

Helix ALM Outlook 2010 Add-in Does Not Work

Problem

The Helix ALM Outlook add-in does not work with Outlook 2010.

Cause

The Outlook add-in requires the Microsoft Office 2010 Primary Interop Assemblies and the assemblies are not installed. The assemblies may not be installed if .NET was not installed before Outlook or if the default Outlook installation was not used.

Solution

Install the Interop Assemblies.

1. Make sure the Microsoft .NET Framework 3.5 is installed.
2. Rerun the Office 2010 installer.
3. On the Installation Options screen, expand Microsoft Office > Microsoft Outlook.
4. Select .NET Programmability Support if a red X is displayed on the option, which indicates the assemblies are not installed.
5. Click Install Now.
6. When the installation completes, start Outlook and enable the add-in.

Article ID: 550

Last updated: 02 May, 2017

Revision: 4

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