

Symptoms

The Approvel tab does not show in MS Word 2007.

When trying to enable the Approvel COM Add-ins (ADTAPILib.Approvel.Addin) through Word Options nothing happens.

Fix

1. Logon and execute **regedt32**
2. Go to **HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Word**
3. Delete **Resiliency** sub tree
4. Go to **HKEY_CURRENT_USER\Software\Microsoft\Word\Addins\ADTAPILib.ApprovelAddin**
5. Make sure that the **LoadBehavior** key is set to **3**, if not change it to **3**
6. Close **regedt32**
7. Execute MS Word 2007
8. Click the **Office Button** and select **Word Options**
9. Select **Add-Ins** option on the menu (left)
10. On the **Manage** field, make sure that shows **COM Add-ins** and click **Go**
11. Check **ADTAPILib.ApprovelAddin** and click **OK**
12. Now MS Word should have the Approvel tab. Do not click on the Approvel tab yet. Restart MS Word and click the tab to make sure that the Approvel related icons will show.
13. Logout
14. Remove the user account from the local Administrators Group
15. Request the user to logon and test
16. If the tab still isn't there and the add-in tab is not in the registry as the user open a command prompt and type **Regsvr32 "C:\Program Files\Approvel\ADTMSOADDIN.dll"**
17. If that doesn't add it try it as an SA