

"Redemption Helper Outlook Extension" error and email in Outbox not being sent

THE INFORMATION IN THIS ARTICLE APPLIES TO:

Mail Express, version 3.0.0 - 3.0.1

SYMPTOM

When Outlook is restarted after upgrading the Mail Express Outlook Add-in from version 3.0.0 to 3.0.1, the following error message appears: "The Add-In "Redemption Helper Outlook Extension" cannot be loaded and has been disabled by Outlook." Another symptom of this issue is that items are not processed fully by Mail Express and remain in the Outlook Outbox.

CAUSE

This error can occur when Outlook is not shut down before the Add-In is upgraded. The Add-In log will also have errors stating:

```
ERROR processing outbox item. System.IO.FileNotFoundException: Retrieving the
COM class factory for component with CLSID
{29AB7A12-B531-450E-8F7A-EA94C2F3C05F} failed due to the following error:
8007007e.
```

When the Add-In installer is run in a UI mode other than "No UI," the installer will notify the user that Outlook is running and needs to be shut down before continuing the installation. If users heed this warning by allowing Outlook to be shut down before continuing the installation, then this problem should not occur.

During the Add-In upgrade, the installer attempts to delete the redemption.dll file in the installation folder of the Add-In before installing the upgraded version. If Outlook is running during this upgrade process, the redemption.dll file may be locked and the installer will be unable to remove it. After the operating system is rebooted, the old redemption.dll file is removed, but the new version is not installed; therefore, when you start Outlook, it will display an error that "Redemption Helper Outlook Extension" cannot be loaded and has been disabled. The file, redemption.dll, is still registered, but the file no longer exists in the expected directory.

To determine if you are experiencing this issue, check whether the redemption.dll file still

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exists in the Mail Express Outlook Add-in installation directory.

RESOLUTION

- Verify that Outlook is shutdown and then run the Mail Express Outlook Add-In upgrade installer again.
- Use the `/qb msixexec` installation argument instead of `/qn` when executing the Add-In installer on the client workstations. This will install the Add-In without prompting the user, except in the case where Outlook is running and needs to be shut down first. In that case, users have the ability to shut down Outlook when prompted by the installer before resuming the installation.
- If upgrading the Add-In via a logon script, the script can be written such that it sets the `HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins\MailExpressOutlook2007A` registry setting to 0 as soon as possible, then performs the upgrade and then sets the value back to 3. This will effectively disable the Add-In from loading in Outlook, with the intention of doing so before users have a chance to launch Outlook, and then re-enables the Add-In after the upgrade is finished. Users will then need to restart Outlook in order for the Add-In to load if Outlook was started at some point during the Add-In installation.

Refer to the following article for more information on the LoadBehavior registry setting: <http://msdn.microsoft.com/en-us/library/bb386106.aspx#LoadBehavior>

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10639/Redemption-Helper-Outlook-Ex...>