

Surround SCM and Microsoft Office Integration Issues

Note: This information only applies to Surround SCM 4.1 and later.

Problem #1

The Surround SCM menu is still available in Microsoft Office applications after you clear the Enable Microsoft Office plug-in option in the Surround SCM User Options dialog box.

Problem #2

Microsoft Office applications retain Surround SCM settings after closing a document. For example, the Surround SCM Login dialog box retains the login information even if the Always login with this username and password option is not selected.

Cause

An application that uses Microsoft Word to edit files is running (e.g., Outlook). The Microsoft Office plug-in was loaded when the application started and the plug-in parameters were stored in memory.

Solution

Close the applications such as Microsoft Outlook that use Word to edit files before starting other Office applications or use a different editor. For example, in Outlook you can disable the Word settings.

1. Choose Tools > Options.
2. Click the Mail Format tab.
3. Clear the Microsoft Word options.
4. Click OK.
5. Close and restart Outlook.

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