Barracuda ArchiveOne

How to Resolve Search Archive Folder not Loading AOneSearch Website in Outlook

https://campus.barracuda.com/doc/11475/

This article refers to Microsoft Outlook version 2010, 2013, and 2016.

For more information on this issue please see the Microsoft Support Article Outlook Home Page feature is missing in folder properties.

Issue

After installing the October Public Update for Microsoft Outlook, folder Home Pages no longer appear and the Home Page feature is missing in the Outlook folder properties. Microsoft has disabled this feature by default to limit security vulnerabilities.

Resolution

To resolve this issue, the **Search Archive** Folder in Outlook must point directly to the ArchiveOne Search Website (AOneSearch) Service, set as a Home Page for the folder.

Use the following steps to resolve this issue:

The procedure described in this article involves editing the Windows machine registry. Using the Registry Editor incorrectly can cause serious, system-wide problems that may require reinstallation of Windows. Barracuda cannot guarantee that any problems resulting from the use of Registry Editor can be solved. Use this tool at your own risk. It is highly recommended that you create a backup of the registry before making any changes.

1. On the Archive server, type `services.msc` in the **Start Search** box, and press **Enter**.
2. In the **Services** window, right-click **ArchiveOne Service**, and click **Stop**.
3. Run `regedit` to open the Registry Editor.
4. Browse to the following location:
   %Computer%\HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\Security
5. Create or amend the **DWORD** entry **EnableRoamingFolderHomepages** and set the value to **1**.
6. Save, and close the Registry Editor.

7. Open the Microsoft Services Console (**services.msc**), right-click **ArchiveOne Service**, and click **Restart**.

> If you re-enable the folder Home Page functionality and need it to work for secondary non default mailboxes, you must also set this registry key:
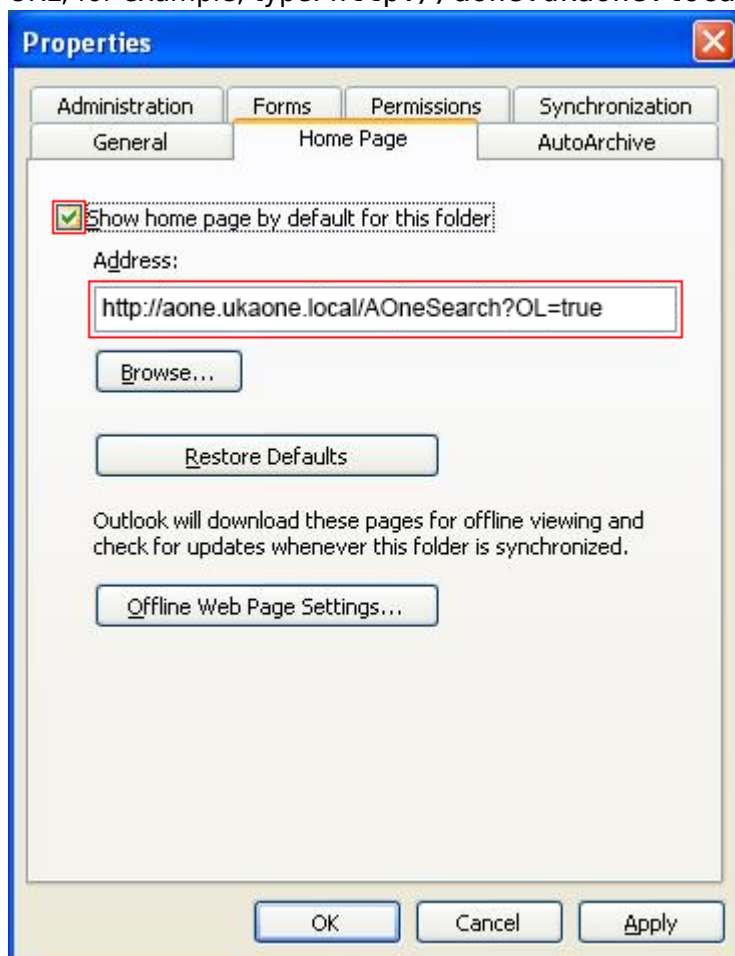> Navigate to:
> **HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\16.0\Outlook\Security**
> Create or amend the **DWORD** entry **NonDefaultStoreScript** and set the value to **1** (hexadecimal) to enable.

If the previous set of steps does not resolve the issue, delete and recreate the folder in Outlook using the following steps:

1. Log in to your Outlook account.
2. Right-click **Personal Folders** (or your mailbox if you are on Exchange), and click **New Folder**.
3. Enter the new folder name, and click **OK**.
4. Right-click on the new folder, and click **Properties**.
5. In the **Properties** dialog, click the **Home Page** tab.
6. In the **Address** field, enter the full path to AOneSearch, and add suffix ?OL=true to the end of URL, for example, type: `http://aone.ukaone.local/AOneSearch?OL=true`

7. Turn on **Show home page by default for this folder**.
8. Click **Apply**, and click **OK** to close the dialog.

You should now be able to navigate to the folder Home Page in Outlook.

Troubleshooting

If you encounter issues setting the folder Home Page, test by setting the Home Page to google.com. If there are issues with this test, consult your Environment Administrator as this is a Microsoft controlled element and not controlled by ArchiveOne or Barracuda.

Figures

1. HomePage.png