

Approvelt Desktop 6.1 upgrading information

Upgrading from Approvelt version 5.7.x, 5.8.x or 5.9 when using Office 2003/2007

The upgrade process has been tested by our SQA team and the process can be triggered just by running the Approvelt 6.1 installer (please make sure all applications are closed including MS Outlook). The installer will detect the installed version of Approvelt and then upgrade it to version 6.1.

In case there is a problem after upgrading please refer to the **Troubleshooting** section of this document.

Upgrading from version of Office 2003 to Office 2007 and upgrading from a previous version of Approvelt 5.7.x, 5.8.x or 5.9 to 6.1

This process also has been tested and validated by our SQA Team. However, this upgrade should be performed in the following sequence: Upgrade MS Office 2003 to MS Office 2007 then upgrade Approvelt. In case of any issues refer to the **Troubleshooting** section of this document.

Approvelt Desktop 6.1 troubleshooting

Approvelt Desktop 6.1 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 6.1 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 6.1 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"
 - e) "HKEY_CURRENT_USER\Software\Microsoft\Office\Excel\Addins\ADTAPILib.ApproveltAddin"
 - f) "HKEY_CURRENT_USER\Software\Classes\ApproveltDesignerAddIn"
 - g) "HKEY_CURRENT_USER\Software\Classes\CLSID\{97A21885-E335-4164-AD1C-8A3BF0F003E9}"
 - h) "HKEY_CURRENT_USER\Software\Microsoft\Office\InfoPath\Addins\ApproveltDesignerAddIn"
 - i) "HKEY_CLASSES_ROOT\CLSID\{08E623D3-BEAD-4bd3-8401-EFF51FD754CE}"
 - j) "HKEY_LOCAL_MACHINE\Software\Microsoft\Office\12.0\User Settings\Silanis.ApproveltDesignerAddIn\Create\Software\Microsoft\Office\InfoPath\Addins\Silanis"
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. Also delete the following file under the user profile
C:\Documents and Settings\username\Local Settings\Application Data\Microsoft\InfoPath\Controls\{08E623D3-BEAD-4bd3-8401-EFF51FD754CE}.ict
8. Delete the following folder C:\Program Files\Approvelt
9. Restart the PC

Approvelt Desktop 6.1 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.ApproveltAddin"
 - e) "HKEY_CURRENT_USER \Software\Microsoft\Office\Excel\Addins\ADTAPILib.ApproveltAddin"
 - f) "HKEY_CURRENT_USER\Software\Classes\ApproveltDesignerAddIn"
 - g) "HKEY_CURRENT_USER\Software\Classes\CLSID\{97A21885-E335-4164-AD1C-8A3BF0F003E9}"
 - h) "Software\Microsoft\Office\InfoPath\Addins\ApproveltDesignerAddIn"
 - i) "HKEY_CLASSES_ROOT\CLSID\{08E623D3-BEAD-4bd3-8401-EFF51FD754CE}"
 - j) "HKEY_LOCAL_MACHINE\Software\Microsoft\Office\12.0\User Settings\Silanis.ApproveltDesignerAddIn\Create\Software\Microsoft\Office\InfoPath\Addins\Silanis"
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:\Users\username\AppData\Roaming\Microsoft\Word\StartUp)
 - b) ApproveltEx.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. Also delete the following file under the user profile
C:\Users\username\AppData\Roaming\Microsoft\InfoPath\Controls\{08E623D3-BEAD-4bd3-8401-EFF51FD754CE}.ict
8. Delete the following folder C:\Program Files\Approvelt
9. 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 6.1. 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 **ApproveltEX.dot** and delete all instances of it except for the one in **C:\Program Files\Approvel\Support**
3. Search for **ApproveltEX.xla** and delete all instances of it except for the one in **C:\Program Files\Approvel\Support**