

## Troubleshooting Barracuda Archive Search for Outlook

<https://campus.barracuda.com/doc/11141454/>

If you are using Windows Defender Antivirus, you must disable the **Block Office applications from creating child processes** policy to use Archive Search for Outlook.

This article refers to the Barracuda Message Archiver firmware 5.2 or higher, and the Barracuda Archive Search for Outlook version 5.2 or higher. Archive Search for Outlook supports Outlook versions 2010, 2013, 2016, and 2019.

Verify the Archive Search for Outlook version (available for download on the **USERS > Client Downloads** page in the Barracuda Message Archiver web interface) is the same major revision as the Barracuda Message Archiver firmware for proper functionality.

Archive Search for Outlook is not supported on the Microsoft App Store version of Outlook.

If your Archive Search for Outlook was deployed via GPO, you cannot manually upgrade the tool. The upgrade must be deployed in the same manner as the original GPO software deployment.

To test an update before deployment, use one of the following methods:

- Exempt a domain-joined workstation from the software deployment policy, that is, use GPO to uninstall the previous version before installing the new version; or
- Test the upgrade on a machine that is not joined to the domain such as a laptop or virtual machine.

### Firmware and Client Versions

Verify you are using the latest Barracuda Message Archiver [firmware](#) and Barracuda Archive Search for Outlook client versions available from **USERS > Client Downloads**.

### Components Error

If required Outlook components are missing or incorrectly installed, you may encounter the error **Unable to initialize required components** when performing some operations in Archive

Search for Outlook.

To resolve this error, complete the following steps.

1. Use the steps outlined on the Microsoft Knowledgebase article [Repair an Office application](#) to repair your installation of Microsoft Outlook.

**Test**

Restart Outlook and attempt the operation that originally initiated the error message. If the operation is successful, no further steps are necessary, however, if the problem persists, complete *Step 2* below.

2. Verify you have not installed Microsoft Office components from different versions of Microsoft Office. If you determine that different versions are installed, uninstall the Microsoft Office components, and then reinstall using only the Microsoft Office components that correspond with the *desired version of Microsoft Outlook*.

**Test**

Restart Outlook and attempt the operation that originally initiated the error message. If the operation is successful, no further steps are necessary, however, if the problem persists, complete *Step 3* below.

3. Completely uninstall Microsoft Outlook and restart your computer. Once your computer restarts, verify **.NET Programmability Support** is installed, and reinstall Microsoft Outlook. To verify **.NET Programmability Support** is installed:
  1. Go to **Control Panel > Installed Applications**.
  2. Locate **Office installation**, and click **Change and Add/Remove features**.
  3. Expand Outlook. If **.NET Programmability Support** is not selected, select the feature and click **Install**.

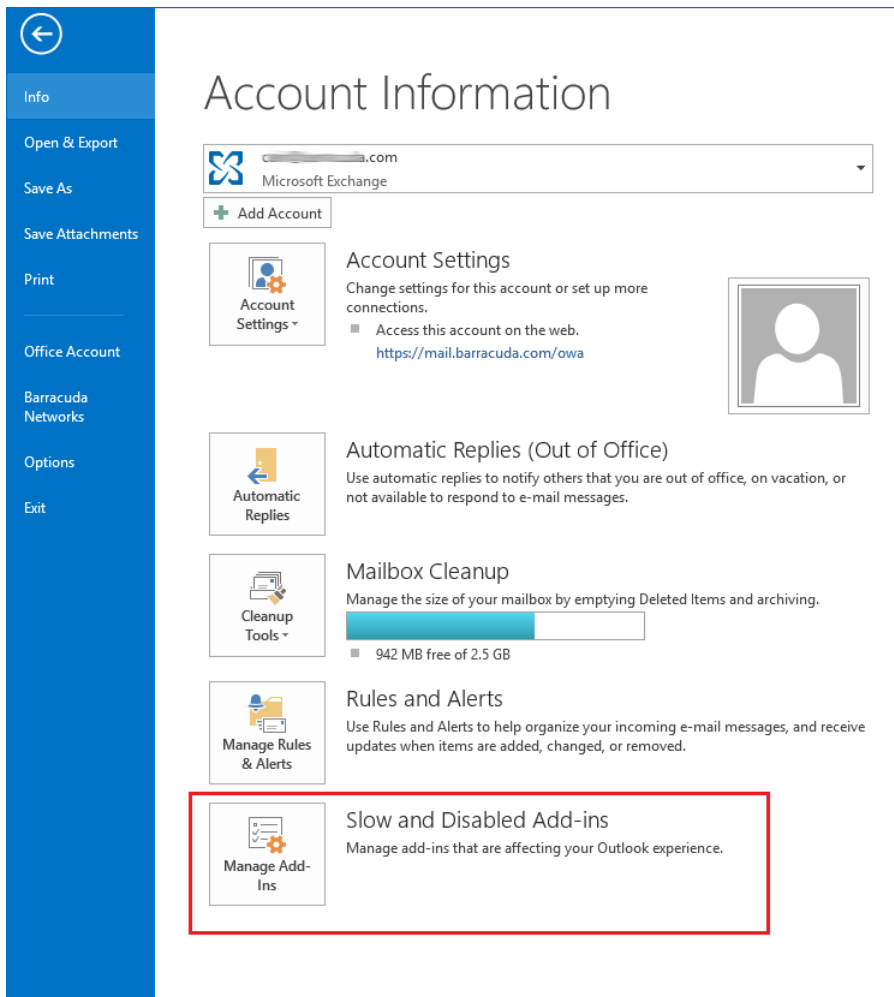
**Test**

Restart Outlook and attempt the operation that originally initiated the error message. If the operation is successful, no further steps are necessary, however, if the problem persists, contact [Barracuda Networks Technical Support](#) for further assistance.

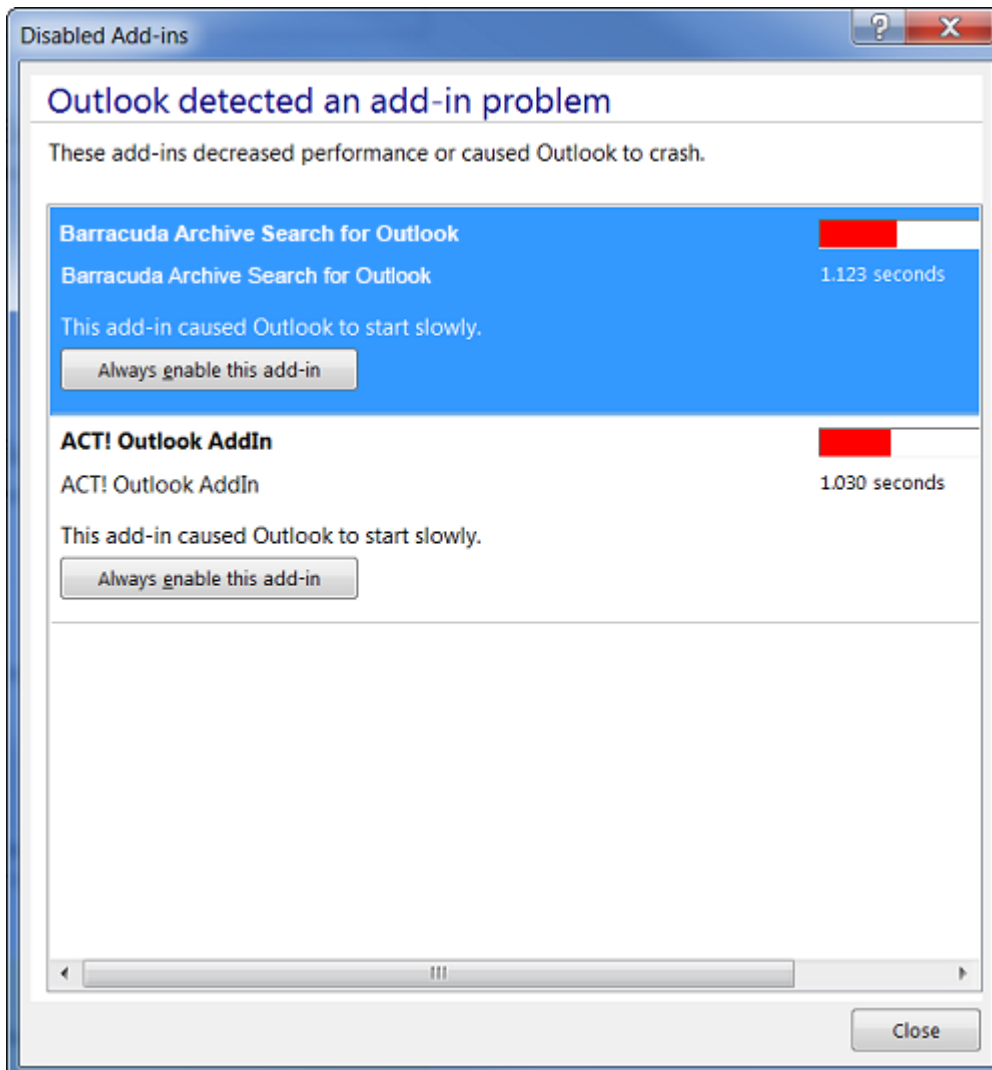
## Barracuda Archive Search for Outlook is Missing

If Archive Search for Outlook unexpectedly disappears, the tool may have been disabled due to system performance issues. To resolve this, first determine whether Archive Search for Outlook displays in **Slow and Disabled Add-ins**, and then permanently enable the tool through the **Account Information** page. For example, to enable in Office 2013:

1. Open your Account Information, and click **Slow and Disabled Add-ins**:



2. In the **Disabled Add-ins** dialog box, click **Always enable this add-in:**

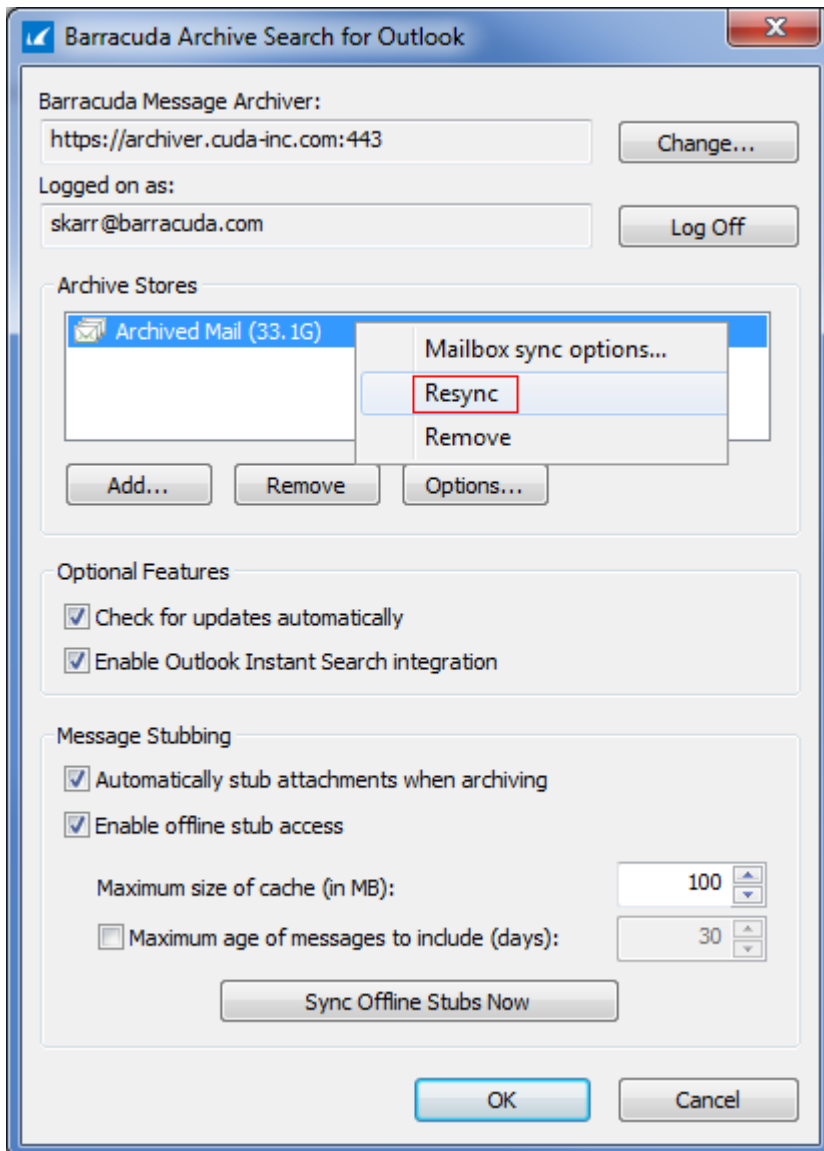


3. Click **Close**.

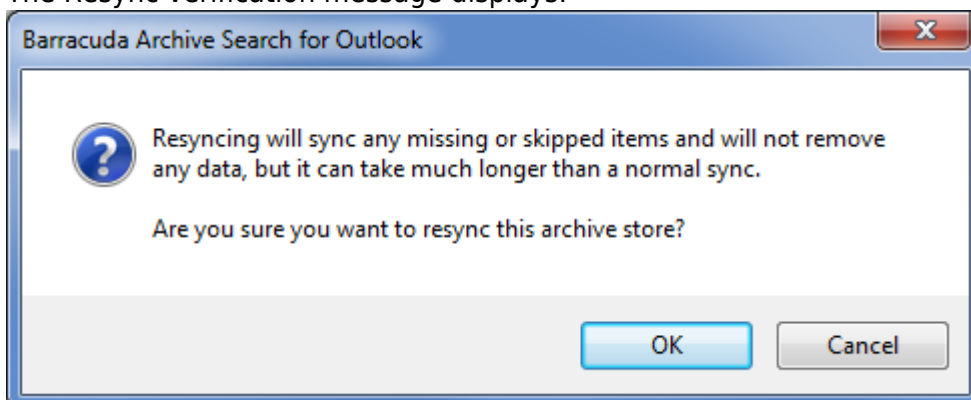
## Missing Messages in Mailbox Stores

If an error occurs during mailbox store synchronization and messages that should be included in a folder are skipped, you can resynchronize a store to fill in the missing messages using the following steps:

1. Log in to Outlook, and go to **File > Barracuda Networks**.
2. Click **Configure** to the right of **Barracuda Archive Search for Outlook**.
3. In the **Configuration** dialog box, right-click the mailbox store, and click **Resync**:



4. The Resync verification message displays:



5. Click **OK** to start mailbox store resyncing.

## Unexpected Search Results

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The administrator can associate an LDAP user or group to a role and list of email addresses in the **USERS > LDAP User Add/Update** page. If addresses are excluded, and a configured user runs a search through Archive Search for Outlook, the following whitelist/blacklist rules apply:

- If an address is excluded (blacklisted), the address does not display unless the mail includes the user performing the search to assure that a user can always see their own mail.
- The exclusion rules always take precedence; addresses that are whitelisted are searchable only if the exclusion rules do not block the mail.
- If a user is not configured and is a member of a group, then the blacklist/whitelist rules assigned to that group apply to that user.
- If a user is assigned to a group, when the user logs in via Archive Search for Outlook or [Barracuda Message Archiver Mobile Application](#), only that user's mail displays. For example, if an LDAP user has the Auditor role, mail available to the Auditor role does not display.

Contact your Barracuda Message Archiver administrator for exclusion rules.

## Older Firmware Upgrade

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For existing Archive Search for Outlook users, if your URI was originally set up via Group Policy on firmware version 3.1 or earlier, verify that the URI uses HTTPS. If the URI was set up using HTTP, update the URI. If the URI is *not* updated, users are automatically redirected to the secure, HTTPS protocol. This redirection may require an update to your network firewall rules to allow connectivity to complete on the secure port.

If you are unable to upgrade from an earlier version of Archive Search for Outlook, you may have corrupted registry keys. For more information, see the Microsoft support article [Fix problems that block programs from being installed or removed](#).

## Redirect Failure

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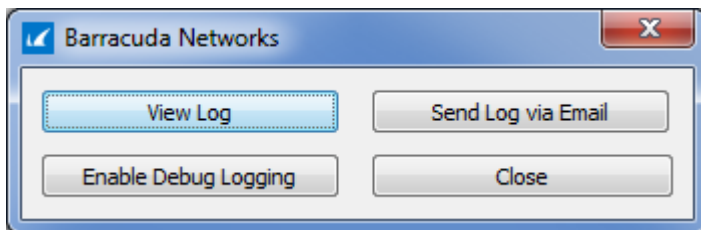
Archive Search for Outlook requires secure (HTTPS) connectivity to the Barracuda Message Archiver. If an insecure (HTTP) connection is attempted Archive Search for Outlook is redirected to use https: with the configured secure port (the default port is 443). If users encounter a redirect failure, verify the following:

- The URI uses HTTPS and *not* HTTP
- The network firewall rules have been updated to allow connectivity to complete on the secure port

See [Installing and Configuring Barracuda Archive Search for Outlook](#) for details on updating the URI.

## Capturing Log Files

If requested to do so by [Barracuda Networks Technical Support](#), use the following steps to capture the Archive Search for Outlook log files:



- **View Log File** - Click to view the log file in Notepad. Save the file to your local system and email to your support representative.
- **Send Log via Email** - Click to attached the log files to an email. Email the log files to your support representative.
- **Enable Debug Logging** - If directed to do so by your support representative, click this option to enable debug logging for further troubleshooting.

To access the **View Log** option in Microsoft Office Outlook, go to **File > Barracuda Networks**, click **View Log**, and then select the desired action.

## Figures

1. where\_to\_find\_disabled.png
2. ShowingDisabled.png
3. ResyncArchiveStore.png
4. ResyncWarning.png
5. ViewLog.png

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