

Allied Financial Software Knowledgebase

ACT! Mail Merge Window is missing in Word or Unable to Access the ACT! Menu Option on the Microsoft® Word or Excel® Tool Bar

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Question

The ACT! menu option is missing from the Microsoft Word and/or Excel tool bar.

Answer

Note: The following information is provided as a convenience. Sage Software, Inc., does not provide support for Microsoft Products. For more information on this topic go to Microsoft.com. There is a Microsoft hotfix that will correct this issue. Please click the following link to access the hotfix:

Update for Office 2003 (KB907417)

If the issue persists after applying the Microsoft hotfix, please use the following steps to resolve the issue:

Verify Registry Settings Are Correct: Another reason why the ACT! menu items could be missing from Word is because a registry setting is incorrect. Use the following steps to verify the correct registry values:

For Word: Close Word. Click the Windows Start button, and then click the Run option. The Run dialog box appears. Type regedit, and then click OK. The Windows Registry Editor launches. Browse to the following key:

HKEY_Current_User\Software\Microsoft\Office\Word\Addins\ACT7.OfficeAddin.

Right-click the LoadBehavior value from the right pane, and then click the Modify option from the shortcut menu. The Edit DWORD Value dialog box appears.

The Value Data should be set to 3. If it is not, change the Value data to 3, and then click OK.

Browse to the following key:

HKEY_Local_Machine\Software\Microsoft\Office\Word\Addins\ACT7.OfficeAddin. Right-click the LoadBehavior value from the right pane, and then click the Modify option from the shortcut menu. The Edit DWORD Value dialog box appears. The Value Data should be set to 3. If it is not, change the Value data to 3, and then click OK. Close the Windows Registry Editor.

For Excel: Close Excel. Click the Windows Start button, and then click the Run option. The Run dialog box appears. Type regedit, and then click OK. The Windows Registry Editor launches. Browse to the following key:

HKEY_Current_User\Software\Microsoft\Office\Excel\Addins\ACT7.OfficeAddin.

Right-click the LoadBehavior value from the right pane, and then click the Modify option from the shortcut menu. The Edit DWORD Value dialog box appears.

The Value Data should be set to 3. If not, change the Value data to 3, and then click OK.

Browse to the following key:

HKEY_Local_Machine\Software\Microsoft\Office\Excel\Addins\ACT7.OfficeAddin. Right-click the LoadBehavior value from the right pane, and then click the Modify option from the shortcut menu. The Edit DWORD Value dialog box appears. The Value Data should be set to 3. If not, change the Value data to 3, and then click OK. Close the Windows Registry Editor.

<http://kb.actforadvisors.com/questions.php?questionid=141>