

## Allied Financial Software Knowledgebase

**You want to attach an e-mail message in your Outlook Inbox to an ACT! contact but find that the ACT! icon is missing.**

-1. KB Article 14167

**Question** You want to attach an e-mail message in your Outlook Inbox to an ACT! contact but find that the ACT! icon is missing. **Answer** This can occur if the ACT! Extensions have been disabled in Outlook. Follow the steps below for your version of Microsoft Outlook:

Outlook 2003/2002:

Ensure that the ACT! Add-in is selected: Open Outlook. Click the Tools menu, then choose Options. Select the Other tab and click on Advanced Options. Click on the Add-In Manager. Check the box next to ACT! Extensions if it is not already checked. Click OK three times. Restart Outlook.

- 1. If that does not resolve the issue, Outlook may have disabled the features. Do the following to determine if Outlook has disabled the options: Launch Outlook Click the Help menu, and then click About Microsoft Outlook. In the lower right corner of the window, click Disabled Items. You will see at least one item listed in the Disabled Items window. Look for a file path that ends with either ACT7EXT.DLL or ACT7AB32.DLL (capitalization may differ). This path will vary depending on your operating system. (Looking at the end of the path is the easiest method for locating the ACT! add-in components.) If you see either of the two items mentioned in step 4, enable them. Close Outlook and ACT! Restart Outlook.

• Outlook 2000:

The ACT7EXT.DLL or ACT7AB32.DLL are not installed correctly. You will need to uninstall and reinstall ACT!. Please refer to the following Knowledge Base Answers:

Uninstall: Title: How to Uninstall ACT! by Sage 2007 (9.0) and ACT! by Sage Premium for Workgroups 2007 (9.0)

Answer ID: 19345

• Title: How To Uninstall ACT! 2006

Answer ID: 15289

• Title: How to Uninstall ACT! 2005

Answer ID: 13895

• Installation: 2007

Title: How to Install ACT! by Sage 2007 (9.0)

Answer ID: 19168

• Title: How to Install ACT! by Sage Premium for Workgroups 2007 (9.0) (EX Edition)

Answer ID: 19340

• Title: How to Install ACT! by Sage Premium for Workgroups 2007 (9.0) (ST Edition)

Answer ID: 19155

- 2006

Title: How to Install ACT! 2006 for Windows

Answer ID: 15238

- Title: How To Install ACT! 2006 Premium for Workgroups

Answer ID: 15188

- 2005

Title: How to Install ACT! 2005

Answer ID: 13887

- Title: How to Install ACT! 2005 Premium for Workgroups

Answer ID: 13888

- For additional information on this issue, refer to the following Knowledge Base Answer:

Title: How to Verify that the ACT! Toolbars are Available in Outlook

Answer ID: 14261

- You may be able to resolve this issue by renaming a Microsoft Extensions Extend.dat file. Click the link below for detailed information on this process:

Note: The following information is provided as a convenience. Sage Software, Small Business Division, does not provide support for Microsoft Products. For more information on this topic go to Microsoft.com <http://support.microsoft.com/default.aspx?scid=kb;EN-US;820671>

Technorati

<http://kb.actforadvisors.com/questions.php?questionid=108>