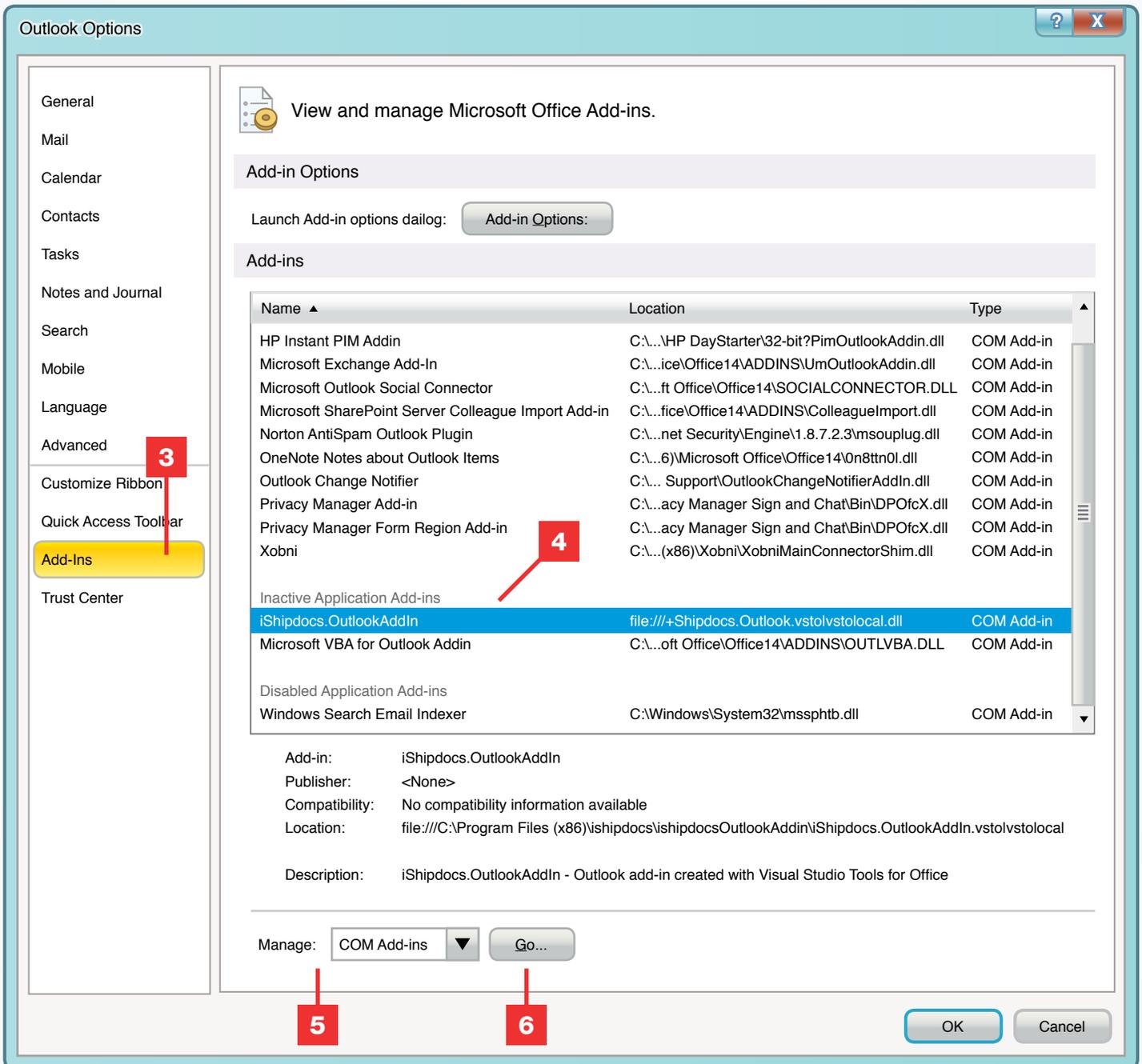B) Disabled Add-in
C) Disconnected

NOTE: DO NOT uninstall and reinstall your plug-in. There are inherent issues with plug-ins (not just ishipdocs) and many times Windows has updates and in the process it may deactivate, disable, or even simply disconnect the plug-in with Outlook.

(A) STEPS TO FIX INACTIVE ADD-IN

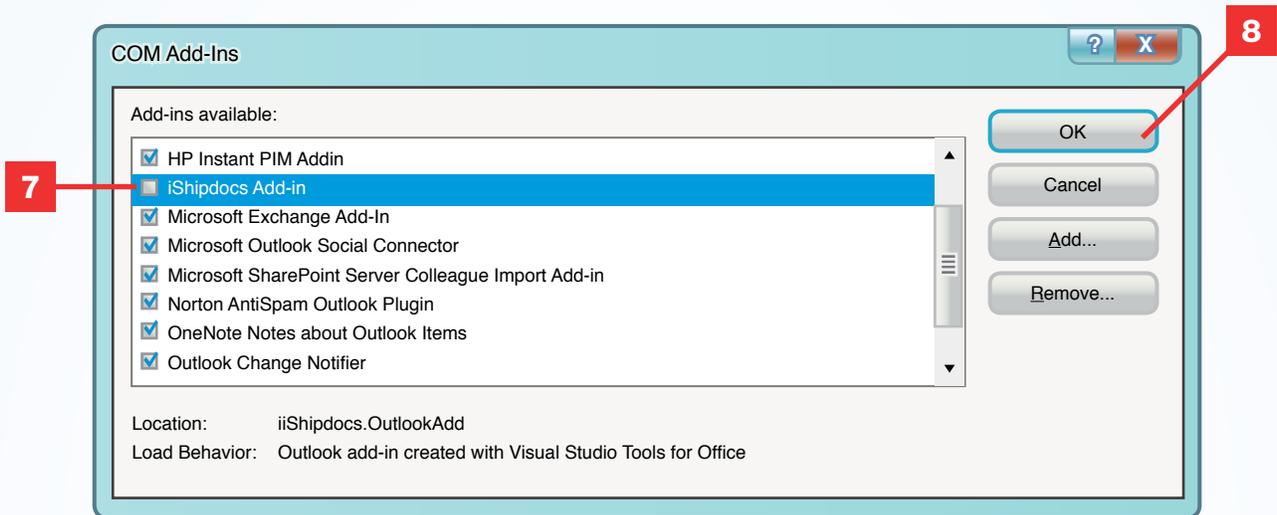1. Go to **File**
2. Click on **Options**

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3. Select **Add-ins**
4. Look under your **Inactive Application Add-ins** and your **Disabled Application Add-ins** for the ishipdocs Outlook-plug-in. In this case, the ishipdocs Outlook Add-in is Inactive.
5. Go to **Manage** at the bottom of the screen and select **COM Add-ins**
6. Click on **Go**

Outlook Options

General
Mail
Calendar
Contacts
Tasks
Notes and Journal
Search
Mobile
Language
Advanced
[3]
Customize Ribbon
Quick Access Toolbar
Add-Ins
Trust Center

View and manage Microsoft Office Add-ins.

Add-in Options

Launch Add-in options dialog: [Add-in Options:]

Add-ins

Name ▲	Location	Type
HP Instant PIM Addin	C:\...\HP DayStarter\32-bit?PimOutlookAddin.dll	COM Add-in
Microsoft Exchange Add-In	C:\...ice\Office14\ADDINS\UmOutlookAddin.dll	COM Add-in
Microsoft Outlook Social Connector	C:\...ft Office\Office14\SOCIALCONNECTOR.DLL	COM Add-in
Microsoft SharePoint Server Colleague Import Add-in	C:\...fice\Office14\ADDINS\ColleagueImport.dll	COM Add-in
Norton AntiSpam Outlook Plugin	C:\...net Security\Engine\1.8.7.2.3\msouplug.dll	COM Add-in
OneNote Notes about Outlook Items	C:\...6)\Microsoft Office\Office14\0n8ttn0l.dll	COM Add-in
Outlook Change Notifier	C:\... Support\OutlookChangeNotifierAddIn.dll	COM Add-in
Privacy Manager Add-in	C:\...acy Manager Sign and Chat\Bin\DPOfcX.dll	COM Add-in
Privacy Manager Form Region Add-in	C:\...acy Manager Sign and Chat\Bin\DPOfcX.dll	COM Add-in
Xobni	C:\...(x86)\Xobni\XobniMainConnectorShim.dll	COM Add-in

[4]

Inactive Application Add-ins

iShipdocs.OutlookAddIn	file:///+Shipdocs.Outlook.vstolvstolocal.dll	COM Add-in
Microsoft VBA for Outlook Addin	C:\...oft Office\Office14\ADDINS\OUTLVBA.DLL	COM Add-in

Disabled Application Add-ins

Windows Search Email Indexer	C:\Windows\System32\mssphtb.dll	COM Add-in

Add-in: iShipdocs.OutlookAddIn
Publisher: <None>
Compatibility: No compatibility information available
Location: file:///C:\Program Files (x86)\ishipdocs\ishipdocsOutlookAddin\iShipdocs.OutlookAddIn.vstolvstolocal

Description: iShipdocs.OutlookAddIn - Outlook add-in created with Visual Studio Tools for Office

Manage: [COM Add-ins ▼] [Go...]

[5]   **[6]**

[OK] [Cancel]

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7. This pop-up window should appear where your entire list of Add-ins will appear with tick marks. Please select the ishipdocs Outlook Add-in (a tick mark will appear once you do)

8. Click **OK**

9. Close your Outlook. Restart your computer. Restart your Outlook and your ishipdocs Outlook plug-in should be reactivated.

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COM Add-Ins	? X
Add-ins available:	OK
☑ HP Instant PIM Addin	Cancel
☐ iShipdocs Add-in	Add...
☑ Microsoft Exchange Add-In	Remove...
☑ Microsoft Outlook Social Connector	
☑ Microsoft SharePoint Server Colleague Import Add-in	
☑ Norton AntiSpam Outlook Plugin	
☑ OneNote Notes about Outlook Items	
☑ Outlook Change Notifier	

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Location: iiShipdocs.OutlookAdd
Load Behavior: Outlook add-in created with Visual Studio Tools for Office

B STEPS TO FIX DISABLED ADD-IN

1. Follow Steps 1-3 from above.

2. The ishipdocs Outlook Add-in should be listed under **Disabled** - click on **Manage**

3. Select **Disabled Add-ins** and select **Go**

4. Another window will pop up where you can click on **Enable**

5. Close your Outlook. Restart computer. Restart your Outlook and your ishipdocs Outlook Plug-in should be enabled.

C STEPS TO FIX PLUG-IN WHEN IT IS DISCONNECTED

1. Go to your ishipdocs settings under **Add-in**

2. Make sure the tick box is selected under the option **Connect to ishipdocs when Outlook starts**

3. If you cannot view your ishipdocs settings from the Add-in option, go to **New Email**. Click on **Message** and your ishipdocs plug-in **Connect/Disconnect** button should be visible.

NOTE: If all three instances do not apply and do not resolve the Outlook Plug-in issue, then please contact support@ishipdocs.com or call 1-855-464-7447.