



Trouble Shooting Guide



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1. Introduction

This document discussed about the findings and resolution for different issues that customer faced during using or installing Connectid Mail Outlook Add-in.

1.1. Intended Audience

The intended audience of the documents are Product Owner, Project Managers, Developers, Sales Rep and Support Engineers from both Safe Online Aps, Denmark and iXora Solution Ltd, Bangladesh.

1.2. Definitions, Acronyms and Terminology

Serial.	Acronyms	Definition
1.	API	Application Programming Interface
2.	CM	Connectid Mail
3.	ADFS	Active Directory Federation Service
4.	OWA	Outlook Web App
5.		

Table 1 : Definition, Acronyms and Terminology

2. General Issues and Resolution or Workaround

2.1. Connectid Mail is grayed out on Desktop Client for another Plugin

In Desktop Client of outlook Connectid Mail is shows as grayed out if the client has another plugins / COM Add-In installed in outlook. Not all plugins are doing the same, however there are few plugins which are disabling the web add-in. Disabling those COM Add-in enables Connectid Mail and works okay. Here are the examples of few Plug-in/COM Add-In

- Advosys
- Swyx Plugin
- Avast antivirus

It is not always for all outlook clients.

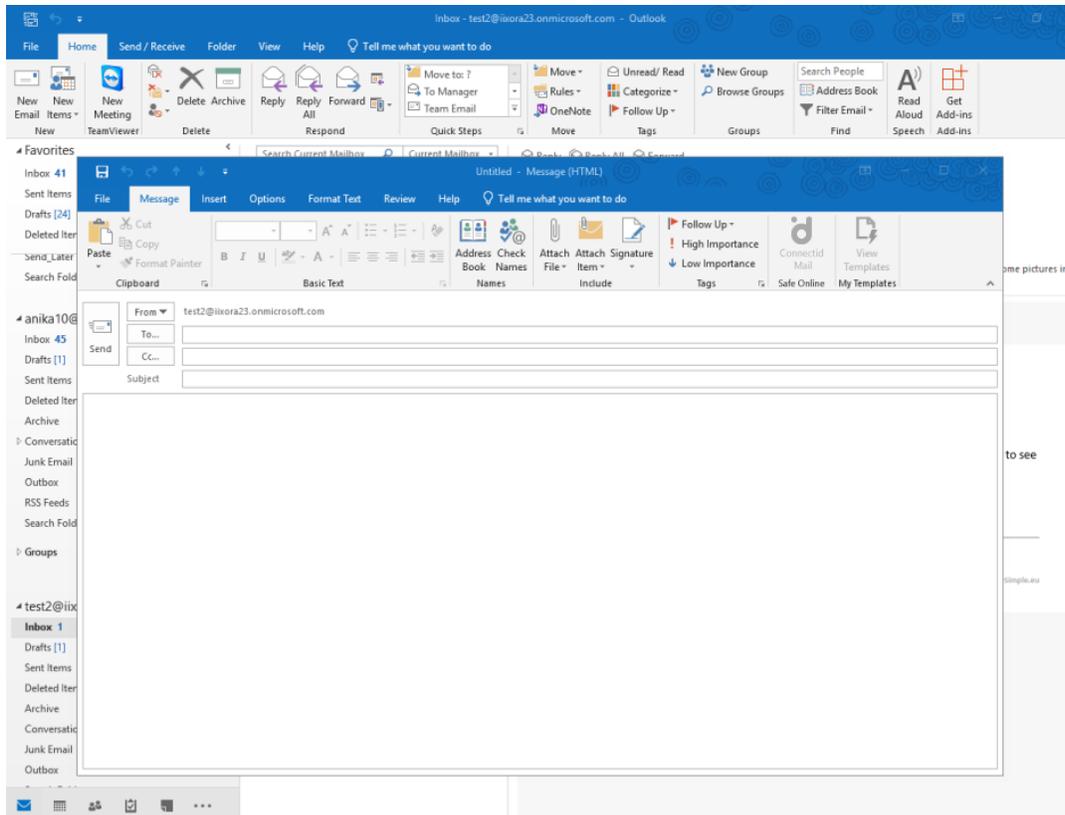


Figure 1 : Showing Connectid Mail is disabled in outlook Add-in for Avast COM Add-In

2.1.1. Resolution

There is no straight forward solution for that. It is not an issue for Connectid Mail itself rather an issue for outlook client, operating system and particularly the COM-Addin. It is an open issue for Microsoft and lots of other companies are also facing similar problem. By trial and error method few steps are given below to resolve the issue. However, it is not guaranteed that can solve the problem.

- Update the outlook to the latest version – In most cases it may solves the problem
- Sequence of install- Uninstall the COM Add-In and then install Connectid Mail after that, install the COM Add-In.
- Windows update may help to solve the issue.

However, it is still an open issue and different community is presenting that to Microsoft to come up with a resolution.

Some references are given below –

- <https://officespdev.uservice.com/forums/224641-feature-requests-and-feedback/suggestions/18928726-dont-allow-com-vsto-outlook-plugins-to-disable-add>
- <https://community.dynamics.com/365/f/761/t/230925>

- <https://stackoverflow.com/questions/47308056/message-compose-outlook-add-in-is-not-activated-in-outlook-2016-desktop>
- <https://community.spiceworks.com/topic/2105539-outlook-2016-add-ins-from-store-not-working>
- <https://findtime.uservoice.com/forums/320121-bugs-let-s-squash-them/suggestions/11633973-findtime-greied-out-when-creating-new-mail-in-outl>
- <https://github.com/OfficeDev/outlook-dev-docs/issues/307>

2.1.2. Workaround

There are some workarounds for this issue which may apply

- Disable the COM Add-in which is creating problem unless it is extremely important
- Use the Web version of outlook to use Connectid Mail.

2.2. Unable to sign-in to Connectid Mail from on-prem exchange

There is a lot of companies who didn't move to the new model of Office 365. There are exchange on-prem service which is being used for email correspondence together with ADFS. A couple of issues are there to install Connectid Mail on an on-Prem exchange environment.

2.2.1. Connectid Mail is installed but cannot login

The user can install Connectid Mail but cannot login to the application from their desktop client. User is getting the following error message



Figure 2 : Error message showing onPrem exchange after login from SSO

2.2.2. Resolution

To solve the issue, you can check the following link to see if it is configured according to the link below

<https://support.microsoft.com/sq-al/help/3052203/how-to-troubleshoot-sign-in-issues-with-office-modern-authentication-w>

users are getting different error messages from the application related to sign-in

2.2.3. Resolution

- if the user gets different error related to sign in process then please check if their active directory is sync with Azure Active Directory or not. You can get the detail for hybrid identity in the link below how-to setup that

<https://docs.microsoft.com/en-us/azure/active-directory/hybrid/whatis-hybrid-identity>

- Check if user can login to Outlook Web version (owa) like <https://outlook.office365.com>

2.3. Microsoft Store Icon is not available for User's Outlook to install Connectid Mail

Users are not getting the Microsoft Office Icon to install Connectid Mail or any other outlook add-in

2.3.1. Reason:

- The email account that user is using is not an Office 365 account or any Exchange Account
- Outlook is not licensed with a proper email licensed
- Outlook is older than Office 2013
- For on-prem exchange from admin center the option is not allowed to install any marketplace add-in.

2.3.2. Resolution

- If the user does not have any office 365 or Exchange account, then ask them to purchase one.
- Update the outlook client to latest version of outlook
- Verify if the user can access the store icon from web version of outlook (owa)

If it is an on prem exchange, then check the permission from Admin center. Follow the Steps given below:

- Step 1: go to the permission section in Exchange Admin center and select the Organization Management. Edit the permission.

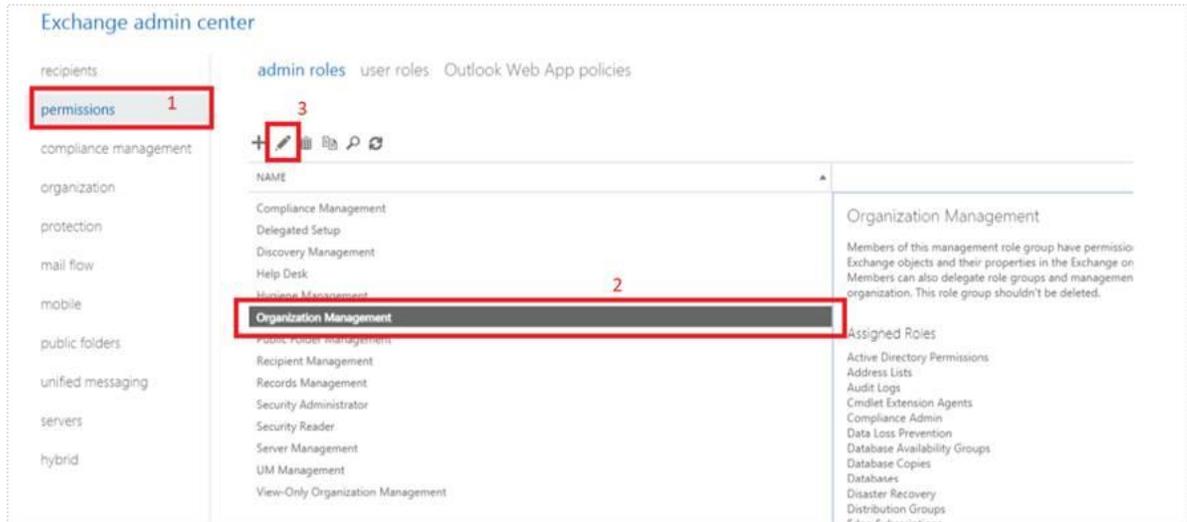


Figure 3 : Exchange Admin Center Permission management

- Step 2: Press the “+” button in the Organization Management permission

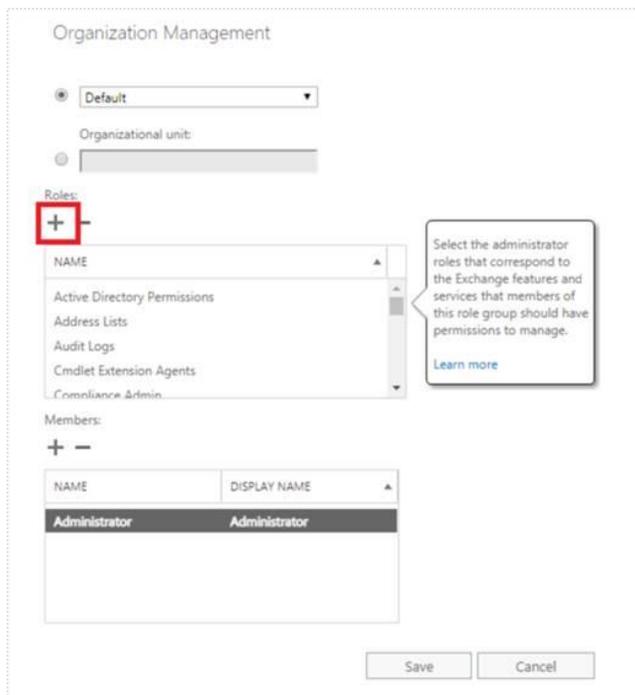


Figure 4 : Adding permission

- Step 3: Select the “Org Marketplace Apps” for the list of permission and press “OK”.



2.4. Connectid Mail installing from an admin center is not possible – on Prem Exchange

The admin user is trying to install the add-in for the total organization from admin center as a tenant admin. The installation was successful. However, the end user cannot see the Connectid Mail icon in their outlook as well as owa version.

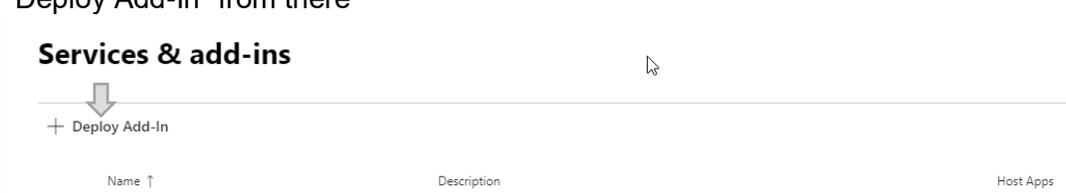
Before investigating further please make sure the tenant is ready for centralized deployment or not- Please follow the step described in the document to check if the tenant is ready for centralized deployment

It needs an admin user to check the tenant is ready or not.

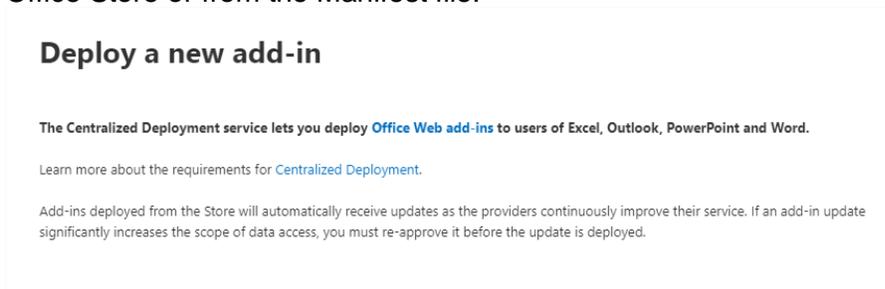
<https://docs.microsoft.com/en-us/office365/admin/manage/centralized-deployment-of-add-ins?view=o365-worldwide>

2.5. How to install an Add-In from Admin Center

From Admin Center you can go to settings and then go to “Apps”. From there select the option “Deploy Add-In” from there



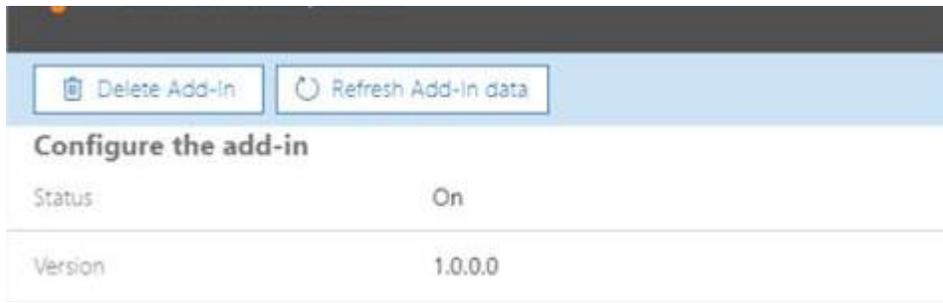
You can then use the “Next” option from there to install an add-In like Connectid Mail from Office Store or from the Manifest file.



2.6. How to delete an Add-In from admin center as Tenant Admin

To delete an Add-in centrally as Tenant Admin you can login to admin center and go to app settings page

Please see the image attached image to see where the “Delete” add in option is available (full view). Please note that deleting an add-in required “Global Admin” permission, In some version it is above the description of the add-in



For new view It is below the add-in when you open it showing the picture below.



3. I am using a package of office 365. However, I am not able to install the Connectid Mail

To install Connectid mail requires a valid license for running. For a customer it can be for different reasons and Microsoft Product Package has so many variations it is difficult to say which license is valid for running an outlook Add-In. To identify if any email can install the Connectid mail or not you can ask the following questions to your client

- What Office 365 license the client is using.
- What is the version of Outlook? (Lower version of Outlook 2013 with updates does not support Add-in and for Mac minimum Outlook 2016)
- One.com is providing Office 365 Plus which is comparable to Office 365 Business. I think the license does not include installing Add-in. could you please make sure if it has proper license by asking the support of One.com
- Check with Client if they get the Store Icon on their tool bar.
- If the store icon is present, then if it is possible to install any other Add-in
- (Confidential) – if it is possible to get the pricing model of the license. We found prices below USD 5 /month/user for an email does not have Add-In option. It includes only pop3 or imap email like traditional along with some office tools
- If they can login using <https://outlook.office365.com> and from there they can install the add-in.

Supported Licenses for outlook add-in

- Office 365 ProPlus
- Office 365 E1 License
- Office 365 E3 License

- Office 365 E5 License
- Exchange online

Check the Graph API explorer to make sure the email is applicable to use the Connectid Mail app or not

<https://developer.microsoft.com/en-us/graph/graph-explorer>

4. As a user I am unable to use the service though the login is successful – I have Unilogin or SSO with my organizational id and office 365

If any customer has “Unilogin” setup for their office365 tenant, then it is required to identify which is the actual “mailbox” address of the user defined for the tenant. We can use the link below to identify the information that is provided by Microsoft Graph API

<https://developer.microsoft.com/en-us/graph/graph-explorer>

user needs to sign it with his/her user credential and get the response back from the API. By looking at that we can determine which is the mailbox address for that particular user.

5. If the user has two emails together and associated which email to use in the Connectid Mail from Admin

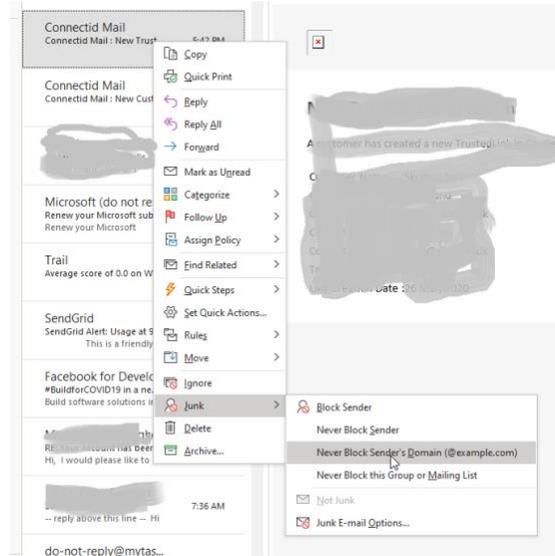
For Unilogin or similar setup user may have two emails – one is for their organization email which is used for sending and receiving mails and the other one is the actual Office 365 email which is used internally to authenticate with Office365.

In this scenario if you want to add any user from the admin site then use the email which is used in his outlook – you can see that left side of the outlook desktop or outlook on the web.

6. How to add a domain/email in safe sender list in outlook

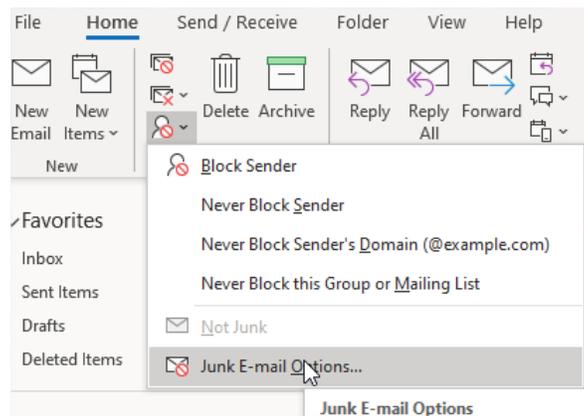
6.1. From an incoming email

Select the email and right click to get the options “Junks” and then select “Never Block Sender’s Domain” . See the image below



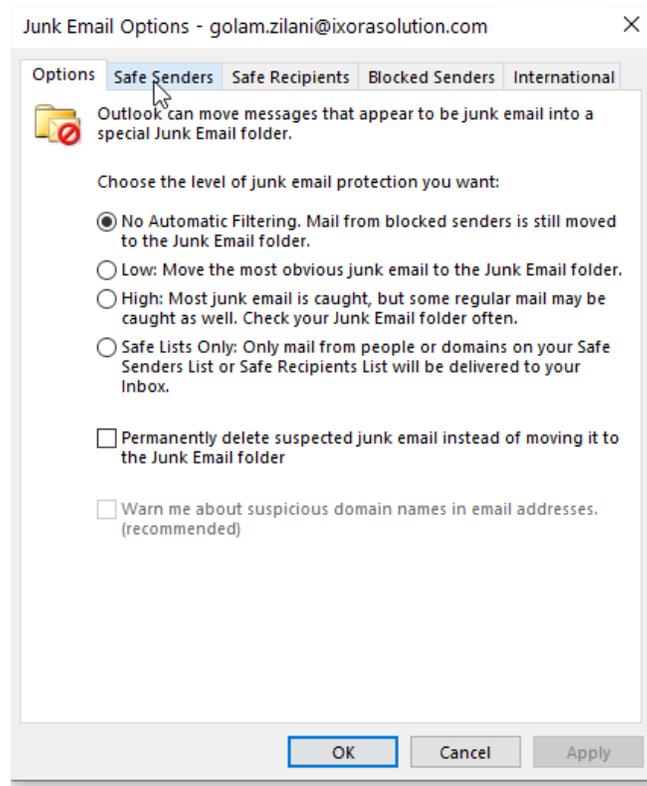
6.2. From global section in Tab

From “Home” tab go to junk email option show in the image below



Step 2: Select the “Junk E-mail Options...” and a new window will pop up. Select the “Safe Sander” tab as shown below





Step 3: add the domain and/or email addresses to the safe sender list.