Understanding why Custom Form Fails to Publish to the Organizational Forms Library

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> This article refers to the Barracuda ArchiveOne version 6.0 or higher, the Archive One Message Link Form Installer utility, and Microsoft Outlook 2007 or 2010 (32- or 64-bit).

If you attempt to publish the custom forms that provide the **A** icon for archived messages viewed in Outlook to the Organizational Forms Library and encounter the following error message:

> **ArchiveOne Setup could not find an Organization Forms Library and was unable to create one. Perhaps you do not have the necessary rights to perform this operation.**

ArchiveOne has failed to upload the custom forms to the Organizational Forms Library. This can be due to a variety of reasons.

Use the following steps to resolve this issue.

Client Machine

1. On the client machine, browse to the ArchiveOne installation directory on the Archive server, by default: **\\ArchiveServer\c$\Program Files (x86)\Barracuda\Archive One**
2. Verify Outlook is not running on the client machine, and then launch **AOnePolicyManageForm.exe** or **AOnePolicyManageFormx64.exe** as appropriate for the version of Outlook installed on the client machine.
3. **The Archive One Message Link Form Installer** launches. Click **OK** to proceed.
4. In the **Choose Profile** page, select a user profile you have permissions to from the drop-down menu, and then click **OK**.
5. Select **Personal Forms Library**, and then click **Publish Form**.
6. The success message displays: **ArchiveOne message link form published successfully**
7. Click **OK** to close the message.

Outlook

If you are running Outlook 2007:

1. Open Outlook, and from the **Tools** menu, click **Options**, click **Other**, and then click **Advanced Options** .

2. Scroll to and click **Custom Forms**, and then click **Manage Forms**; the **Forms Manager** dialog displays.

If you are running Outlook 2010:

1. Click the **File** menu, and then click **Options**, click **Advanced** in the left panel, and scroll to the **Developers** section.
2. Click **Custom Forms**, and then click **Manage Forms**; the **Forms Manager** dialog displays.

Organization Forms and Personal Forms Display with Copy Option

If you can see **Organization Forms** in the left pane and **Personal Forms** in the right pane, complete the following steps:

1. Select all the ArchiveOne custom forms listed in the right pane under **Personal Forms**, and then click **Copy** in the center pane.
2. The selected forms should now display under **Organization Forms** in the left hand pane.
3. Click **Close** to close the Forms Manager.
4. Close and reopen Outlook to confirm the **A** icon displays correctly against the archived emails.

Organization Forms and Personal Forms Display Without Copy Option

If you can see **Organization Forms** in the left pane and **Personal Forms** in the right pane but the **Copy** option in the center pane is grayed out, the currently logged in user does not have sufficient permissions to write to the Organizational Forms Library. To modify permissions, use the following steps:

1. In the Exchange Management Shell, run the command:
   Add-PublicFolderClientPermission -Identity "\NON_IPM_SUBTREE\EFORMS REGISTRY*Organizational Forms Library*" -User *UserAccount* -AccessRights Owner
   where *UserAccount* is the name of the domain user account which you are using to copy the custom forms within Outlook, and *Organizational Forms Library* is the name of the Organizational Forms Library.
2. Confirm the command completes successfully.
3. Restart Outlook, and open the **Forms Manager**.
4. Select all the ArchiveOne custom forms listed in the right pane under **Personal Forms**, and then click **Copy** in the center pane.
5. The selected forms should now display under **Organization Forms** in the left hand pane.
6. Click **Close** to close the Forms Manager.
7. Close and reopen Outlook to confirm the **A** icon displays correctly against the archived emails.

Organization Forms Does Not Display

If you cannot see **Organization Forms** in the left pane of the **Forms Manager**, you must create the Organizational Forms Library:

- If you are running a Microsoft Exchange Server 2007, follow the Microsoft support article How to create an Organizational Forms Library in Exchange 2007
- If you are running a Microsoft Exchange Server 2010, follow the Microsoft TechNet article Create an Organizational Forms Library

Once the Organizational Forms Library is created, complete the following steps:

1. Restart Outlook, and open the **Forms Manager**.
2. Select all the ArchiveOne custom forms listed in the right pane under **Personal Forms**, and then click **Copy** in the center pane.
3. The selected forms should now display under **Organization Forms** in the left hand pane.
4. Click **Close** to close the Forms Manager.
5. Close and reopen Outlook to confirm the **A** icon displays correctly against the archived emails.