

Outlook add-in startet bei Neustart nicht

Problem

When starting outlook the add-in was not started

Solution

have you reinstalled the add-in before? If not, please do so.

Otherwise try the following:

1. Press the key combination Windows Key + R on your keyboard. The Run dialog box opens.
2. Enter the regedit command and click OK.
3. Navigate to the following path:

```
HKEY_CURRENT_USER \ Software \ Microsoft \ Office \ Outlook \ Addins
```

4. Check whether there is a subfolder with the name of the My Portal add-in below Add-Ins.
5. If so, highlight it and then search for the entry LoadBehavior on the right
6. Double-click LoadBehavior and enter a 3 for value.
7. Then navigate to the following path:

```
HKEY_CURRENT_USER \ Software \ Microsoft \ Office \ Outlook \ Addins
```

8. Check whether there is a subfolder with the name of the My Portal add-in below Add-Ins.
9. If so, highlight it and then search for the entry LoadBehavior on the right
10. Double-click LoadBehavior and enter a 3 for value.
11. Then navigate to the following path:

```
HKEY_LOCAL_MACHINE \ SOFTWARE \ Wow6432Node \ Microsoft \ Office \ Outlook  
\ Addins
```

12. Check whether there is a subfolder with the name of the My Portal add-in below Add-Ins.
13. If so, highlight it and then search for the entry LoadBehavior on the right
14. Double-click LoadBehavior and enter a 3 for value.
15. Close the registry editor and restart your computer.
16. Please test the behavior of the add-in in Outlook.

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