

Error Guide - Outlook Connector Is Not Loading

Description:

This guide describes the various analysis steps that can help to identify the cause of the error if the Outlook Connector of the UCC Client for Windows is not loaded.

Analysis Steps (Basis)

1. Is the correct version of the UCC Client for Windows installed?
2. Has the Outlook Connector been loaded successfully before?
3. Does the error occur to every user?
4. Does the error occur on every PC?

Analysis Steps (Log Files)

The storage locations of the log files of the UCC Client for Windows and the Outlook Connector are described in the [manual](#).

Check in Outlook

In Outlook, you can check under the following items if the Outlook Connector is listed as active, inactive or disabled.

1. Outlook options
2. Add-Ins

Within "Disabled Elements" it can be activated, if necessary. Please also consider the respective documentation of Outlook.



Note: The manual registration of the Outlook Connector is described in the [manual](#).