

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 (if it is there)
4. Go to
HKEY_CURRENT_USER\Software\Microsoft\Office\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** (circle in upper left corner of screen) and select **Word Options**
9. Select **Add-Ins** option on the menu (left)
10. On the **Manage** section (bottom of page), 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 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 (Government computer only)
15. Request the user to logon and test (Government computer only)
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 (as an administrator)* and type:
32 bit systems: **Regsvr32 "C:\Program Files\Approvel\ADTMSOADDIN.dll"** or
64 bit systems: **Regsvr32 "C:\Program Files (x86)\Approvel\ADTMSOADDIN.dll"**
17. If that doesn't add it try it as an Systems Administrator