ChilliDB Outlook Plug-in Troubleshooting

The ChilliDB Outlook Plug-in was developed by Polymorphic Solutions to allow for emails in your Outlook mail folders to be stored into ChilliDB both easily and efficiently.

In addition to storing emails already present in your mail folders and to storing emails as they are being sent from Outlook, you are also able to store Outlook appointments/meeting as ChilliDB Events with a single Session.

Like any software installed onto a PC, there are risks that the software may become unstable or stop working. This is even more so for plug-ins in Microsoft Office since patches issued by Microsoft are delivered often silently and can cause issues to start appearing. Since not all PC's update at the same time, some times this can cause the plug-in to stop working on one PC and still work normally on another.

This guide helps you troubleshoot issues arising in the ChilliDB Outlook Plug-in, helping you to provide enough information to ChilliDB HelpDesk or your own IT Support to help resolve the issue you are having.

This document is designed to be filled out and attached to your ChilliDB HelpDesk ticket.

Key information required when reporting an issue
The following information is critical when reporting an issue with the ChilliDB Outlook Plug-in**.** It will help focus the support to match your environment.

For the following, refer to Appendix A – 32Bit or 64Bit *to help you determine if you are running 32Bit of 64Bit Windows and Outlook.*

Question	Response
Windows version (7, 8, etc.)	
Windows Operating System Version (32 or 64 Bit)	
Outlook Edition (2010, 2013, etc.)	
Outlook Version (32 or 64 Bit)	
ChilliDB Web Application Version	
ChilliDB Outlook Plug-in version	

For the following **Actions to Follow**, you should take screen shots of any issues or settings as supporting materials and include steps to reproduce any error messages which are occurring.

If your issue relates to Installation or the ChilliDB Outlook Plug-in not appearing in Outlook

Actions to Follow
Check that the ChilliDB Outlook Plug-in has been installed on your machine and can be seen in Windows Control Panel > Add / Remove Programs

If the ChilliDB Outlook Plug-in is not installed, was there an error message that displayed during the installation? Check the Windows Event Log for any entry in there related to the installation of the plug-in.
If the ChilliDB Outlook Plug-in is installed, it might be disabled, so you have to go to Outlook > Options > Add-ins, and then see if is listed in the Disabled add-ins. Also beside the drop down list for Manage: [Com Add-ins] on the Add-ins popup, select the Go button to check if the ChilliDB Outlook Plug-in is unchecked or not visible at all. If it is unchecked in any of the sections within Add-Ins, then just check it and see if that corrects the issue.
Installing the 64-Bit edition of the ChilliDB Outlook Plug-in when you are running 32-Bit Outlook will cause the plug-in to install on your PC and not show up in the Add-Ins. If the ChilliDB Outlook Plug-in is installed and visible in Windows Control Panel, but not visible in Outlook toolbar and not visible in the Add-Ins manager, then double check that you installed the 32-Bit ChilliDB Outlook Plug-in if you are running Outlook 32-Bit, or that you installed the 64-Bit ChilliDB Outlook Plug-in if you are running Outlook 64-Bit. *For the following, refer to* Appendix A – 32Bit or 64Bit *to help you determine if you are running 32Bit of 64Bit Windows and Outlook.* If you have installed the wrong version of the ChilliDB Outlook Plug-in, then uninstall it, reboot your PC, and install the correct version.

If your issue relates to the ChilliDB Outlook Plug-in having previously been working and now is no longer working

Actions to Follow
When did the issue happen, and when did the ChilliDB Outlook Plug-in last work on your PC
Is anyone else having this same issue? If the ChilliDB Outlook Plug-in is working for other users, then you should have your IT support review:

- What has changed or is different on your PC
- What has changed or is different in your Windows User Profile

If the ChilliDB Outlook Plug-in is not working for all other users, then first have your IT support review:

- What has changed or is different on your PC
- What has changed or is different in your Windows User Profile

And then report this information to ChilliDB HelpDesk

Appendix A – 32Bit or 64Bit

This appendix shows you how to determine if you are running 32Bit or 64Bit editions of Windows and Microsoft Outlook.

Windows

This example is using Windows 8, however Windows 7 is the same.

Navigate to **Windows Control Panel** > **System & Security** > **System**

You can see the version of Windows Operating System you are running displayed there. In the following image, it states that the 64-bit edition is being run.
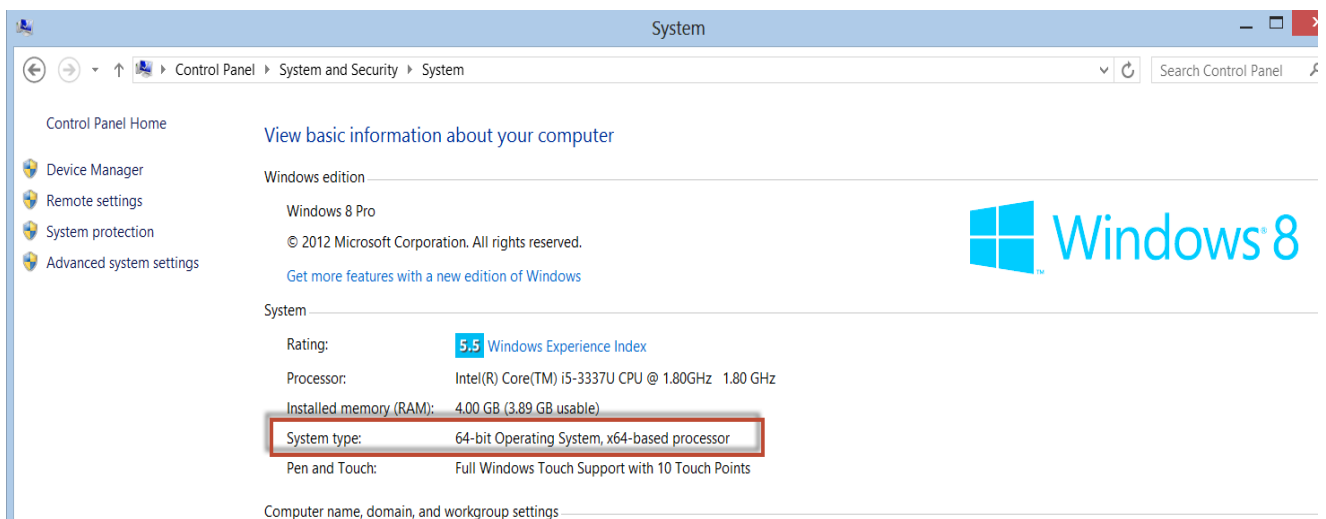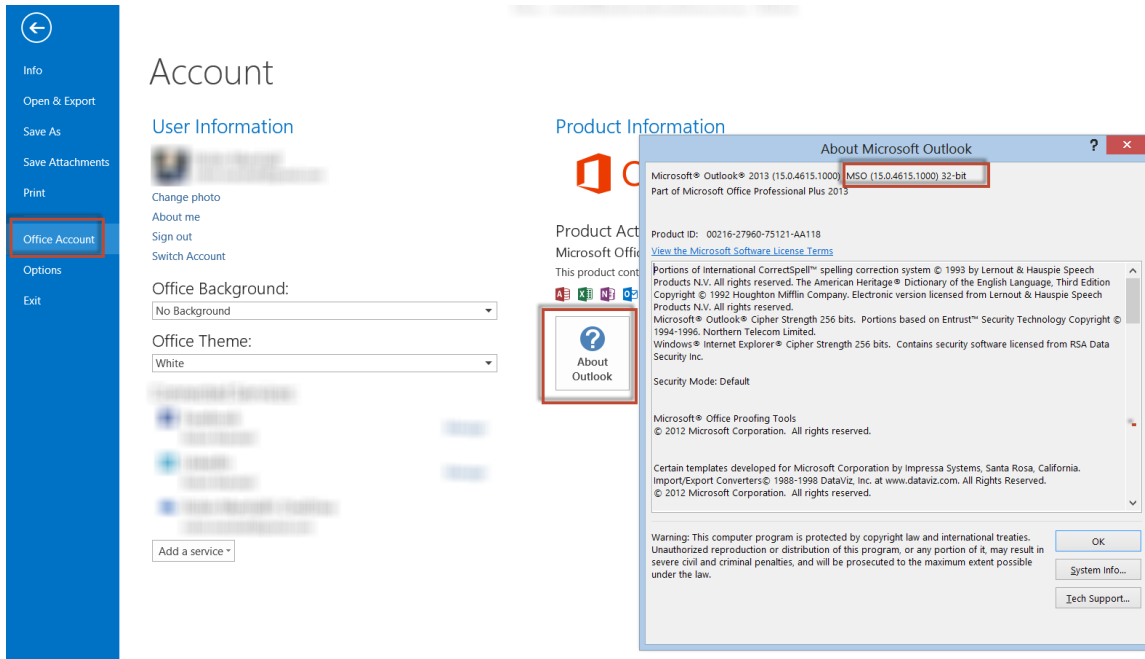

Outlook

In Office 2013

1. Open Outlook 2013 on your PC.

2. Click **File** > **Office Account**.

3. Under **Office Updates**, you can see the version, but to see both the version and platform, click **About Outlook**

4. You will see on the popup, either 32-bit or 64-bit as per the following image

In Office 2010
1. Open Outlook 2010 on your PC.

2. Click **File** > **Help**.

3. Under **About Microsoft Outlook,** the version is listed with the platform, either 32-bit or 64-bit as per the following image