

Cisco Unity VMO is Installed, but not Published in Outlook

Document ID: 40264

Contents

Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Problem

Solution

- Uninstalling the VMO
- Disabling the Virus Protection Software
- Reinstalling VMO
- Verifying the VMO Installation
- Repairing the VMO Installation

Related Information

Introduction

In some cases a View Mail for Outlook (VMO) installation will not complete successfully and must be uninstalled and then reinstalled again. The most common cause of the initial installation failure is that the Virus Detection software on the PC was not disabled prior to installing VMO, or there were not sufficient rights to make the installation. Please see the related document, Cisco Unity VMO Error: "The custom form could not be opened", for more information.

When the VMO software is installed again a second time, you may have a situation where VMO will appear as an installed application in the Control Panel / Add Remove Programs window, but VMO will not show up as an option on the Outlook Tools and Help menus. The user will not be able to use VMO until this problem is resolved.

This document explains how to publish the VMO form back into Outlook.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document applies to the following applications.

- Cisco Unity VMO 3.0.1 and 4.01
- Microsoft Windows Professional 2000 and XP
- Microsoft Office 2000 and XP

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

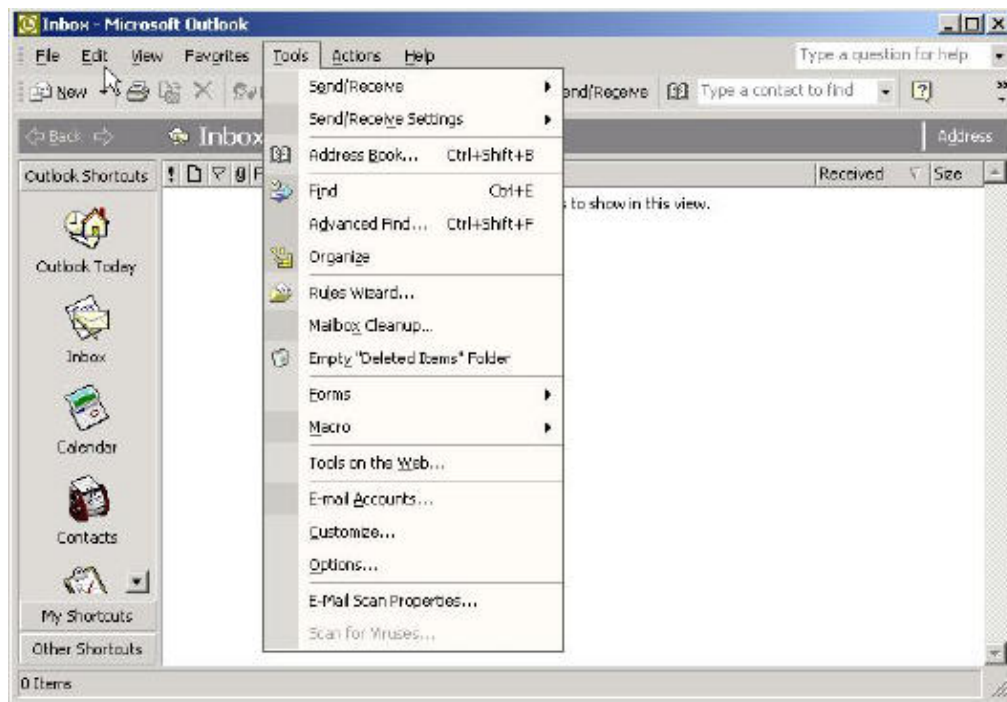
Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

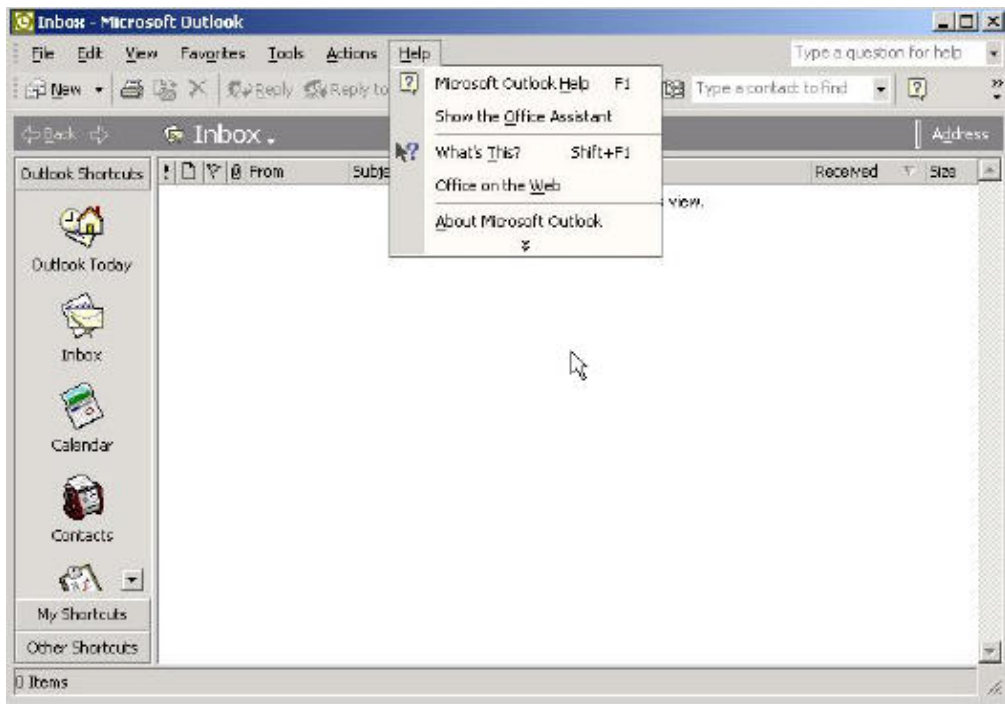
Problem

A Virus Detection application was enabled during the initial installation of VMO, or proper rights were not granted to the account used to install the VMO. The installation of VMO was repeated a second time, but the user still cannot access the VMO options from Outlook.

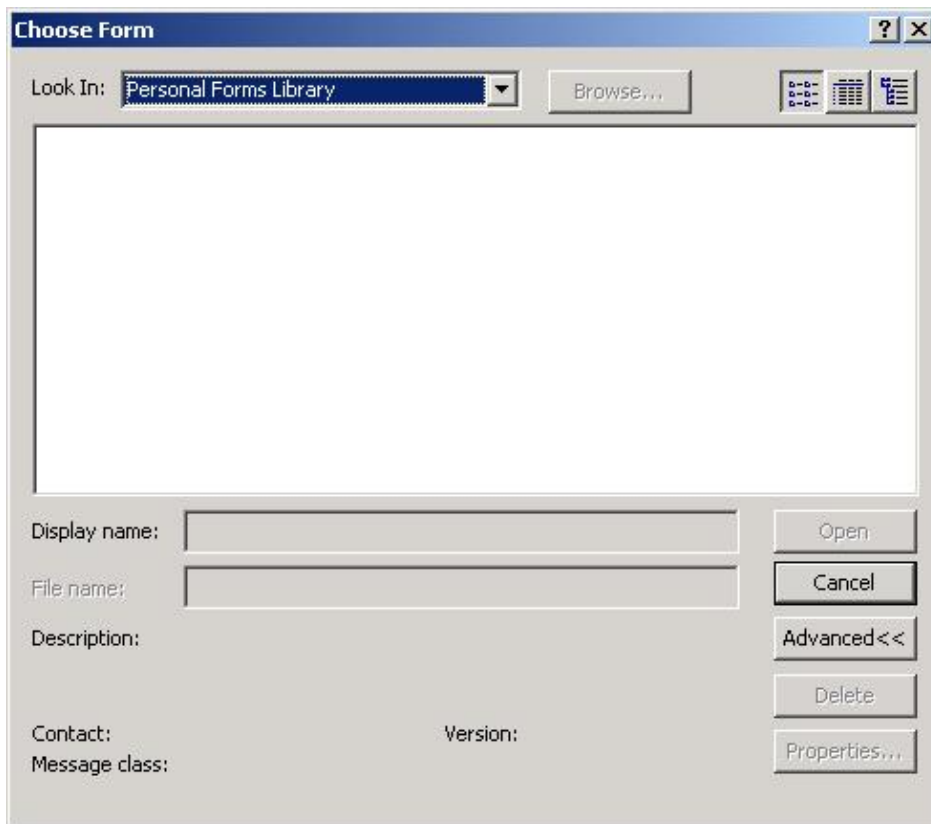
Symptom 1: The ViewMail options do not appear on the Tools menu.



Symptom 2: The ViewMail options do not appear on the Help menu.



Symptom 3: The ViewMail form is not available in the Personal Forms Library.



If your system has any or all of these symptoms, proceed to the Solution section.

Solution

There are up to five tasks that need to be performed to fix this problem. Tasks 1–4 are required for all situations. Task 5 is only required if VMO is still not available after you have performed tasks 1–4.

- Uninstalling the VMO
- Disabling the Virus Protection Software
- Reinstalling VMO
- Verifying the VMO Installation
- Repairing the VMO Installation

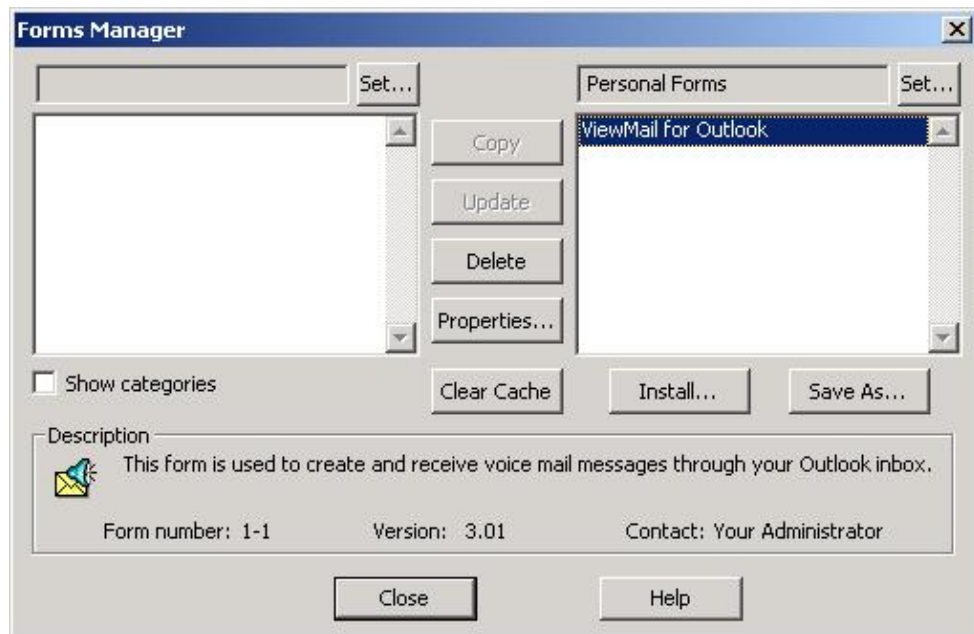
Uninstalling the VMO

Follow the steps below to uninstall VMO.

1. Go to **Start > Settings > Control Panel > Add/Remove Programs**.
2. Select **ViewMail for Outlook** and remove it.
3. Reboot the PC to ensure that any files that were active when you removed ViewMail are removed when the system restarts.
4. Delete the folder that was used to install ViewMail typically C:\Program Files\ViewMail\.
5. Do either (a) or (b) below:

- a. For Office 2000 Service Release 1/1a, Outlook 2000 and Outlook 2002, you can delete the form and clear the forms cache on the Manage Forms page.

Select **Tools > Options > Other > Advanced Options > Custom Forms > Manage Forms**. Highlight the **ViewMail for Outlook** form in the Personal Forms area and click **Delete**.



Click **Clear Cache**, then **Close**.

- b. If the option above is not available in your version of Outlook, search for the forms cache file named *Frmcache.dat* and delete it.



Caution: Make certain that Outlook is not running when you do this.

Disabling the Virus Protection Software

This is dependent on the application that is in use. Use the manufacturer's recommended method for temporarily disabling it.

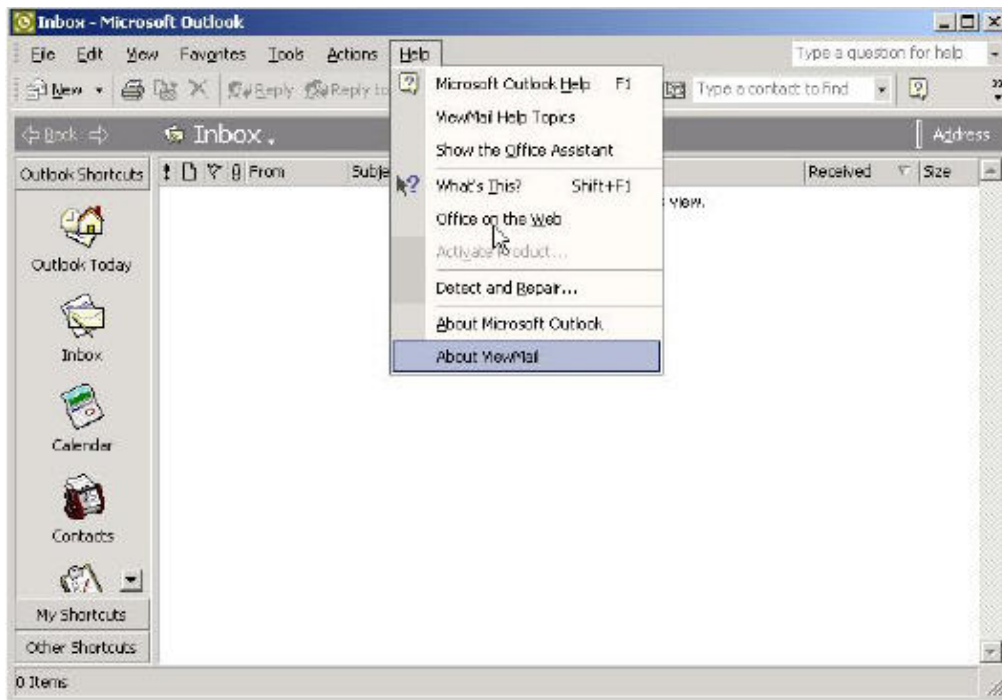
Reinstalling VMO

Perform the VMO installation again.

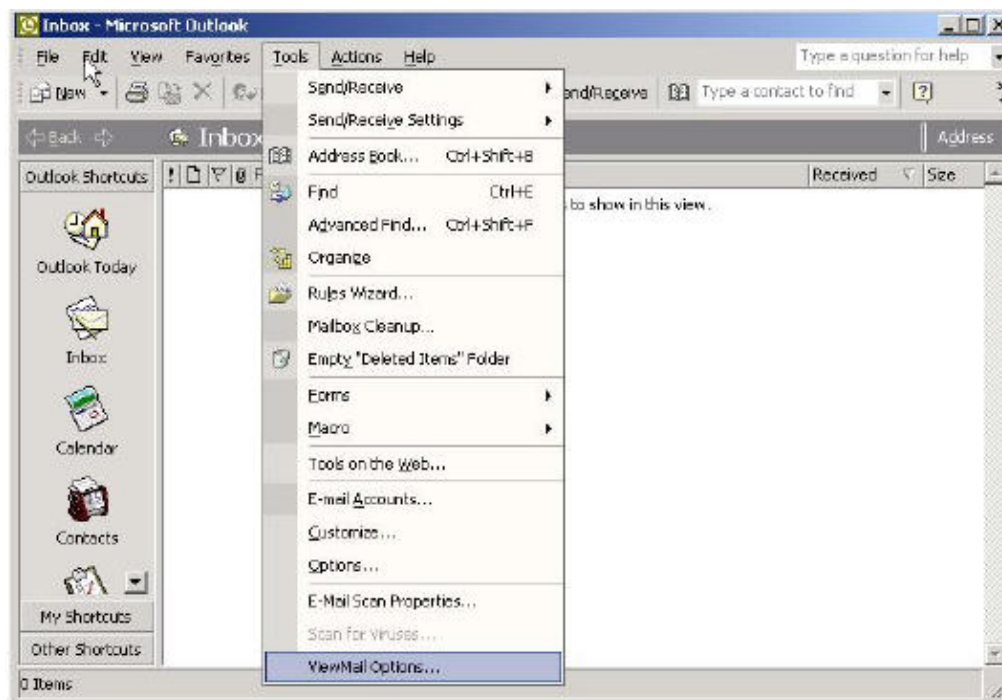
Verifying the VMO Installation

It is possible that the steps you have already taken have resolved the problem. Therefore the first thing to do is to determine if VMO is available now.

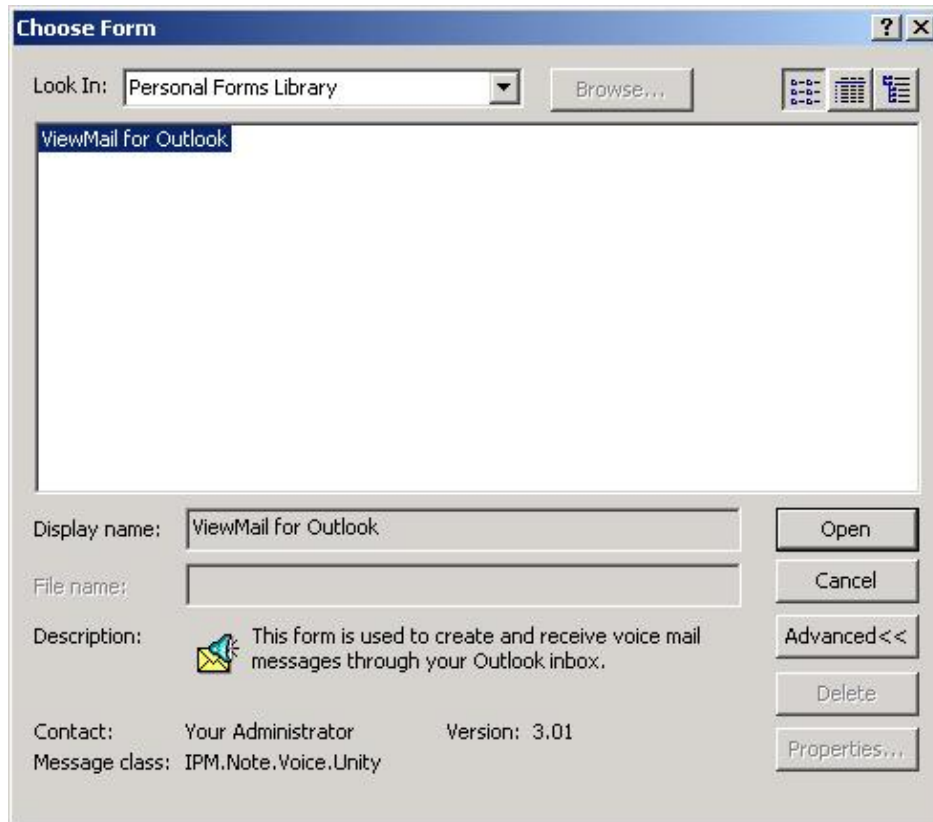
1. Look at the Help menu; the About ViewMail option should be available.



2. Look at the Tools menu; ViewMail Options should be available.



3. Go to the **Tools > Forms > Personal Forms Library** page. The ViewMail for Outlook form should appear.



In this case, the problem has been resolved. No further actions are required. If your system does not show the ViewMail options as described in this section, proceed to the next section.

Repairing the VMO Installation

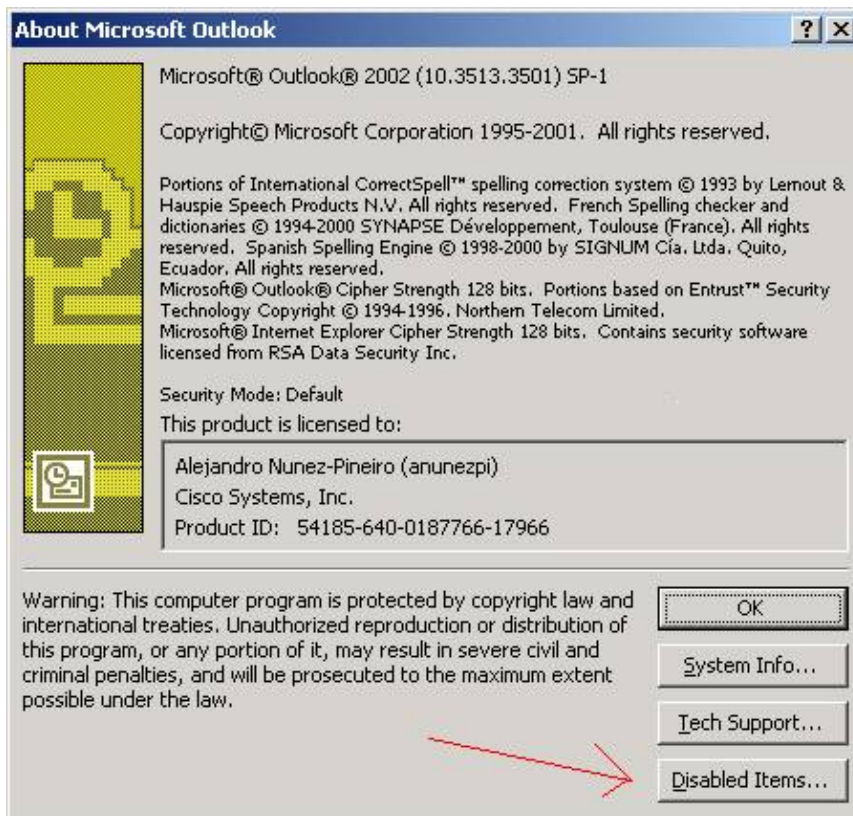
There are three tasks that need to be taken to repair the VMO installation:

- Enable VMO for Outlook
- Activate the ViewMail Add-In
- Set Security Option to Medium

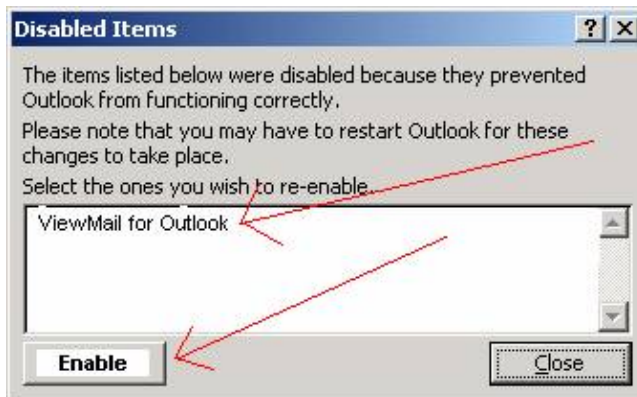
Enable VMO for Outlook

Follow the steps below to enable VMO for Outlook.

1. Select **Outlook Help > About Microsoft Outlook > Disabled Items**.



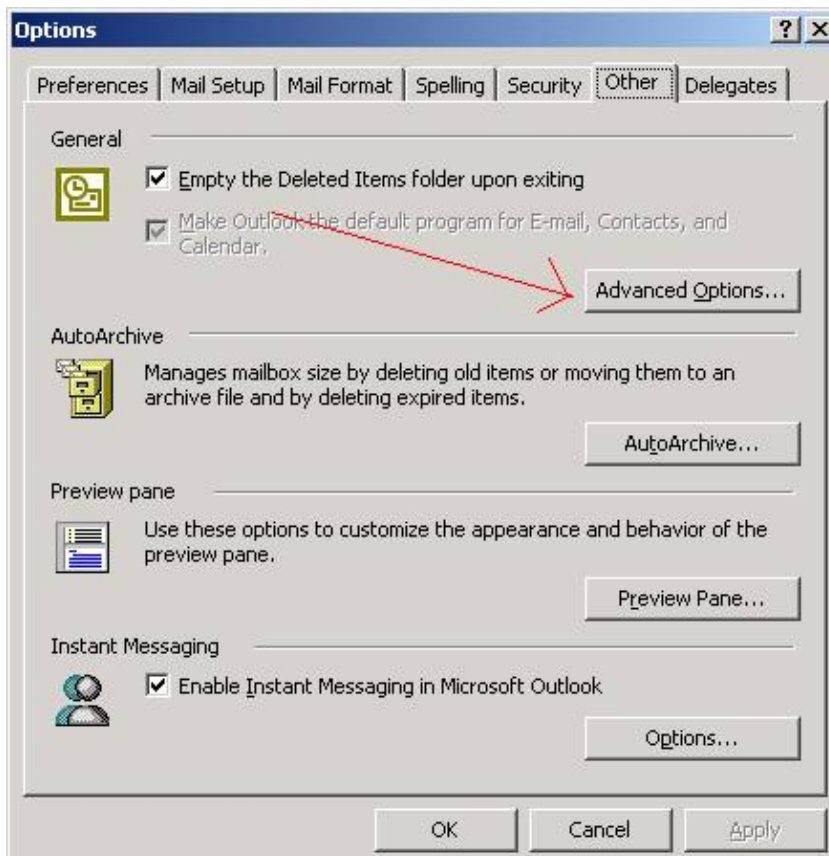
2. Select **ViewMail for Outlook**. Click **Enable**, then **Close**.



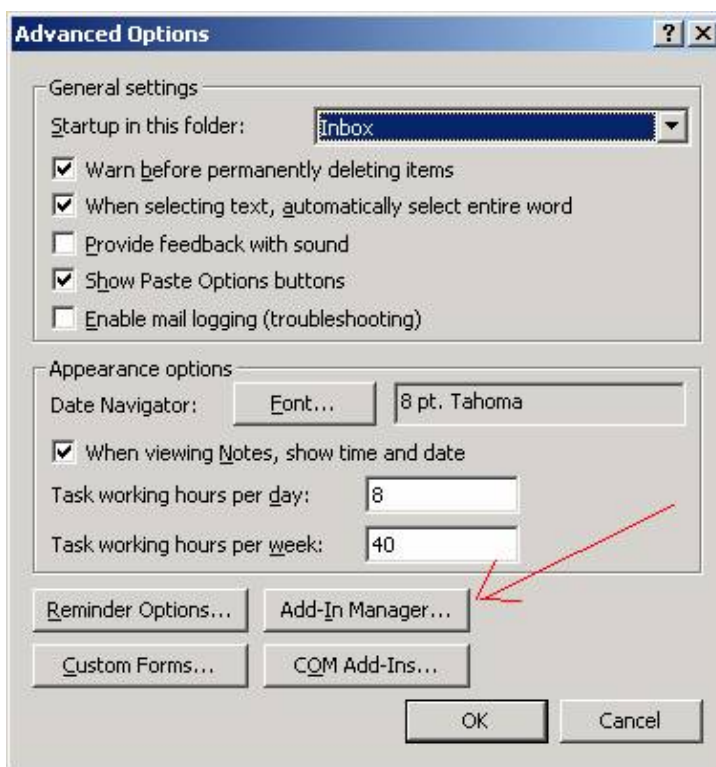
Activate the ViewMail Add-In

Follow the steps below to activate the ViewMail Add-In.

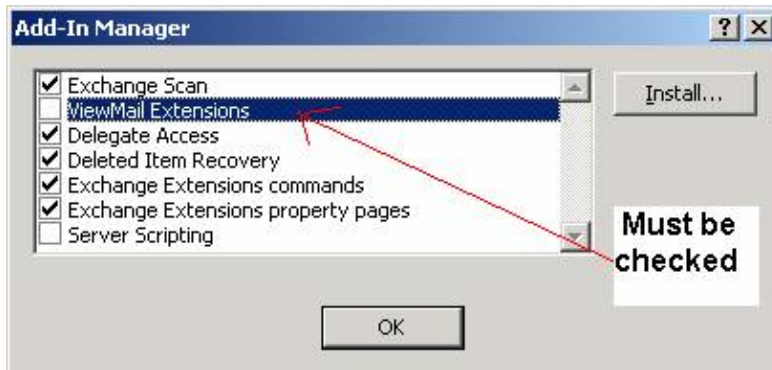
1. Select **Tools > Options > Other > Advance Options**.



2. Select **Add-In Manager**.



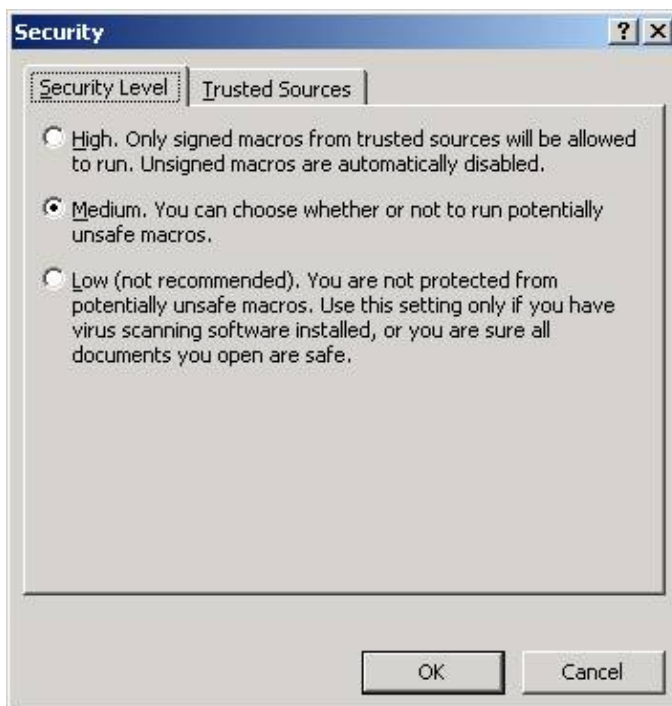
3. Check the **ViewMail Extensions** option. Click **OK**.



Set Security Option to Medium

For **Outlook for XP**, follow the steps below.

1. Select **Tools > Options > Other > Security**. Select **Medium**. Click **OK**.



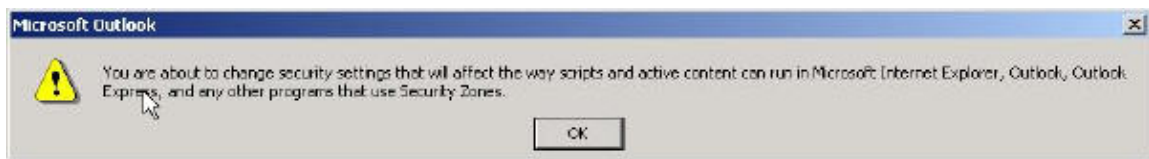
2. Exit Outlook and restart it. Then refer back to Verify the VMO Installation.

For **Outlook for Windows 2000**, follow the steps below.

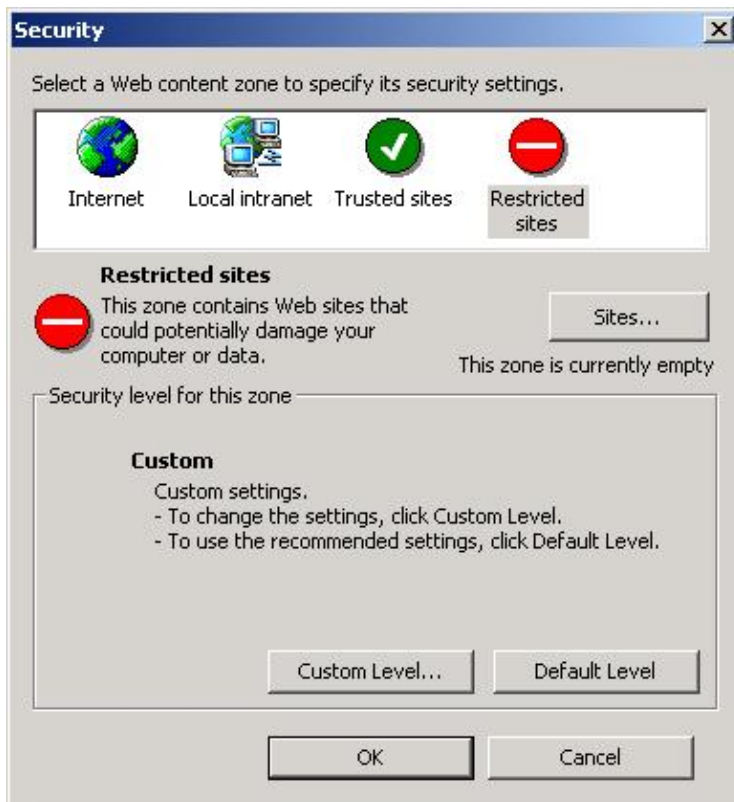
1. Select **Tools > Options > Other > Security**.



2. Select **Zone Settings**. The following prompt will appear. Click **OK**.



3. Select **Custom Level**.



4. Select Reset to: **Medium**. Click **OK**.



5. Exit Outlook and restart it. Then refer back to Verify the VMO Installation.

Related Information

- [Security Notes for Microsoft Office Solution Developers](#)
- [Cisco Unity VMO Error: "The custom form could not be opened."](#)
- [Cisco Unity ViewMail for Outlook \(VMO\) Installation Hangs on "tfxfrmfax.cfg"](#)

- **Cisco Unity ViewMail for Outlook (VMO) Audio Volume Settings**
 - **Error Message with Cisco Unity ViewMail for Outlook (VMO): "Unknown Problems are Preventing the Connection to the Server"**
 - **Cisco Unity ViewMail for Outlook (VMO): Silence During Playback Over the Phone**
 - **Cisco Unity: Filtering Messages to Not Download Voice Messages When Synchronizing**
 - **Cisco Unity with Outlook Express on a Macintosh Computer**
 - **Technical Support – Cisco Systems**
-

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Feb 02, 2006

Document ID: 40264
