

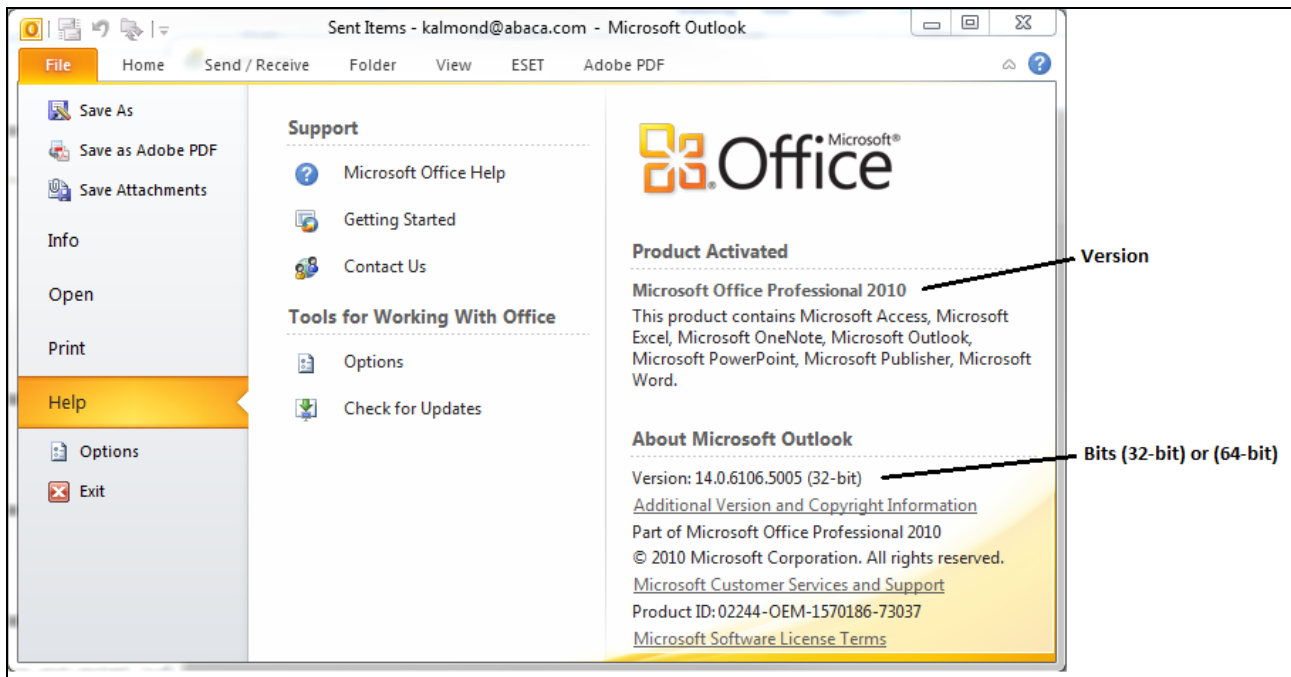
Frequently Asked Questions for the Abaca Cloud Outlook Add-In for Outlook 2010 32-bit/64-bit and Outlook 2007

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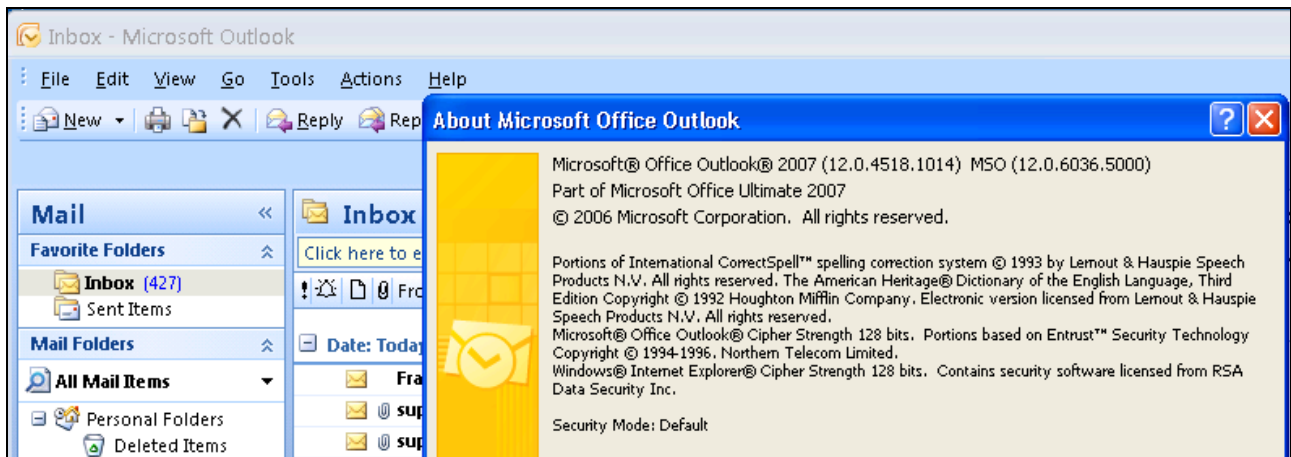
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How to determine the version and bitness of your Outlook:

Outlook 2010 comes in 32-bit and 64-bit flavors. To verify version and bitness, select the File tab and click Help. Observe the version number and bit level (32-bit) or (64-bit).

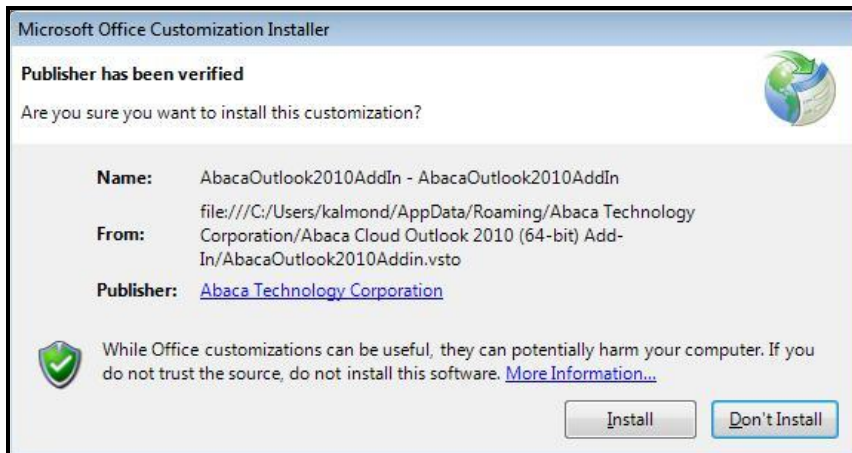


Outlook 2007 is 32-bit only. Use the Help -> About Microsoft Office Outlook menu to open the about dialog and confirm that it is 2007.

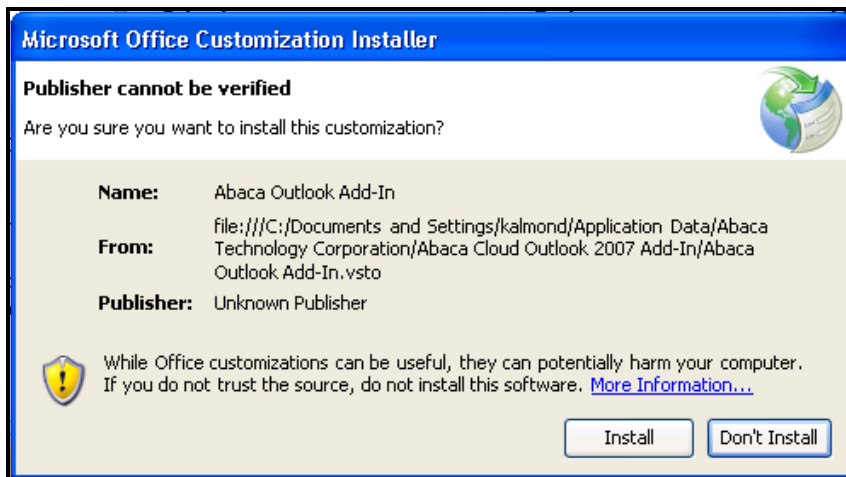


What causes an Unknown Publisher warning when Outlook starts up after an install of the Abaca Cloud Add-In:

Immediately after the installation of the Abaca Cloud Add-In, when Outlook is restarted for the first time, the following dialog is expected and provides assurance that the Add-In being loaded into Outlook is from the Abaca Technology Corporation:



However, if an "Unknown Publisher" version of this dialog appears as shown here:



Then either the computer's Trusted Root Certificate Authorities list is not up to date or the Add-In is suspect.

To check on the computer's Trusted Root Certificate Authorities list, go to the Start Menu and in the Run dialog type "certmgr.msc" to open the Certificates console. In the Certificates console, navigate to the Trusted Root

Certification Authorities -> Certificates folder and verify that "DigiCert Global Root CA" and "DigiCert Assured ID Root CA" entries are in the list. If they are not listed, then the "Unknown Publisher" warning is explained.

The computer can be updated by installing the latest updates from Microsoft or by installing the DigiCert Global Root CA and DigiCert Assured ID Root CA certificates from DigiCert via <https://www.digicert.com/digicert-root-certificates.htm>.

If the DigiCert entries are listed in the Trusted Root Certification Authorities -> Certificates folder then the Add-In may not be from Abaca Technologies and should not be installed. Contact Abaca customer support.

How to remove previous version(s) of the Abaca Outlook Add-In:

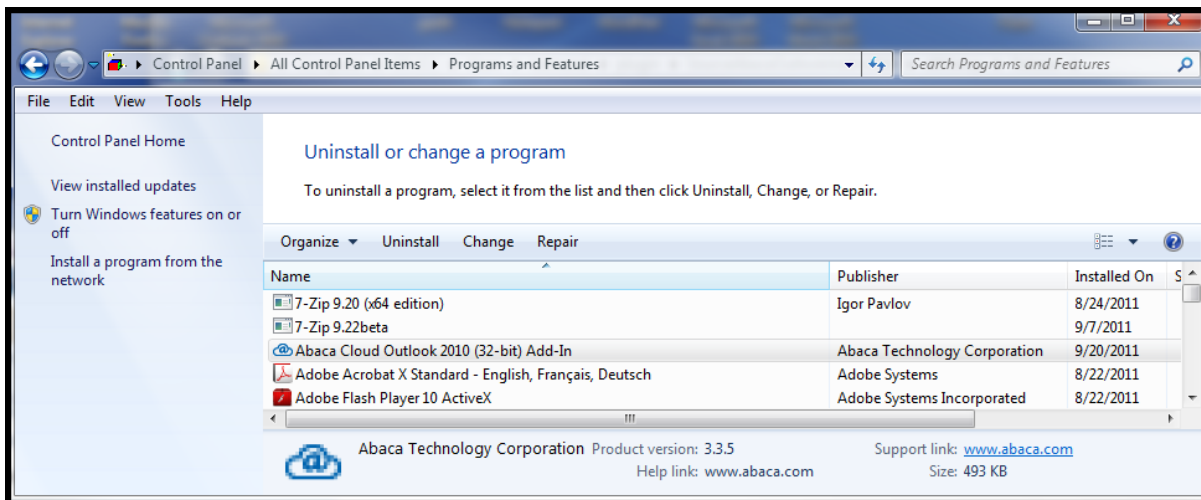
The overall process is to 1) close Outlook, 2) uninstall Abaca Add-In(s) from the computer, 3) re-open Outlook, and 4) remove any left-over references to Abaca Add-Ins from within Outlook.

1) For all versions of Windows - close Outlook.

2) Uninstall the Abaca Cloud Add-In

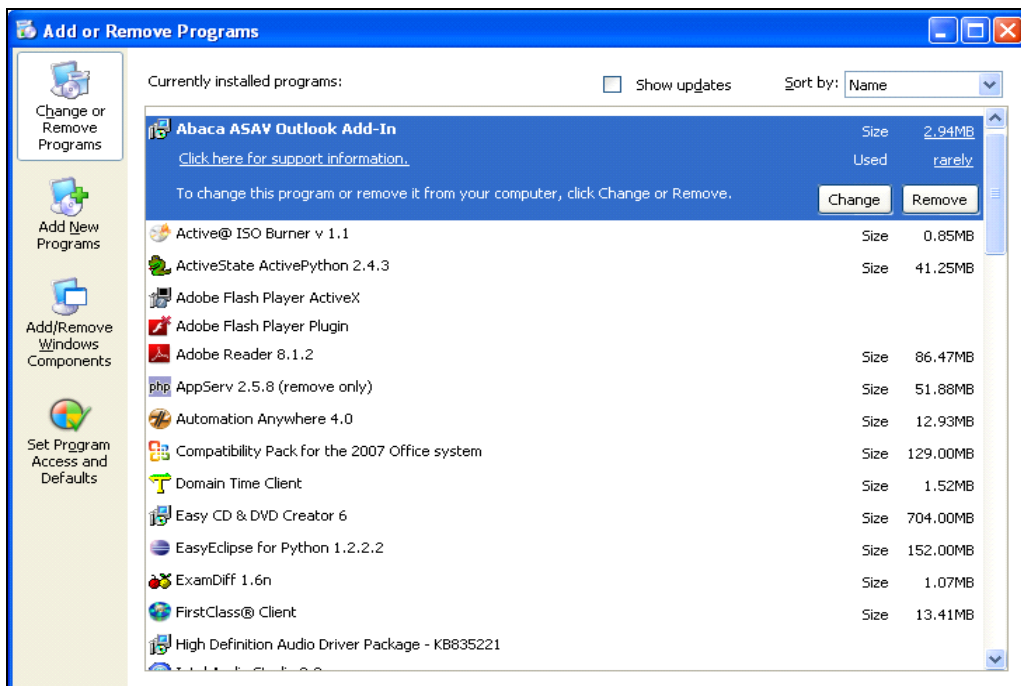
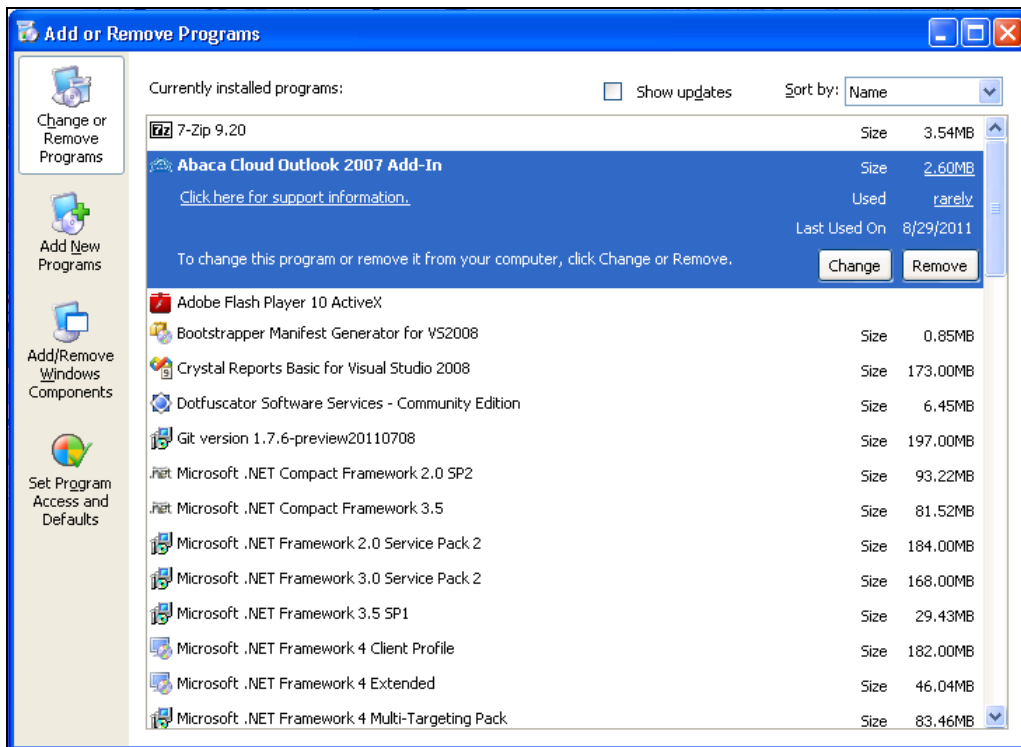
Windows 7 and Vista: Go to the Control Panel and open "Programs and Features"

Locate and uninstall Abaca Cloud Outlook XXXX Add-In



Windows XP: Go to the Control Panel and open "Add or Remove Programs".

Locate and uninstall "Abaca Cloud Outlook XXXX Add-In" and/or "Abaca ASAV Outlook Add-In"



3) Re-open Outlook.

If the Add-In is gone from the toolbar then you are finished.

If the Add-In still appears on the toolbar, then go to the next step.

4) Tell Outlook the Add-In is gone

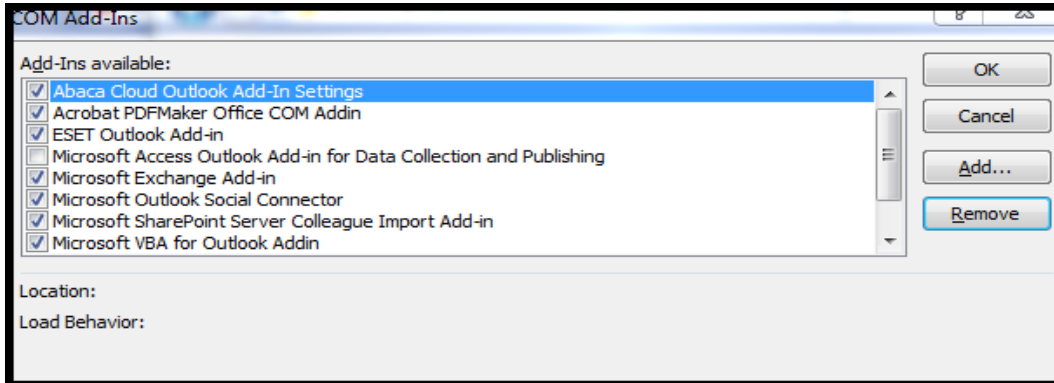
For Outlook 2010:

a) Select the File tab

b) Along the left-hand side, click the Options link

c) On the Outlook Options panel, along the left-hand side, click the Add-Ins link.

d) On this page, near the bottom, click the Go button to bring up the "COM Add-Ins" dialog:



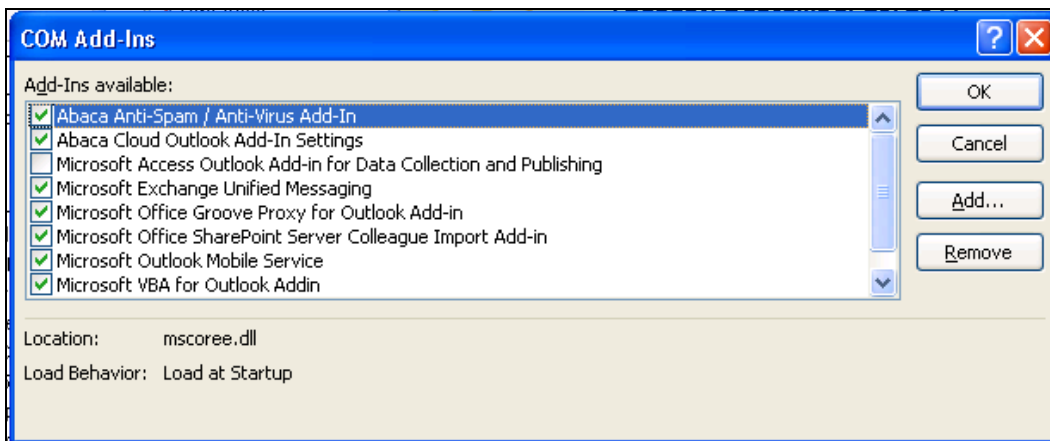
e) Select the "Abaca Cloud Outlook Add-In Settings" line and click Remove

For Outlook 2007:

a) Open the Tools -> Trust Center...

b) Along the left-hand side, click the Add-Ins link

c) On this page, near the bottom, click the Go button to bring up the "COM Add-Ins" dialog:



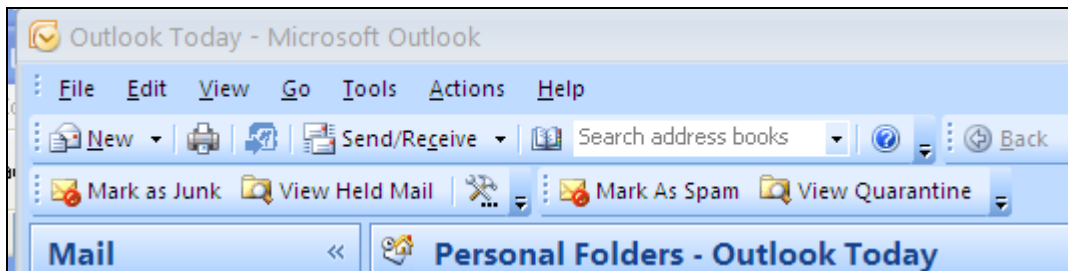
d) Select "Abaca ... Add-In" and click Remove. Do this for each line starts with "Abaca".

The "Abaca Anti-Spam / Anti-Virus Add-In" is an earlier version.

The "Abaca Cloud Outlook Add-In Settings" is the current version.

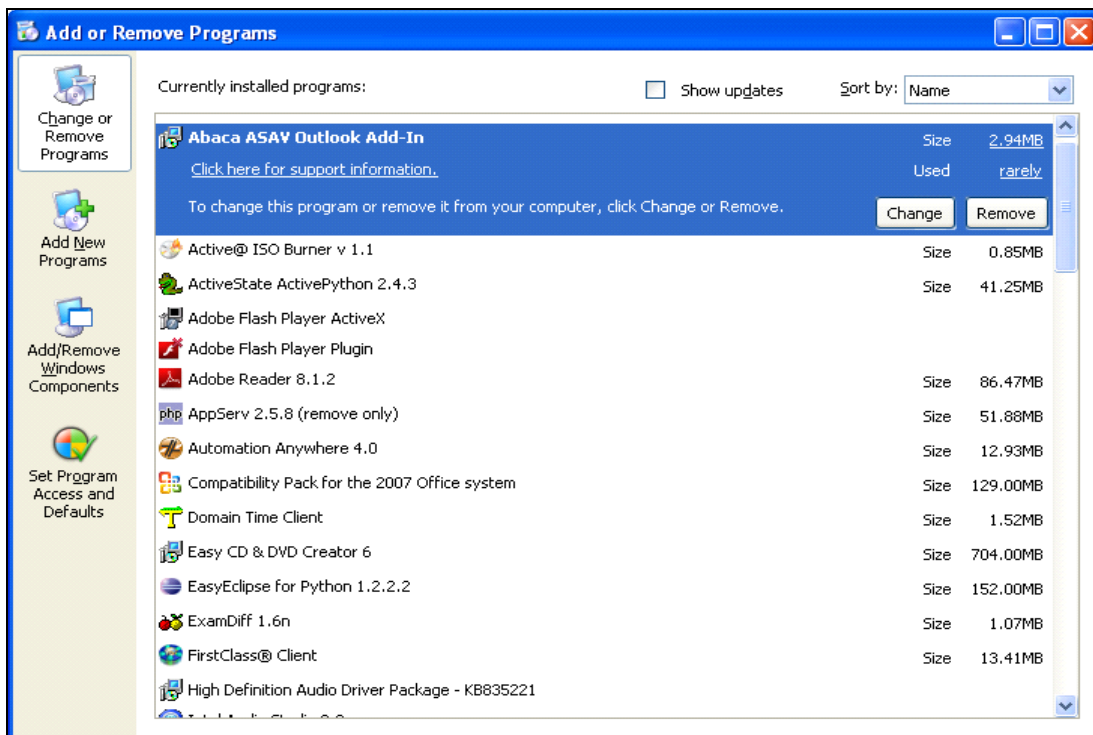
Outlook 2007 only, what if I have both new and old Add-Ins installed at the same time:

The current Add-In uses the terminology "Mark as Junk" and "View Held Mail" whereas the previous Add-In uses the terminology "Mark as Spam" and "View Quarantine". The following picture shows what it looks like to have old and new version installed at the same time:




If you find yourself in this situation, please remove the old version as follows:

- a) Go to the Control Panel and open "Add or Remove Programs".
- b) Uninstall "Abaca ASAV Outlook Add-In" and then restart Outlook.

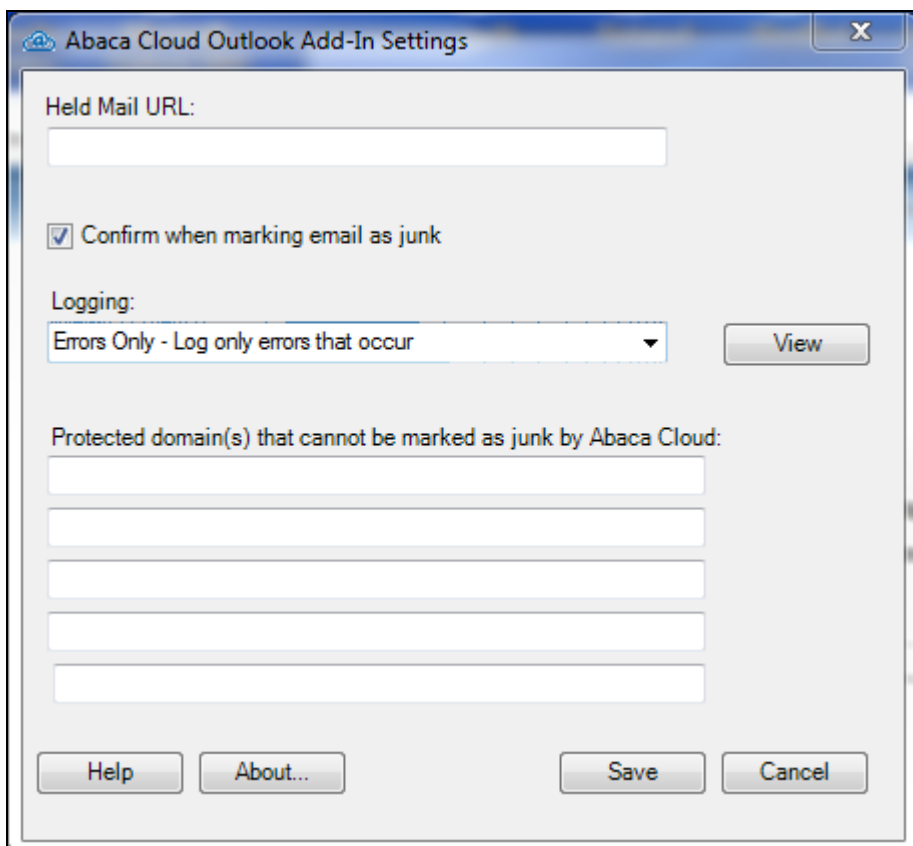


What if View Held Mail does not work:

The View Held Mail operation requires a proper URL. If the View Held Mail does not open a browser when clicked, it is most likely to be an improper Held Mail URL. To verify/change the URL, open the user settings dialog:

For Outlook 2010, click the small arrow  in the bottom right portion of the ribbon panel.

For Outlook 2007, click the wrench/hammer  to bring up the user settings dialog.



The screenshot shows a dialog box titled "Abaca Cloud Outlook Add-In Settings". It contains the following elements:

- A text input field labeled "Held Mail URL:".
- A checked checkbox labeled "Confirm when marking email as junk".
- A "Logging:" section with a dropdown menu currently set to "Errors Only - Log only errors that occur" and a "View" button to its right.
- A section labeled "Protected domain(s) that cannot be marked as junk by Abaca Cloud:" with five empty text input fields stacked vertically.
- Buttons for "Help", "About...", "Save", and "Cancel" at the bottom.

And then...

1) Verify the Held Mail URL:

If the Held Mail URL: field is "" blank or incorrect, then contact your administrator and ask for the proper URL.

If the Held Mail URL field has a value but the browser is not working, you can:

- a) copy and past the URL to your browser to confirm its operation
- b) click the View button and scroll to the bottom of the Add-In Log to find an error message such as this:

[ERRORS - 9/28/2011 10:05:21 AM] Error launching Held Mail URL 'xxx': The system cannot find the file specified

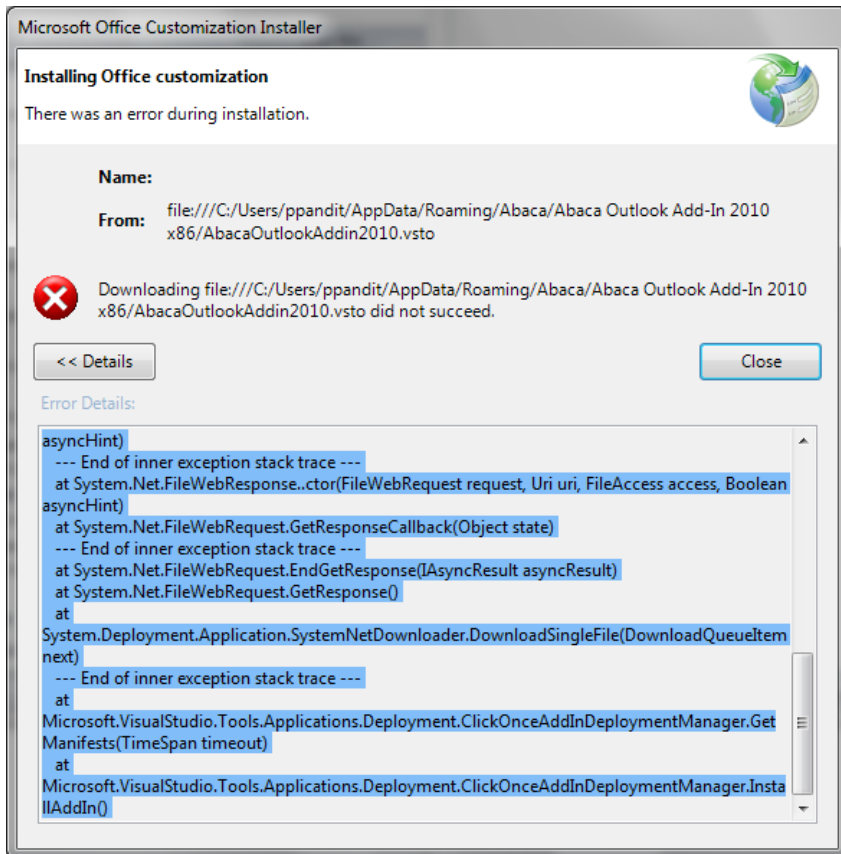
which indicates that the browser failed to open 'xxx' because its not a proper URL - e.g. the <http://> is missing.

2) Update the Held Mail URL:

Type in a proper URL or contact your email administrator for the proper URL, type it in, and click Save.

What if I receive an "Installing Office customization" error dialog when starting Outlook:

- 1) Stop and restart Outlook to see if the problem is persistent. If it does NOT repeat, then no further action is necessary.
- 2) If the problem persists then uninstall and re-install the Add-In. See "How to remove previous version(s) of the Abaca Outlook Add-In".



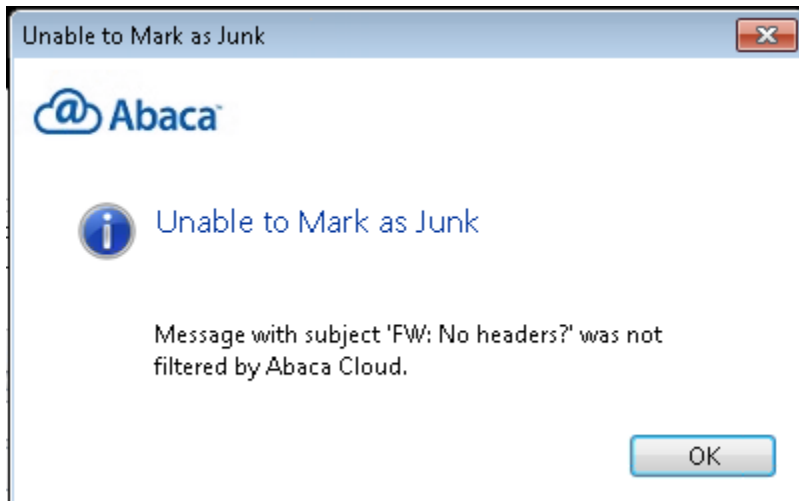
What do I do if my Abaca Cloud Outlook 2010 Ribbon panel or Outlook 2007 toolbar disappears:

If Outlook experiences a severe error during its operation, it is possible that it will disable the Abaca Add-In (and other external Add-Ins) so that it can restart in 'safe mode'.

It is recommended that you follow the steps in the "How to remove previous version(s) of the Abaca Outlook Add-In" section and then re-install.

Why do I receive Unable to Mark as Junk:

When this dialog appears while marking an email as junk, it means that the email does not contain the necessary Abaca Cloud X-Headers – e.g. information added to the email message as it was filtered through the Abaca Cloud.



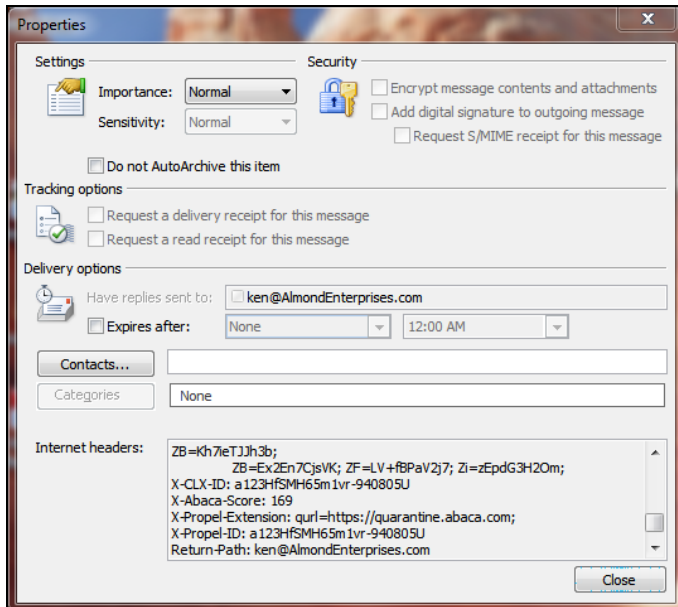
There are 3 reasons for this:

- 1) The most common reason is that the email is from an **internal source** such as a co-worker and did not come from the outside. **Email** from co-workers is deemed 'safe' and not typically filtered by the Abaca Cloud.
- 2) Another reason is that the email did not go thru the Abaca Cloud system.
- 3) Another reason is that your company's Exchange server is configured to filter (remove) X-Headers, and therefore, the X-headers are missing by the time the email is available to the user thru Outlook.

If the X-Headers are missing or stripped from the email, then the Add-In cannot do its job. To verify the existence of Abaca Cloud X-Headers, use Outlook to look at the properties of an email.

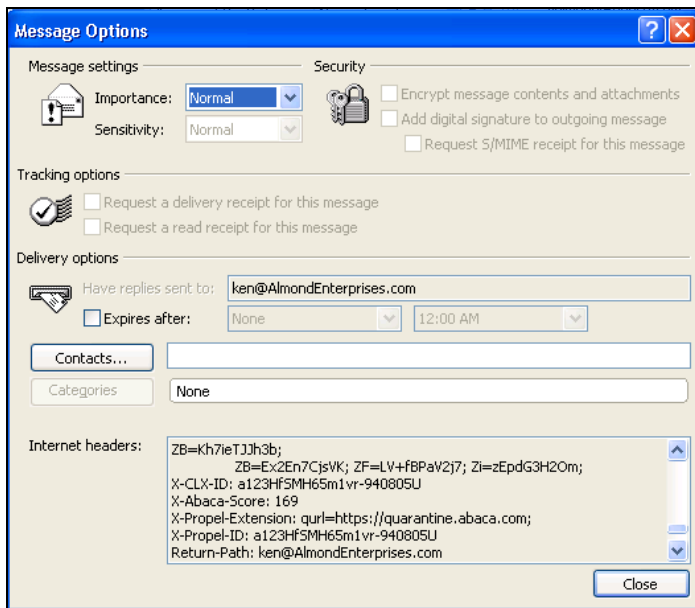
For Outlook 2010:

- 1) Open an individual email.
- 2) Select the File tab and then click the Properties button (on the left of the inner panel) to bring up the Properties dialog:



For Outlook 2007:

- 1) Select an individual email.
- 2) Use the right-mouse pop-up menu on an individual email to select Message Options....



In the Internet headers box (near the bottom), scroll down to locate and verify that one or more Abaca Cloud X-headers from the following list are present. Examples are show above.

- a) X-CLX-ID:
- b) X-Propel-Extension:
- c) X-Propel-ID:

How to access and use the .msi of the installer:

The Abaca Cloud Outlook Add-In is provided via a self-extracting .exe that is downloaded from the Abaca website. When self-extracting .exe is Run, it unpacks a complete set of installation files to the current user's %TEMP%\aca<version>-<outlook-version>[-<bitness>] folder. This folder contains an .msi, setup.exe, and supporting installers for the setup.exe.

To gain access to the .msi, Run the self-extracting .exe and then cancel and/or close out of the installation process. The .msi, setup.exe and supporting installers will remain in the folder described above. The .msi can be copied and used as the basis for an .msi based corporate-wide installation.