

Approvelt Desktop 5.9 troubleshooting

Approvelt Desktop 5.9 Add-in not displayed in MS Word/Excel 2003

Please follow the instructions below to fix this issue:

1. Close ALL applications
2. End any **Winword.exe** or **Excel.exe** processes in the **Task Manager**

In Windows XP:

- a) Remove all files from "C:\Documents and Settings\username\Application Data\Microsoft\Word\STARTUP"
- b) Remove all files from "C:\Documents and Settings\username\Application Data\Microsoft\Excel\XLSTART"
- c) Remove all **Normal.dot** from "C:\Documents and Settings\username\Application Data\Microsoft\Templates" folder
- d) Copy **ApproveltEX.dot** from "C:\Program Files\Approvelt\Support" and paste it under "C:\Documents and Settings\username\Application Data\Microsoft\Word\STARTUP"
- e) Copy **ApproveltEX.xla** from "C:\Program Files\Approvelt\Support" and paste it under "C:\Documents and Settings\username\Application Data\Microsoft\Excel\XLSTART"

In Windows Vista

- a) Remove all files from "C:\Users\username\AppData\Roaming\Microsoft\Word\StartUp"
- b) Remove all files from "C:\Users\username\AppData\Roaming\Microsoft\Excel\XLStart"
- c) Remove all **Normal.dot** from "C:\Users\username\AppData\Roaming\Microsoft\Templates"
- d) Copy **ApproveltEX.dot** from "C:\Program Files\Approvelt\Support" and paste it under "C:\Users\username\AppData\Roaming\Microsoft\Word\StartUp"
- e) Copy **ApproveltEX.xla** from "C:\Program Files\Approvelt\Support" and paste it under "C:\Users\username\AppData\Roaming\Microsoft\Excel\XLStart "

Approvelt Desktop 5.9 Add-in not displayed in MS Word/Excel 2007

Please follow the instructions below to fix this issue:

1. Close ALL applications
2. End any **Winword.exe** or **Excel.exe** processes in the **Task Manager**

In Windows XP:

Delete the following files if they exist:

- a) ApproveltEx.dot or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Word\StartUp)
- b) ApproveltEx.xla or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Excel\XLStart)
- c) Normal.dotm or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Templates)
- d) Normal11.dot or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Templates)

- e) Normal.dot or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Templates)
- f) Excel.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
- g) Excel10.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
- h) Excel11.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
- i) Excel12.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
- j) username.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\ (where username is your system login name)

In Windows Vista

Delete the following files if they exist:

- a) ApproveItEx.dot or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Word\StartUp)
 - b) ApproveItEx.xla or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Excel\XLStart)
 - c) Normal.dotm or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Templates)
 - d) Normal11.dot or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Templates)
 - e) Normal.dot or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Templates)
 - f) Excel.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\
 - g) Excel10.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\
 - h) Excel11.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\
 - i) Excel12.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\
 - j) username.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\ (where username is your system login name)
3. Go to Start->Run->type in Regedit (please be careful here)
 4. Delete all ApproveIt registry keys in:
 - a) "HKEY_CURRENT_USER\Software\Silanis"
 - b) "HKEY_CURRENT_USER\Software\VB and VBA Program Settings\ApproveIt MS Office"
 - c) "HKEY_CURRENT_USER \Software\Microsoft\Office\Word\Addins\ADTAPILib.ApproveItAddin"
"HKEY_CURRENT_USER \Software\Microsoft\Office\Excel\Addins\ADTAPILib.ApproveItAddin"

5. Go to Start>Programs>Startup and click on **ApproveIt StartUp**

If after the steps above have been performed and you still not able to see the ApproveIt add-in or Ribbon in MS Office (Word or Excel) please proceed with the following steps:

1. Click on Office Button
2. Click on Word Options (Excel Options for Excel)
3. On the left pane please select Add-ins
4. Go to Manage and select "Disabled Items" and click on "Go"
5. Select the ApproveIt Add-In "ADTAPILib.ApproveItAddin" and click on Enable
6. Restart Word (or Excel).

Approvelt Desktop 5.9 complete removal steps in Windows XP

1. Make sure that all applications are closed (because some of them might be using MS instances like Outlook)
2. From the Windows control panel, use Add/Remove Programs to uninstall all Approvelt products resident on the machine.
3. End any winword.exe or excel.exe process in the task manager
4. Go to Start->Run->type in Regedit (please be careful here)
5. Delete all Approvelt registry keys in:
 - a) "HKEY_LOCAL_MACHINE\SOFTWARE\Silanis"
 - b) "HKEY_CURRENT_USER\Software\Silanis"
 - c) "HKEY_CURRENT_USER\Software\VB and VBA Program Settings\Approvelt MS Office"
 - d) "HKEY_CURRENT_USER \Software\Microsoft\Office\Word\Addins\ADTAPILib.ApproveltAddin"
"HKEY_CURRENT_USER \Software\Microsoft\Office\Excel\Addins\ADTAPILib.ApproveltAddin"
6. Delete the following files if they exist
 - a) ApproveltEx.dot or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Word\StartUp)
 - b) ApproveltEx.xla or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Excel\XLStart)
 - c) Normal.dotm or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Templates)
 - d) Normal11.dot or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Templates)
 - e) Normal.dot or the same file with a ~ in front of the name (This file is usually found in C:\Documents and Settings\username\Application Data\Microsoft\Templates)
 - f) Excel.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
 - g) Excel10.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
 - h) Excel11.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
 - i) Excel12.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
 - j) username.xlb from C:\Documents and Settings\username\Application Data\Microsoft\Excel\
(where username is your system login name)
7. Delete the following folder C:\Program Files\Approvelt
8. Restart the PC

Approvelt Desktop 5.9 complete removal steps in Windows Vista

1. Make sure that all applications are closed (because some of them might be using MS instances like Outlook)
2. From the Windows control panel, use Add/Remove Programs to uninstall all Approvelt products resident on the machine.
3. End any winword.exe or excel.exe process in the task manager
4. Go to Start->Run->type in Regedit (please be careful here)
5. Delete all Approvelt registry keys in:
 - a) "HKEY_LOCAL_MACHINE\SOFTWARE\Silanis"
 - b) "HKEY_CURRENT_USER\Software\Silanis"
 - c) "HKEY_CURRENT_USER\Software\VB and VBA Program Settings\Approvelt MS Office"

d) "HKEY_CURRENT_USER \Software\Microsoft\Office\Word\Addins\ADTAPILib.ApprovelAddin"
"HKEY_CURRENT_USER \Software\Microsoft\Office\Excel\Addins\ADTAPILib.ApprovelAddin"

6. Delete the following files if they exist

- a) ApprovelEx.dot or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Word\Startup)
- b) ApprovelEx.xla or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Excel\XLStart)
- c) Normal.dotm or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Templates)
- d) Normal11.dot or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Templates)
- e) Normal.dot or the same file with a ~ in front of the name (This file is usually found in C:\Users\username\AppData\Roaming\Microsoft\Templates)
- f) Excel.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\
- g) Excel10.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\
- h) Excel11.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\
- i) Excel12.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\
- j) username.xlb from C:\Users\username\AppData\Roaming\Microsoft\Excel\ (where username is your system login name)

7. Delete the following folder C:\Program Files\Approvel

8. Restart the PC

“Run-time error ‘53’ - File not found: AprvMSOAddin.DLL” error

This error occurs when opening a Microsoft Office 2007 document on a machine that has Approvel Desktop 5.9. After pressing the button **OK** the error message will disappear and you will be able to work normally on your document. This error is caused by a remnant template from a previous version of Approvel Desktop that was once installed on your machine. To fix this issue, follow the simple instructions below:

1. Close ALL Word and Excel documents
2. Search for **ApprovelEX.dot** and delete all instances of it except for the one in **C:\Program Files\Approvel\Support**
3. Search for **ApprovelEX.xla** and delete all instances of it except for the one in **C:\Program Files\Approvel\Support**