

Outlook PowerTool Plus Frequently Asked Questions

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Objectives

This document contains some of the most common questions surrounding use and support of Outlook PowerTool Plus.

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Introduction

This document provides guidance on the installation, use, and support of the Outlook PowerTool Plus from echoTechnology. Outlook PowerTool Plus (OPT+) is a powerful and flexible tool for managing documents and list items across a single site collection within your SharePoint environment.

We will continue to add to and update this document based on your questions. For the latest information on support-related topics, please visit our IT Support online forums at <http://support.echotechnology.com/>

For help with each of the features inside Outlook PowerTool Pro, please see the [Outlook PowerTool Plus User Guide](#), which was part of your free download.

For help with the installation, activation, and configuration of our product, please see the [Outlook PowerTool Plus Installation Guide](#).

Both documents are available at www.echotechnology.com on the Outlook PowerTool Plus product page.

FAQs

How do I install Outlook PowerTool Plus?

You can register to download the product at <http://www.echotechnology.com/registration/Registration.aspx?AID=27&PID=22>. Download the zip file to your local machine. Outlook PowerTool Plus must be installed on the server – it cannot run from the workstation. Double-click on the appropriate executable (Outlook PowerTool Plus_x86.exe or Outlook PowerTool Plus_x64.exe) and InstallShield will drive the installation process.

I installed OPT+ to my site collection, but when I add a new library or view, why don't I see the checkboxes on my lists?

When Outlook PowerTool Plus is applied to an entire site collection, it activates the Select Item Checkbox to all existing views. But when you add a new list or site, the checkbox does not automatically appear. This is standard SharePoint functionality. You have to re-apply the checkbox to the newly created SharePoint list or library.

From the Actions menu, we make it very easy to add the Select Item Checkbox to any new views within an individual list or all new lists within a site. Furthermore, OPT+ provides the capability for you to add the Select Item Checkbox to all lists in a site collection from the Site Collection Administration panel at any time.

Does OPT+ update the views associated with my web parts during install?

No. The underlying view is updated, but SharePoint caches the view, and thus the view remains the old view. To update the view, go to the web part

properties and reset the view [you can just select the same view name, and click OK to refresh].

What security settings do I need to adjust to ensure proper use of the tool?

If you are using IE7 or IE8 with Outlook as your email client, you may experience an ActiveX control issue. You will need to enable the “Initialize and script Active X controls not marked as safe for scripting” option in IE 7 and IE 8 to get attachments working in email. To do this, go into Tools, Internet Options, Security, Custom Level, and select Initialize and script Active X controls not marked as safe for scripting.

Why do I get an ActiveX error when trying to Send by Attachment?

You are likely using IE7 or IE8 with Outlook as your email client. The Outlook PowerTool Plus Installation Guide will walk you through the steps to temporarily resolve the security issue associated with this error.

When installing the 64-bit version, why do two separate registration windows open?

There are three conditions which could cause this error (two separate registrations windows opening):

- 1) If the user is not a farm administrator
- 2) If the schema is manually changed for a previous version of OPT
- 3) If the user provides the wrong license

The user should provide registration information for one of the windows, and the other window should automatically close. While this error does not impact the product setup, we do plan to fix this error in a future build.

When installing the 64-bit version, why is there such a long pause/delay in the setup time?

When the user clicks the “Install” button in the “Ready to Install” dialog box, the 64-bit setup kit runs a custom windows application to deploy the solution, validate the license, and activate features on the server. Unlike the 32-bit setup experience which provides some visibility into what is happening behind the scenes during the install, the 64-bit setup is a custom windows application, and unfortunately it does not provide visibility into these actions until the “Validate License” dialog popup. But don’t worry – it’s working!

Why is the Select Item Checkbox missing when I add it to my list from the actions menu?

Your list may not have content. The Select Item Checkbox is a computed field, and is only visible when an item is added to a list (when content is present).

If your list contains content, and you still don’t see the Select Item Checkbox, your list or site may be new, and this feature may not have been activated on this new list. See the previous question: *I installed OPT+ to my site collection,*

but when I add a new library or view, why don't I see the checkboxes on my lists?

If I import or create a number of new sites into a site collection, what is the quickest way to add the Select Item Checkbox?

We have made it very easy for users to add the Select Item Checkbox at any time by going to the Actions menu of your current list or library. At the site collection level, go into Site Actions, Site Settings, Site Collection Administration, and select Add/Remove echo PowerTool Plus Checkbox.

I removed/uninstalled the Outlook PowerTool Plus, but I still see remnant Select Item Checkboxes. How can I remove these?

We have included a cleanup utility in the 2.0.0.0 and later builds called "RemoveCheckboxFieldTool.exe". This file will remain on the server after uninstalling the OPT+ setup kit, allowing you to cleanup any remnant checkbox fields in your SharePoint environment.

If I am running an older version of OPT, do I need to uninstall before installing the new version?

The latest version of OPT+ (v2.0.0.0 and newer) includes an automatic uninstall from within InstallShield. Or you can do this manually through the Add and Remove Program option in Control Panel.

Does OPT+ run on Windows Server2008?

OPT+ currently runs on Windows Server 2003 and 2008, and on both 32-bit and 64-bit operating systems.

Does OPT+ modify my schema?

No. The OPT+ utilizes a computed field which is inserted during install into the item content type of all existing lists at the time of installation.

Does OPT+ support both MOSS and WSS?

Yes. While MOSS (SharePoint 2007) users can add or remove destinations through the OPT+ user interface, WSS users need to manually add/remove destinations by editing the destinations.xml file located at

C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\12\TEMPLATE\FEATURES\echoListItemPowerTool

This process is outlined in the OPT+ User Guide.

The reason for this manual step is that this OPT+ capability comes from MOSS functionality. Without manually adding destinations, WSS would otherwise be unable to Move or Copy content between sites.

All other functionality (multiple check out, check in, delete) works the same in WSS as in MOSS.