

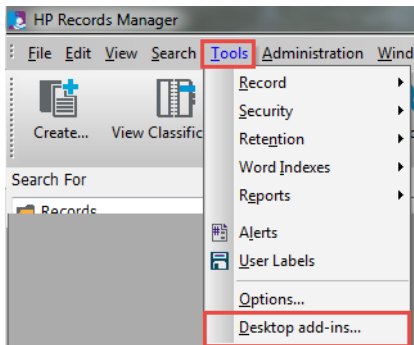
Integration Settings & Desktop Add-Ins

There may be occasions when the Desktop Add-Ins for Microsoft Outlook, Word, Excel, PowerPoint or Project become disabled.

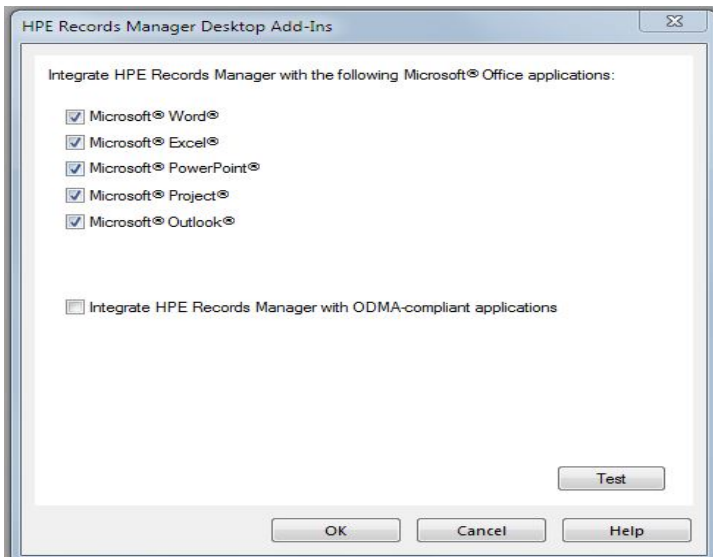
You can re-enable these add-ins yourself by following the below troubleshooting guide.

In TRIM

1. Go to **Tools** and select **Desktop Add-Ins**

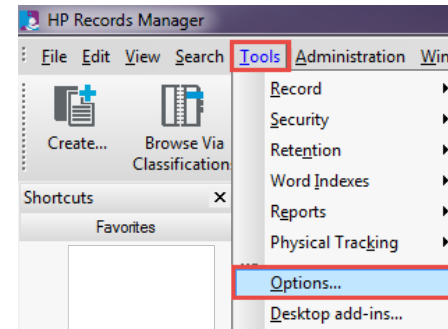


2. In the **HPE Records Manager Desktop Add-Ins** window ensure the following fields are selected
3. Select **OK**

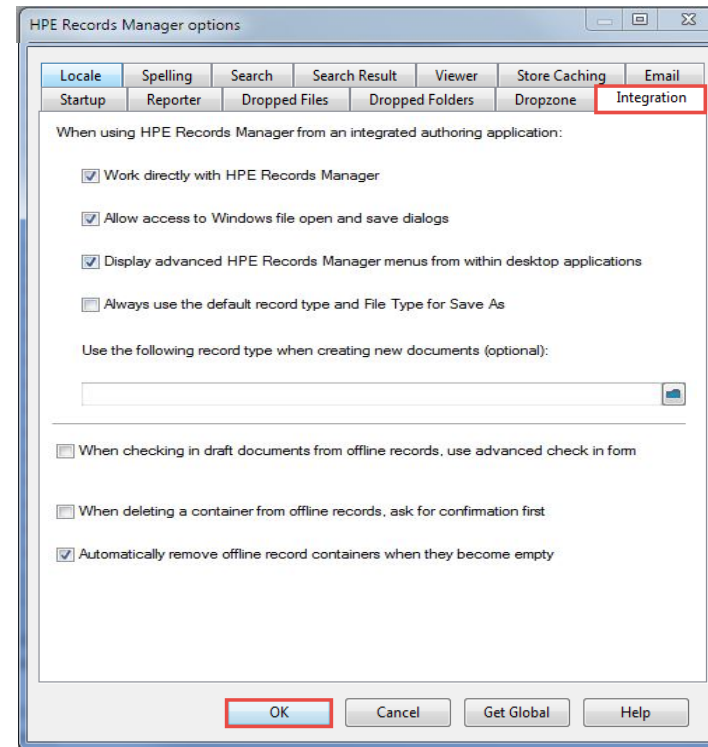


THEN

1. Go to **Tools** and select **Options**



2. In the **HPE Records Manager Desktop Options** window ensure the following fields are selected
3. Click **OK**

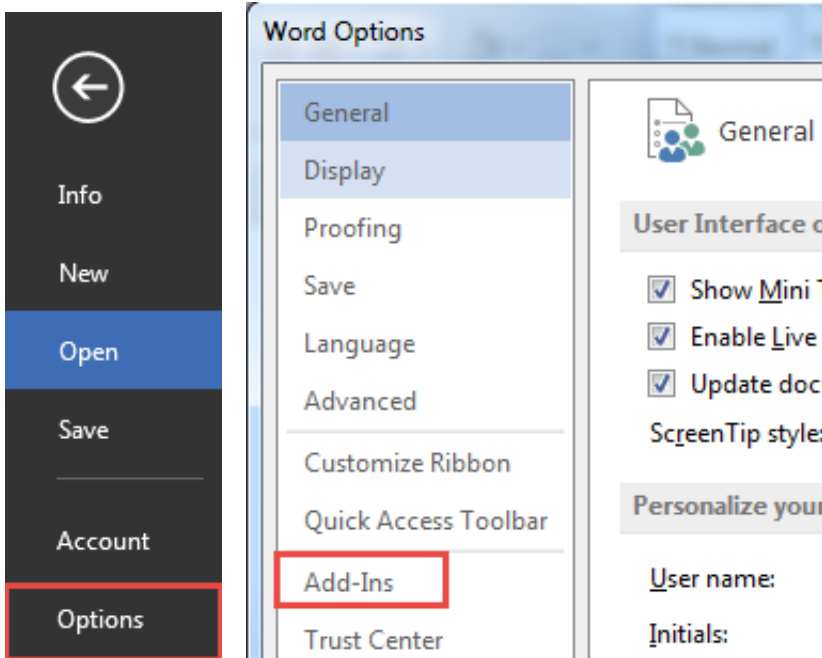
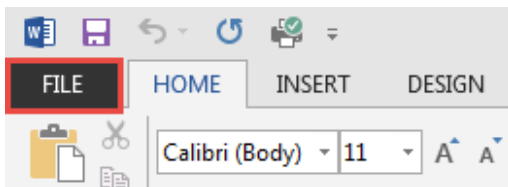


Checking for Disabled Add-Ins

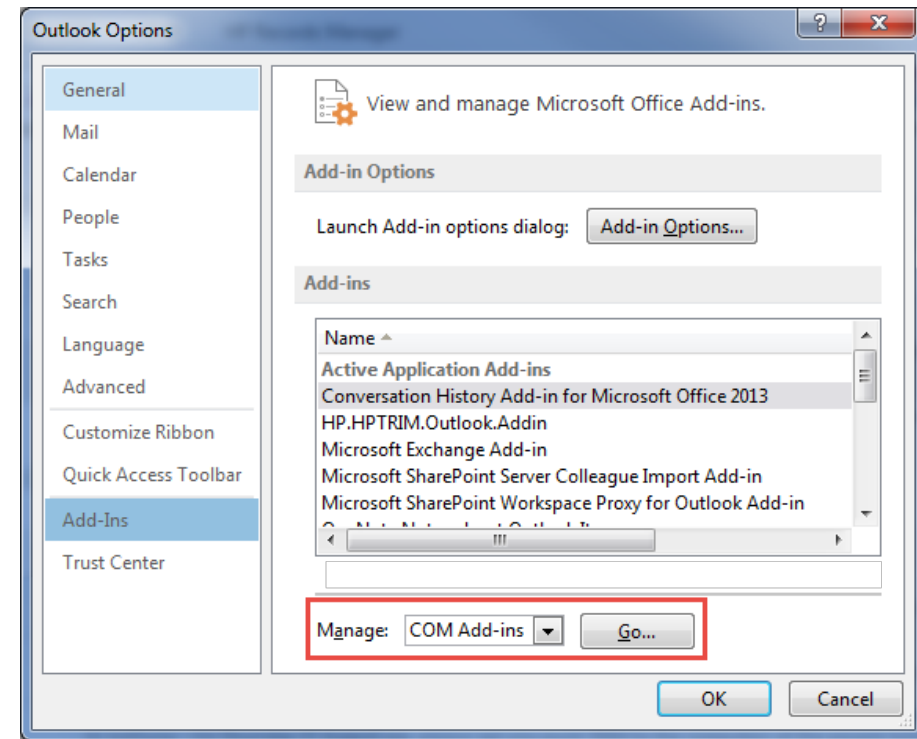
If the HPE Records Manager Ribbon is still **not** displayed in Microsoft Word, Excel, PowerPoint, Project and Outlook, follow the below process in all affected applications.



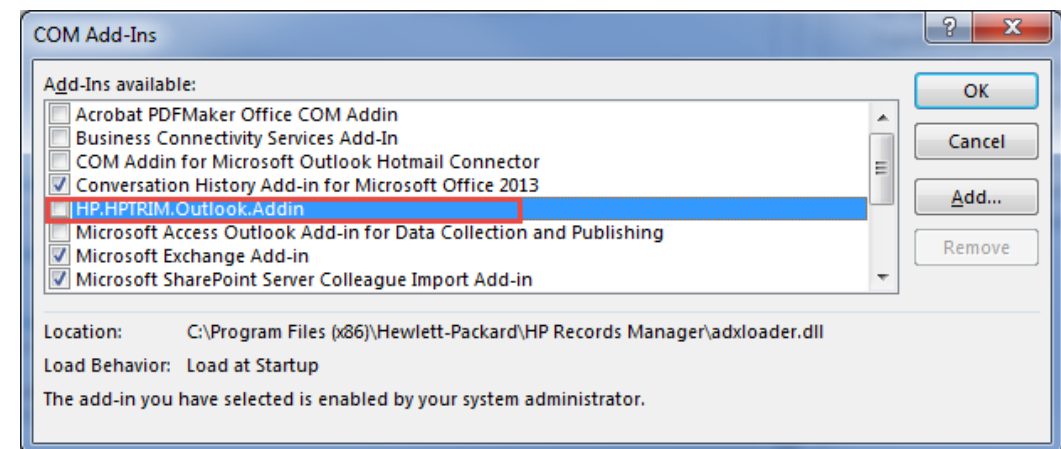
1. Click File
2. Click Options
3. Click Add-Ins



4. Select COM Add-Ins > Click Go

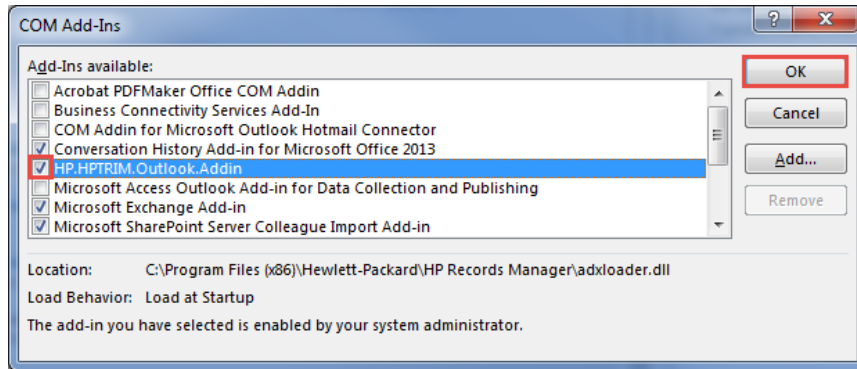


5. Locate the HP TRIM Addin



If there is no tick in the box

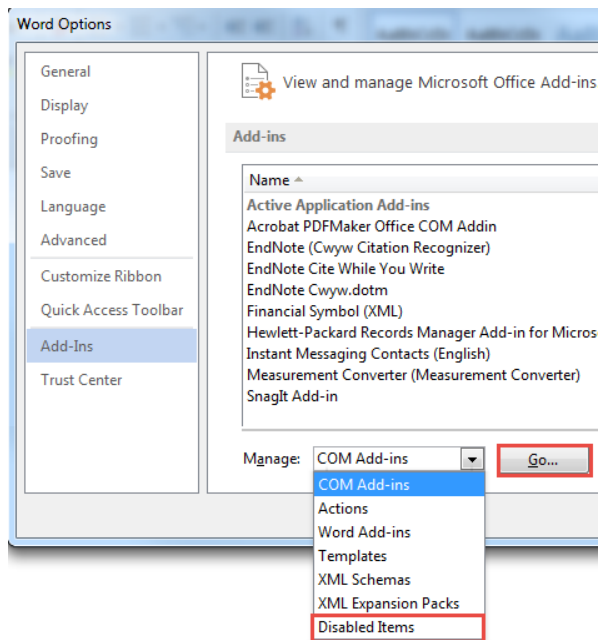
- Place a tick in the box
- Click OK



Close and re-open the application

If the Add-in is still not visible after re-opening

- Select Disabled Items for the Add-Ins menu



- Highlight the disabled add-in for HP Records Manager
- Click Enable

