Slow startup can cause Outlook Add-in to be disabled

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express, v3.3.2 and later, with Outlook 2013

DISCUSSION

When using the Mail Express Outlook Add-in with Outlook 2013, Outlook may attempt to disable the Add-in if the startup time exceeds Outlook's predefined threshold. Slow startups can happen for a variety of reasons, the most common being other process using resources at the same time (e.g. multiple application starting when the computer is first booted up).

Globalscape has implemented all of Microsoft's recommendations for quick and efficient startup, but slow startups can still happen for a variety of reasons, the most common being other process using resources at the same time (e.g. multiple application starting when the computer is first booted up).

Microsoft states that the startup metric measures the time required by each connected add-in during Outlook startup. Outlook then computes the median startup time over 5 successive iterations. If the median startup time exceeds 1000 milliseconds (1 second), then Outlook disables the add-in and displays a notification to the user that an add-in has been disabled. If the user decides that the performance timing required by the add-in is acceptable; the user has the choice of always enabling the add-in. An add-in that is always enabled will not be automatically disabled by Outlook based on performance criteria.

WORKAROUND

When prompted by Outlook, allow the Mail Express Outlook Add-in to always be enabled:

1. When the **Add-In Problem** message appears, click **View Disabled Add-ins**.
2. In the **Disabled Add-ins** dialog box, click **Always enable this add-in**.

Refer to "Performance criteria for keeping add-ins enabled" in this [Microsoft KB article](#) for more information.

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