OnceHub Support

Outlook troubleshooting: Upgrading the connector with a clean reinstall

Last Modified on Jun 2, 2023

If the connector for Outlook is not functioning as it should, you may need to upgrade it to the latest version. This can be done by going hovering over your profile picture or initials in the top right-hand corner \rightarrow **Profile settings** \rightarrow **Calendar connection**, and upgrading the connector by downloading and installing the latest connector version.

If that fixes the issue, there is no need to read further. If the problem still persists, you might need to perform a clean reinstall:

- 1. Close the connector and Outlook. If your connector or Outlook are not responding, press Ctrl+Alt+Delete to access the Task Manager. From the Task Manager on your PC, you should end the Outlook and the OnceHub connector for Outlook tasks.
- 2. The next step is to uninstall the connector from your PC. From your Control Panel, select Programs and Features and uninstall the connector.
- 3. Now you will remove the connector add-in in Outlook:

Open Outlook, go to File -> Options > Add-Ins, and select OnceHub connector for Outlook. Click Go.

	Outlook Options	? ×			
General Mail	View and manage Microsoft Office Add-ins.				
Calendar	Add-in Options				
People	Launch Add-in options dialog: Add-in Options				
Tasks	Add-ins				
Search					
Language	Name A Location	Туре			
Advanced	ScheduleOnce Connector for Outlook c:\o\Outlook\Schedule	eOnceC4O.vsto vstolocal COM Add-in			
Customize Ribbon	Inactive Application Add-ins	c) iTupe:OutlookAddle dllCOM Add in			
Quick Access Toolbar	Add-in: ScheduleOnce Connector for Outlook				
Add-Ins	Publisher: <none> Compatibility: No compatibility information available</none>				
Trust Center	Location: c:\program files (x86)\scheduleoncec4o\Outlook\ScheduleOnceC4O.vsto vstolocal				
	Description: ScheduleOnceC4O				
	M <u>a</u> nage: COM Add-ins 🗸 <u>G</u> o				
		OK Cancel			

- The COM Add-ins window appears and lists the add-ins in Outlook.

COM Add-Ins			×		
Add-Ins available: Microsoft Exchange Add-in Microsoft SharePoint Server Colleague Import Add-in Microsoft VBA for Outlook Addin OneNote Notes about Outlook Items Outlook Change Notifier Outlook Social Connector 2013 ScheduleOnce Connector for Outlook Windows Search Email Indexer		OK Cancel <u>A</u> dd <u>R</u> emove			
Location: c:\program files (x86)\scheduleoncec4o\Outlook\ScheduleOnceC4O.vsto vstolocal Load Behavior: Load at Startup					

- In the COM Add-in window, check the OnceHub connector for Outlook, click Remove, and finally OK.

- 4. Restart your computer.
- 5. When your computer is back up, sign in to your OnceHub account and re-install the Outlook connector
- 6. If you still experience issues, you should generate a connector log and send it to us.