

# officeGATE Manual – version 3.1



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## Introduction to officeGATE

officeGATE is an MS Outlook add-in connecting your email client with your local file-system and with your SharePoint Online, OneDrive, Dropbox, Saperion, Saperion Workplace, Datengut Bauakte, contentACCESS, and many other providers.

When we work with emails and attachments we often use multiple applications. The collaboration between these applications is complicated and time consuming. What would be the right solution for this problem? If you choose officeGATE you do not need to switch to other applications. Directly from your Outlook you can have an easy access to your folders and documents. Simply drag&drop your attachments from/to the email into SharePoint or your local folders, and work with your files comfortably without any time-consuming navigations in your local or cloud file system. Just one simple move with your mouse and you have it! OfficeGATE is the easiest way how to handle with your emails and attachments. Start to enjoy its benefits, save your valuable time and thus your money – even for free!

### Key features

- ✓ **Built-in providers.** officeGATE establishes a direct connection between your email client and common providers (SharePoint, MS OneDrive, MS OneDrive Business, Dropbox, Saperion Workplace etc.).
- ✓ **Drag&Drop.** Copy files with a simple move of mouse from/to the email message into SharePoint or other local providers.
- ✓ **Edit.** You can open, remove and edit files/folders directly from your Outlook.
- ✓ **Send files** as an attachment **directly** from officeGATE panel.
- ✓ **Copy files between providers directly form the list view.**
- ✓ **Choose to attach a file itself, a link** to the file, or **send multiple files as a ZIP.** When you right-click on the file in the pane you can decide how to attach it.
- ✓ **Have access** to the desired information even **without internet connection** Search in title and contents of your documents.
- ✓ **Customize your access with Favorites.** Define your own favorite folders or SharePoint sites.
- ✓ **Share big files** directly from your MS Outlook mailbox.
- ✓ **Connect to multiple SharePoint sites.**



- ✓ Directly from Outlook you can use SharePoint's **content type selection and metadata fill** features.
- ✓ **USE IT FOR FREE** or pay for the Premium version.
- ✓ **Premium version** features: Connection to multiple SharePoint sites, Automatic upload, Rules Definition.

## Software requirements

- Microsoft .NET Framework 4.5.2  
<https://www.microsoft.com/en-us/download/details.aspx?id=42643>
- Microsoft Office 2010,2013,2016
- Microsoft Windows 10, Microsoft Windows 8.1, Microsoft Windows 8, Microsoft Windows 7
- Microsoft SharePoint Server 2013 Client Components SDK, version 15.4711.1001  
<https://www.microsoft.com/en-us/download/details.aspx?id=35585>
- Visual Studio 2010 Tools for Office Runtime\*  
<https://www.microsoft.com/en-us/download/details.aspx?id=48217>

*\* This prerequisite is required for Group Policy installation only.*

## Getting started

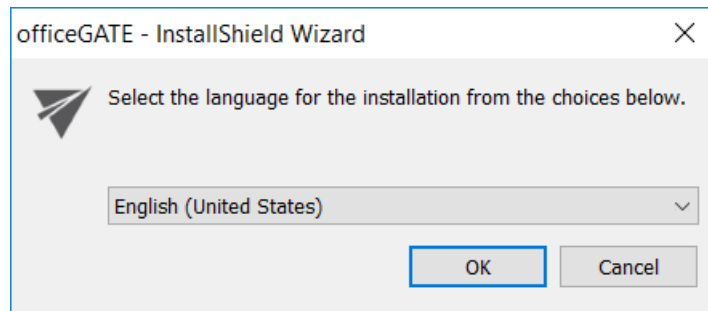
The application can be installed with 2 kinds of setup files: either with EXE or MSI:

officeGATE\_x[platform].exe – are used for single installations and include prerequisites installations.

officeGATE\_x[platform].msi – are used for GPO-silent installations. Prerequisites are not installed automatically by this type of setup. The setup aborts, if one of the prerequisites are not met.

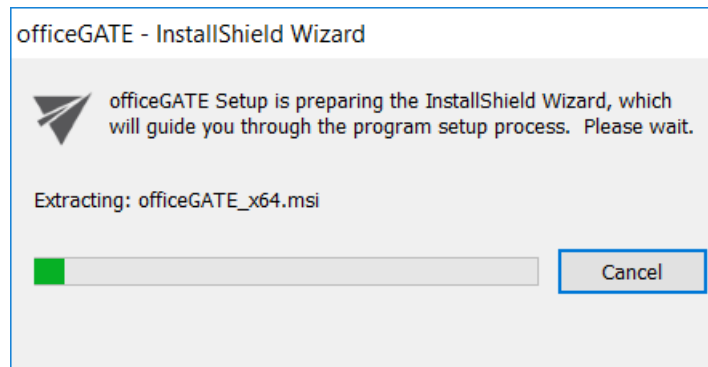
## Single installation of officeGATE

1. Download the setup package (.exe).
2. Select the language for installation from the available languages:

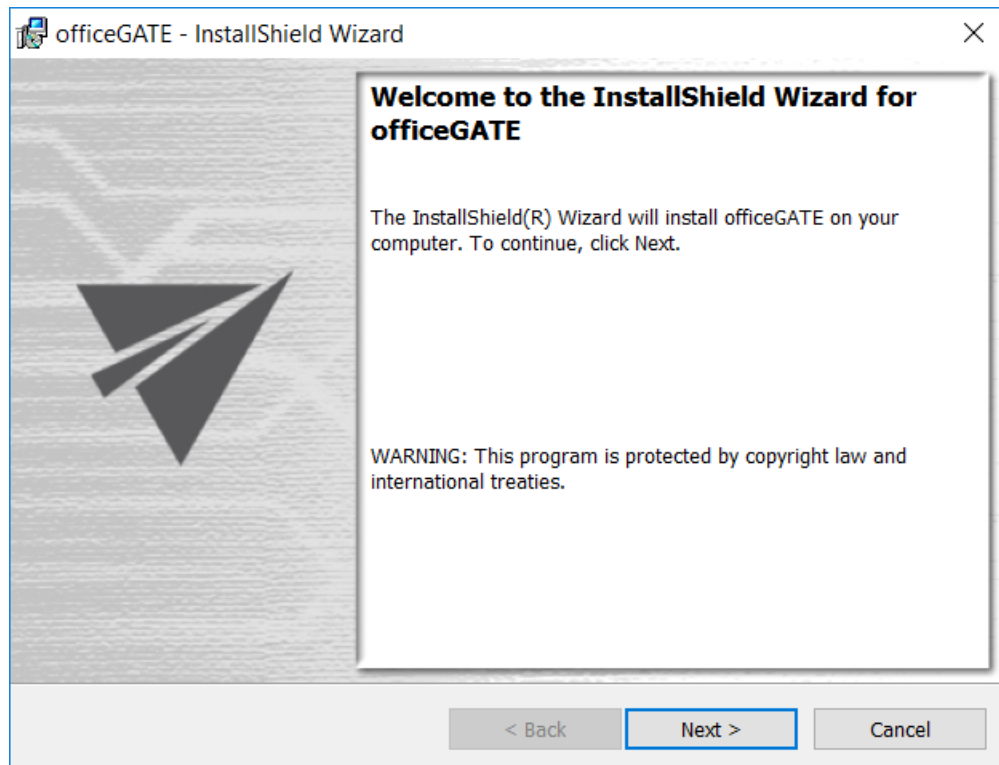


**Hint:** By The Group Policy installation only the English language is supported. For detailed information about GPO installation refer to chapter [Installation of officeGATE in a distributed company environment using Group Policy](#) of this guide.

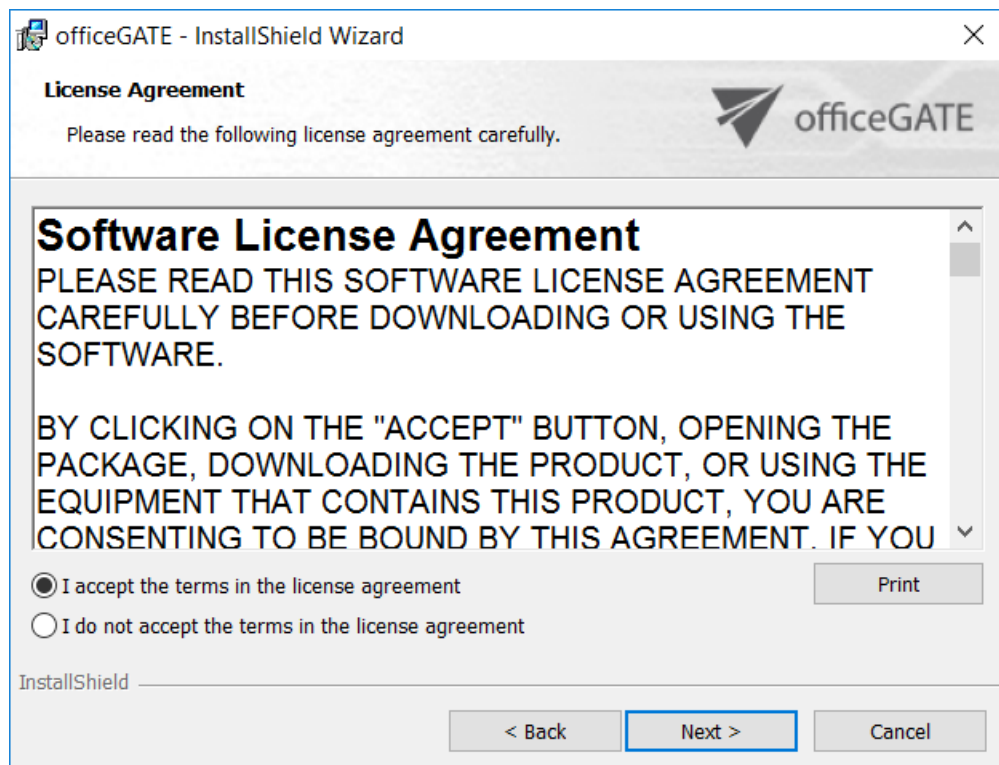
3. Run the setup package and follow the on-screen instructions.



4. The officeGATE InstallShield Wizard will appear as shown on the screen below. Click **Next**.



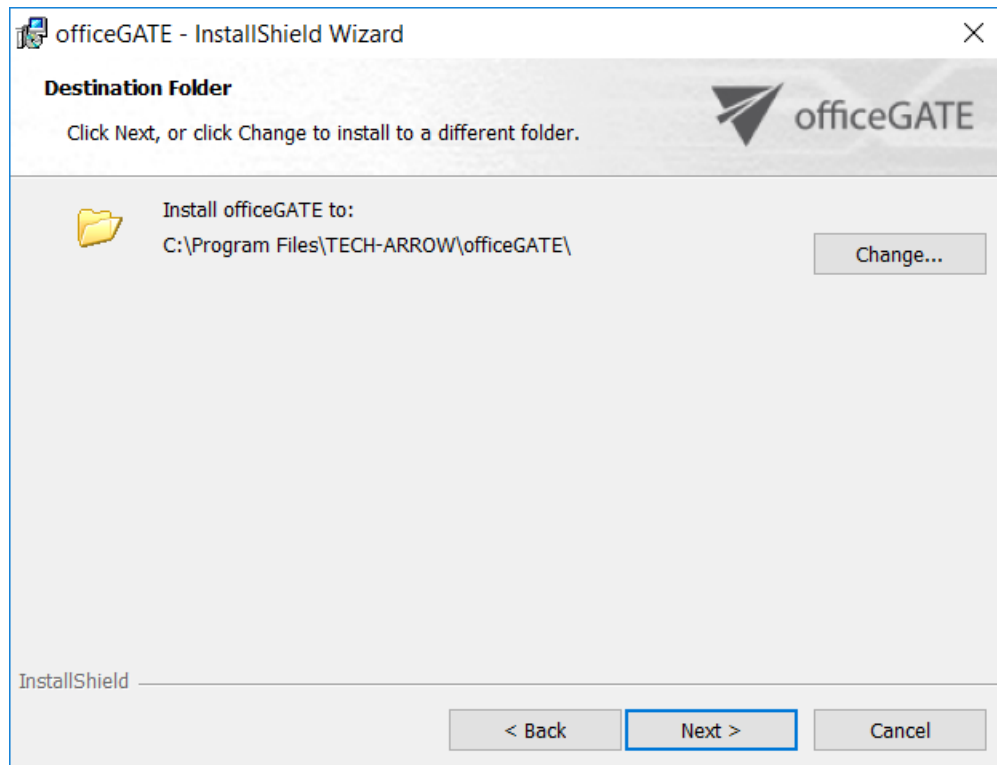
5. In the next step click on **I accept the terms in the license agreement** radio button and click **Next**.



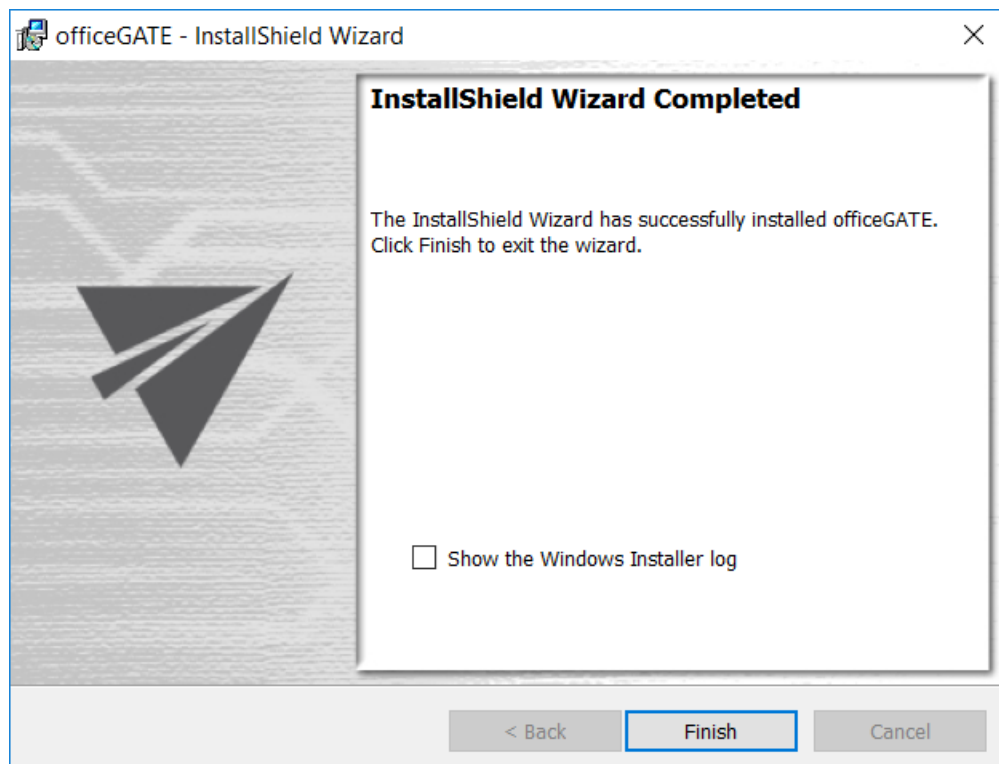
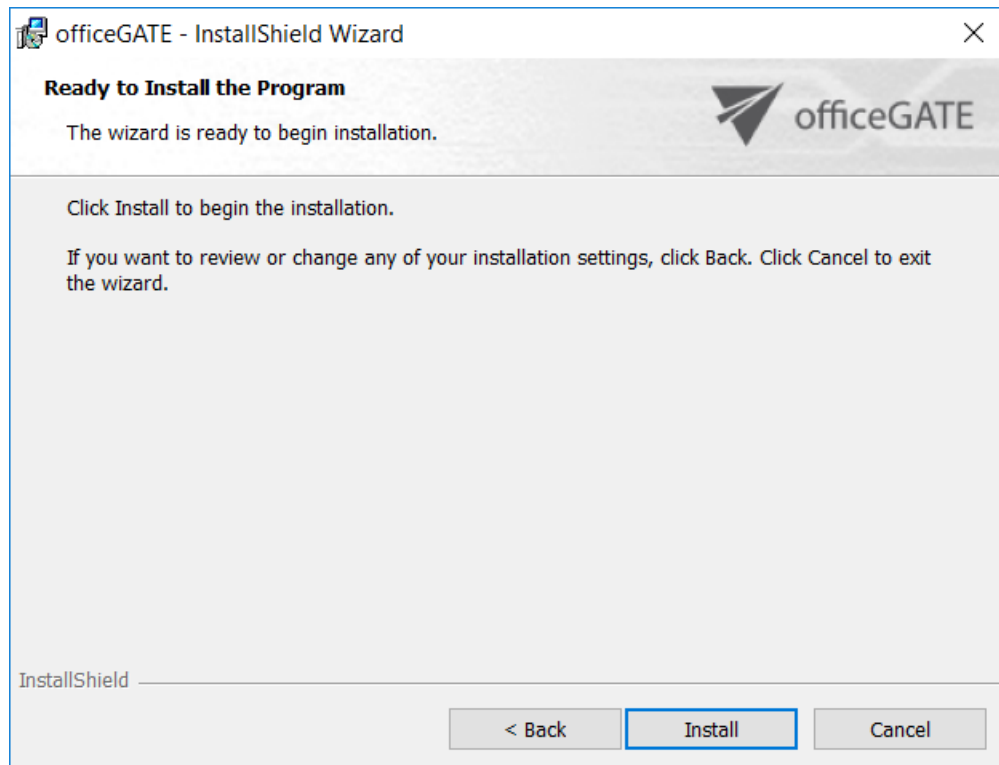




6. Choose the destination folder where officeGATE will be installed on your PC and click **Next**.



7. Click **Install** and then **Finish** to complete the installation process.





The last window of the installation process will offer for the user to open the Windows Installer log. Wish you check it, mark the “Show the Windows Installer log” checkbox. In case that you would not like to open it leave this checkbox empty.

When installation is complete, open officeGATE in MS Outlook. If MS Outlook was originally opened a restart of MS Office after installation is needed.

## Installation of officeGATE in a distributed company environment using Group Policy

officeGATE supports Group Policy installation. Group Policy is used to automatically distribute officeGATE setups to the domain users. MSI setups are automatically installed on the user's computer when signing in, while EXE files are only distributed and the user may decide, if he installs officeGATE or not. This can save enormous time and energy, as the application can be easily installed at-one-go. For more information about Group Policy installations refer to [this](#) guide.

Multi-language support is not included in case of GPO-installation. The language of the application will be selected as follows:

- At first the **language of the already installed officeGATE** will be checked. If found, it will be applied.
- If the language setting was not found (i.e officeGATE is installed for the first time), then the **Registry will be checked**. If the language was found, it will be applied.
- If the language setting was not found in the Registry, **officeGATE will use the language that is set in the MS Outlook** of the user.

**Note:** System admin rights are required to install officeGATE using Group Policy.

## XML distribution with GPO in distributed company environment

Prior to installing officeGATE with Group Policy installation (i.e. distributing officeGATE setups to domain users), GPO is generally used to distribute the officeGATE auto-configuration file (officeGATE\_Configuration.xml) to the users. The GPO- installation of the officeGATE can be launched after



the XMLs have been distributed to these users. This ensures, that officeGATE will be later installed with the global and connection settings that were initially set in the XML file.

For detailed instructions how to use GPO to distribute XML files refer to chapter “How to copy officeGate\_Configuration.xml using Group Policy” of [this](#) guide.

### XML file generated from contentACCESS:

The XML can be automatically generated from contentACCESS Central Administration. XML file generated from contentACCESS contains the specified global settings and also the connection settings between officeGATE and contentACCESS provider. Parameters included in the XML file are the following: the license key, the required login provider, language settings, contentACCESS FQDN-settings.

To create this officeGATE\_Configuration.xml file from contentACCESS and distribute it before the installation follow these steps:

- 1) In section **System** → **Client applications** → **officeGATE** of contentACCESS Central Administration specify the required parameters: license key, login provider, default language and click **Generate configuration**.



# officeGATE

System > Client Applications > officeGATE

officeGATE is a Microsoft Outlook add-in connecting Microsoft Outlook with local file-systems and also contentACCESS, OneDrive, SharePoint, etc. The add-in enables the user to Drag&Drop not only archived files from/to email messages directly in Microsoft Outlook, without the need to switch to other applications.

#### Generate officeGATE configuration

|                                                       |                                            |
|-------------------------------------------------------|--------------------------------------------|
| License key:                                          | <input type="text"/>                       |
| Default login provider:                               | <input type="text" value="None"/>          |
| Default language:                                     | <input type="text" value="Not specified"/> |
| <input type="button" value="Generate configuration"/> |                                            |

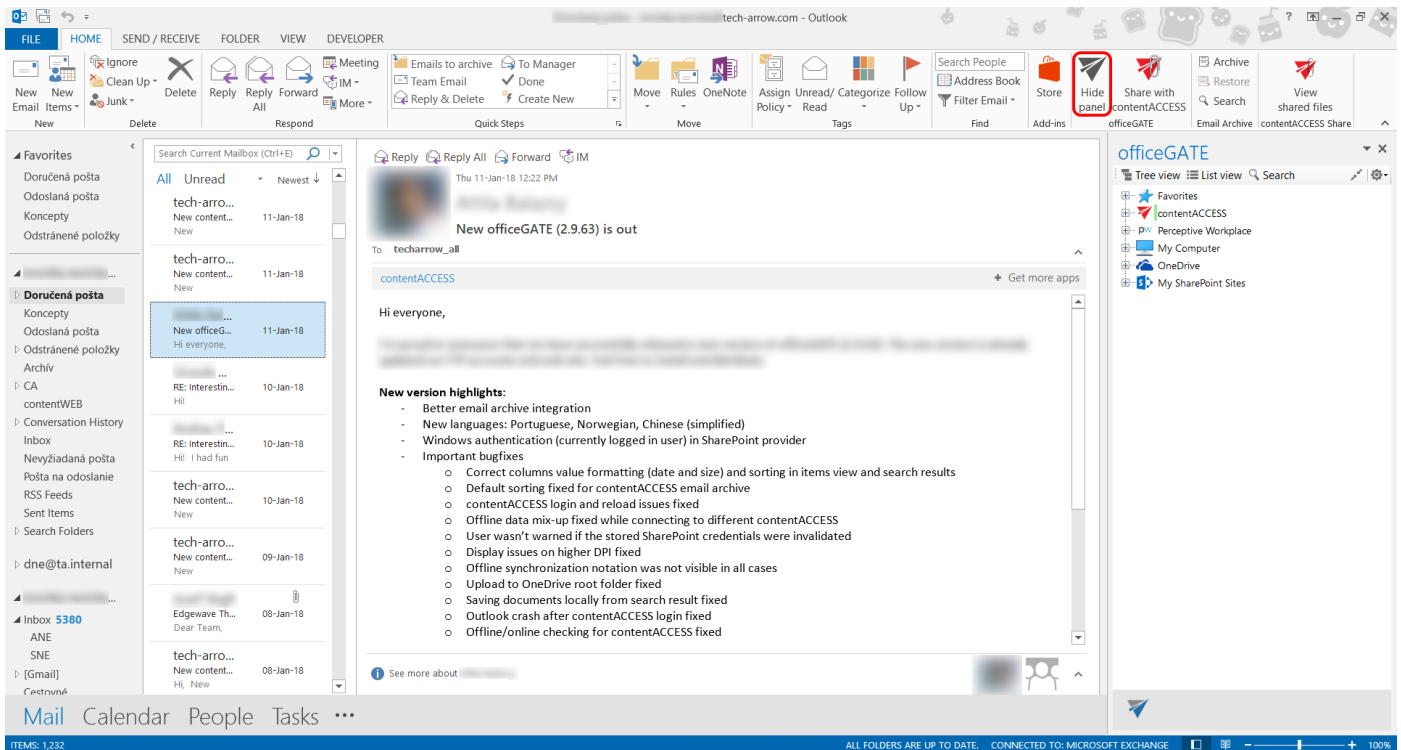
- 2) Further distribute the XML files with the Group Policy based on the “How to copy officeGate\_Configuration.xml using Group Policy” chapter of [this](#) guide.



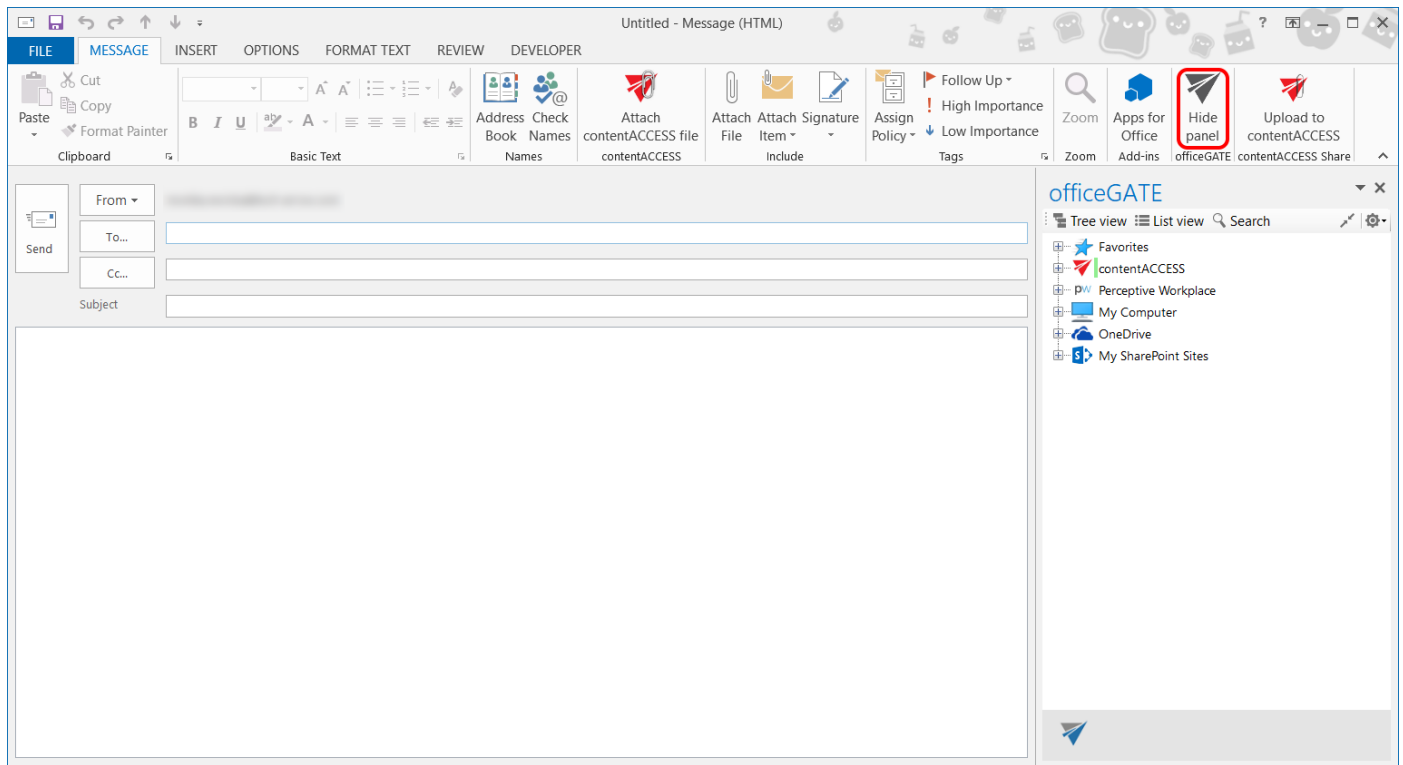
3) Finally install officeGATE using Group Policy installation.

## Launching officeGATE

To launch and display officeGATE, open MS Outlook and click on the **Show panel / Hide panel** (  ) button. By clicking the button again you hide the officeGATE panel.



The officeGATE panel can also be accessed in a compose e-mail message window. To show it, click the officeGATE button (  ) in any message.



**Note:** In case you have troubles with displaying officeGATE check section [Troubleshooting](#).

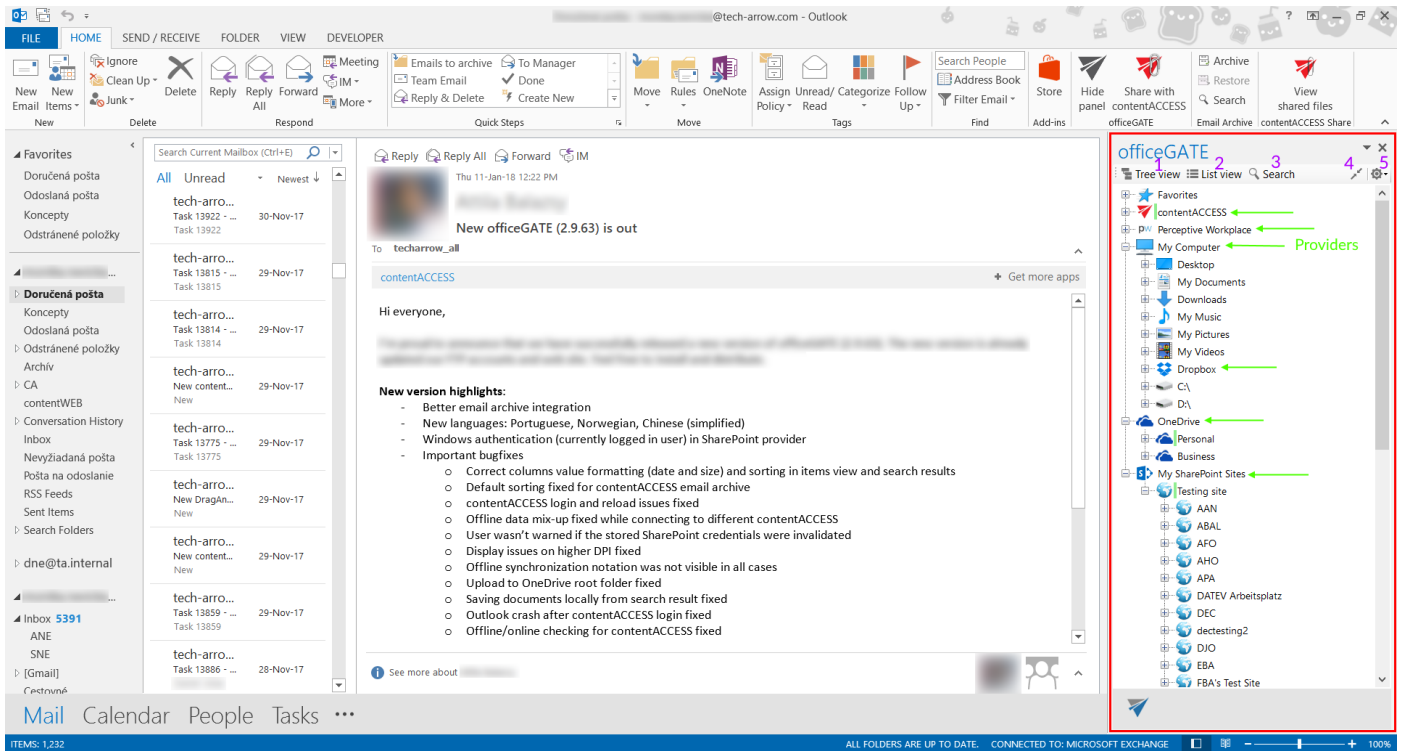
## officeGATE pane's overview

The picture below shows for the user the officeGATE pane (red frame) with the available providers. A provider is a document management system connected with officeGATE (like OneDrive, SharePoint etc.) that is used to handle with the documents. The officeGATE pane consists of its header part and the pane with the available providers. The following option can be accessed from the header (purple numbers) part:

- View selectors (1. **tree view** , 2. **list view**, 4. **collapse all**) – more details [here](#);
- **Search** (3) – more details [here](#);
- **officeGATE options** dropdown list (5) – Settings (more details [here](#)), Send feedback, About



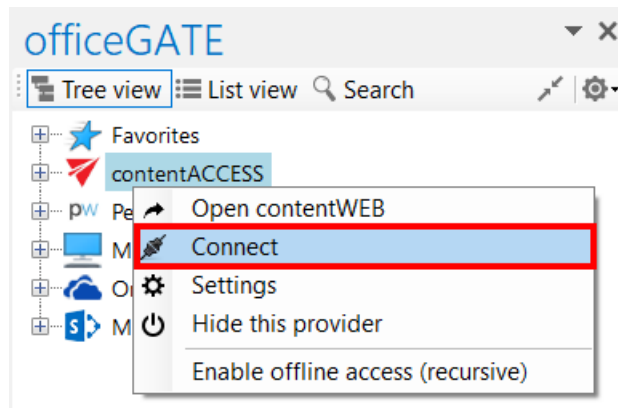
The providers are listed alphabetically in the pane. We marked them with **green** on the screenshot below. Many of these providers are already expanded so their contents are also visible. Use the folders and the items context menu items to work with your folders/libraries/documents.



## Connection settings

To be able to work with the files, the given system must be connected to officeGATE. To connect to the available providers (systems) the user has to:

1. Enable (enable = turn on) the desired provider(s) in the officeGATE settings (more information [here](#));
2. Configure connection settings (for more information refer to [this](#) chapter);
3. Connect to the provider(s) by clicking on “Connect” in the context menu (some providers do not require this step).



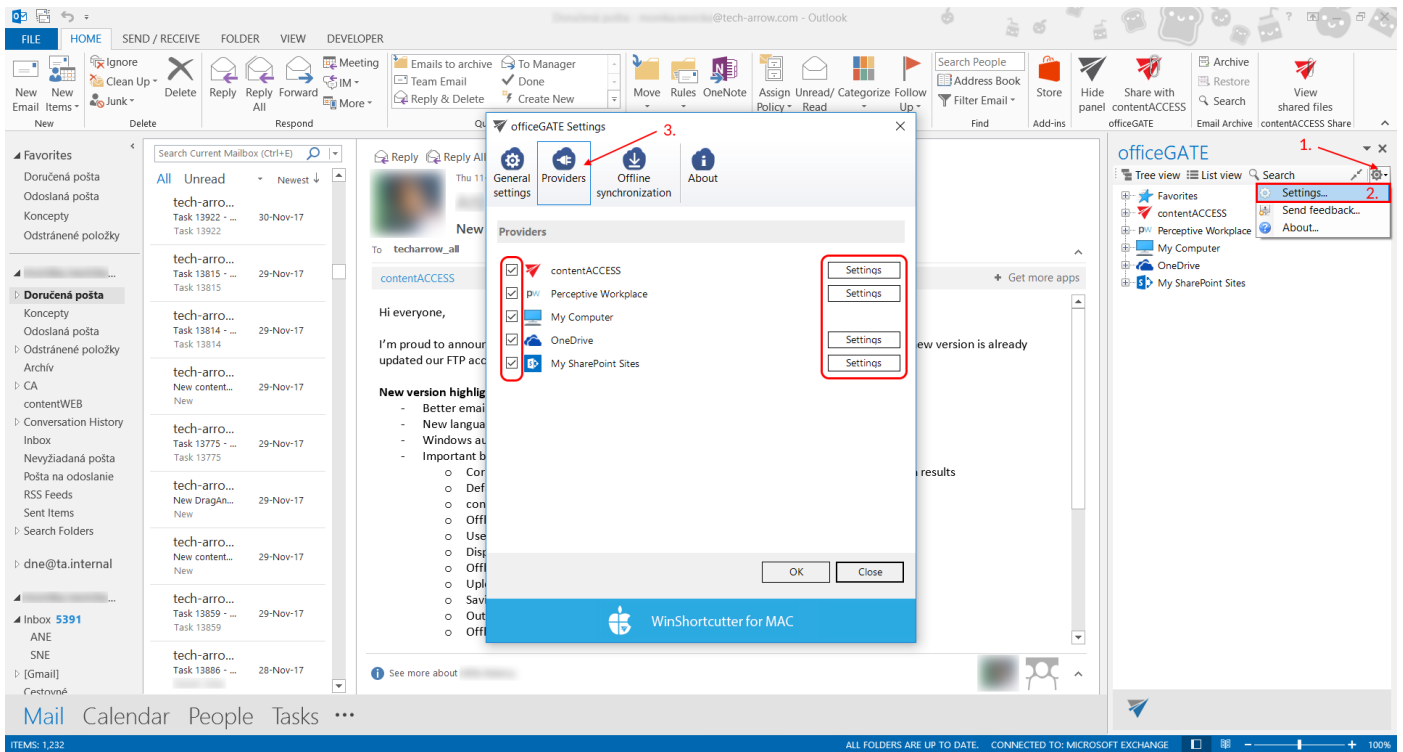
## Enabling/disabling providers

If a provider is enabled, it gets displayed in the officeGATE pane. A disabled provider is hidden. By default all available providers are enabled (i.e. visible) in the officeGATE pane. OneDrive and Dropbox folders can be accessed under “My computer” node as well if the client applications are installed locally.

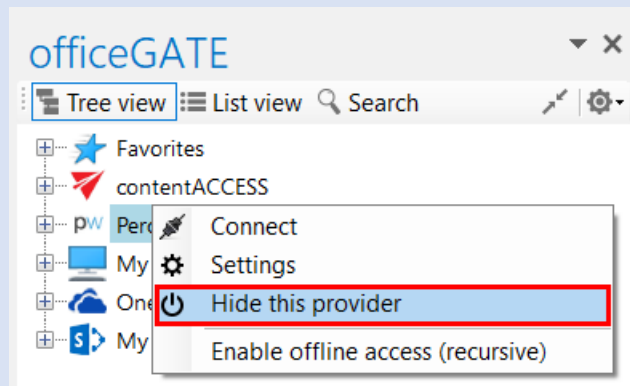
The default connection setting can be changed in officeGATE settings as described below.

**Enabling/disabling the officeGATE providers.** In the officeGATE’s pane click on the  button and choose **Settings...** as shown on screenshot below. In the **officeGATE Settings** dialog switch to the  **Providers** tab. All available providers (contentACCESS, Perceptive Workplace, My computer, OneDrive, SharePoint) are listed on this tab. Check/uncheck the desired provider’s checkbox to show/hide it. Wish you connect to a system, click on the **Settings** button to configure required connection settings. These connection settings can be also accessed using the providers’ context menu and will be described in more details in chapter [Connecting to providers](#).





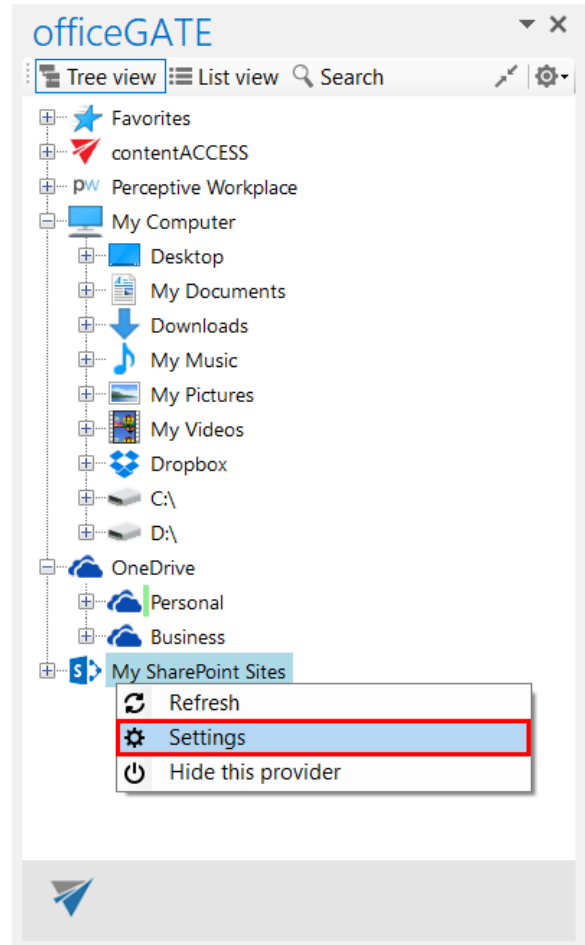
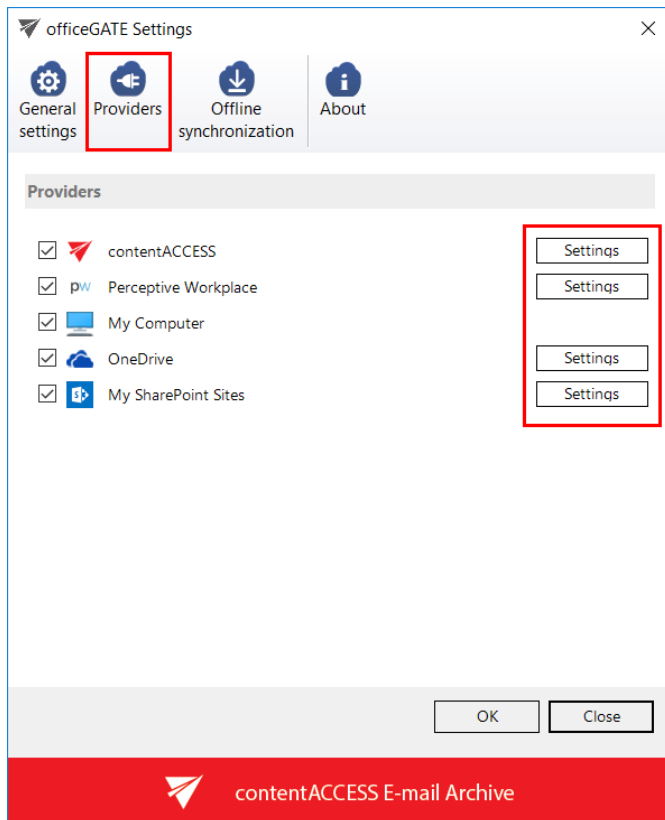
**Note:** You can hide the providers using the provider's context menu as well. Right click on the provider in the pane and select **Hide this provider** from the context menu items.



## Connecting to providers



In the following section we will demonstrate how to configure the connection settings by each available officeGATE provider. As already mentioned above, a provider's connection settings can be reached a) either from the **Providers** tab of **officeGATE settings** dialog (1<sup>st</sup> screenshot below) or b) from the given provider's context menu (2<sup>nd</sup> screenshot below):



With clicking on **Settings** the provider's connection dialog opens. Each provider requires to specify different connection parameters, which will be described in the following subchapters of this guide.

## Connecting to contentACCESS



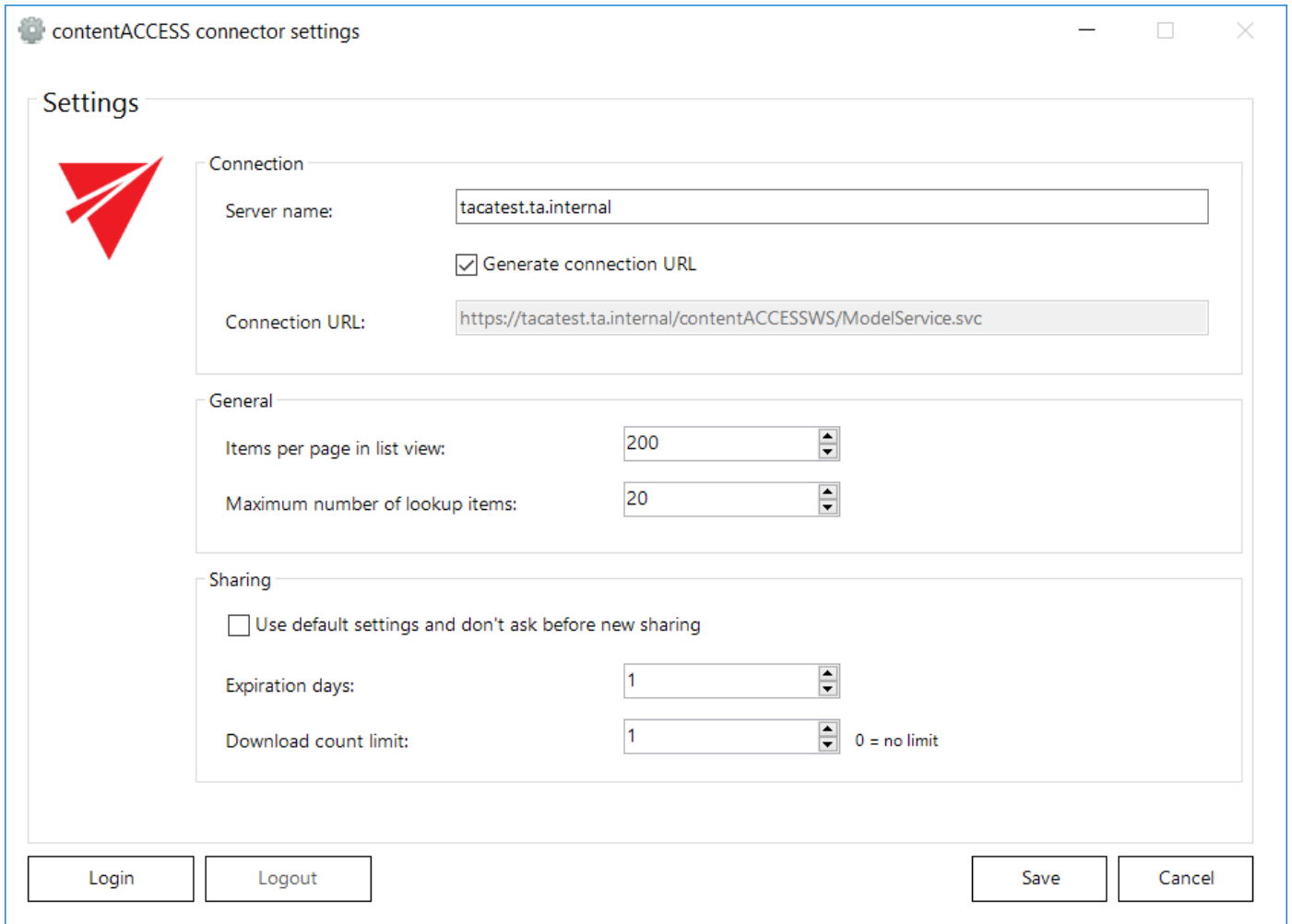
officeGATE can be interconnected with contentACCESS, TECH-ARROW's great document management software. With officeGATE the user can access the contentACCESS documents directly from MS Outlook, without a need to switch to another application.

**Important:** The officeGATE version 2.9 and higher is compatible only with contentACCESS 3.1 and higher. Connecting to an older version results in an error message about version incompatibility.

To connect officeGATE with contentACCESS, click **"Settings"** in the context menu or in the **officeGATE settings** to open the **contentACCESS connector settings** dialog. Further specify the connection parameters:

**1) If you use proxy (contentACCESSWS) with secure (HTTPS) connection to connect to contentACCESS, configure the connection as follows:**

- Check the **Generate connection URL** checkbox;
- Enter the contentACCESS server name into the **Server name** field; with this action the connection URL will be generated automatically;
- Specify a maximum item count that should be displayed in the list view (by default this is set to 50)
- Specify a maximum number of lookup items (by default the value is set to 20).
- Specify your default sharing settings (if the Sharing plugin is not licensed in your contentACCESS, you can ignore these settings; more information [here](#))
- Save your settings.



contentACCESS connector settings

### Settings

**Connection**

Server name:

☒ Generate connection URL

Connection URL:

**General**

Items per page in list view:

Maximum number of lookup items:

**Sharing**

☐ Use default settings and don't ask before new sharing

Expiration days:

Download count limit:  0 = no limit

Login Logout Save Cancel

2) If you use proxy (contentACCESSWS) with unsecure (HTTP) connection to connect to contentACCESS (i.e. you use proxy but do not have a valid certificate), configure the connection as follows:

- Enter the contentACCESS server name into the **Server name** field;
- Enter the HTTP connection URL with the correct server name into the **Connection URL** field:  
[http://\[ServerName\]/contentACCESSWS/ModelService.svc](http://[ServerName]/contentACCESSWS/ModelService.svc)
- Select an authentication type from the **Authentication type** dropdown list; if there were new authentication providers enabled in contentACCESS, but they do not appear in the list, click **Reload** to refresh the dropdown list;
- Enter your **contentACCESS credentials** (Login name and Password);



- Specify a maximum item count that should be displayed in the list view (by default this is set to 50)
- Specify a maximum number of lookup items (by default the value is set to 20).
- Specify your default sharing settings (if the Sharing plugin is not licensed in your contentACCESS, you can ignore these settings; more information [here](#))
- Save your settings.

**contentACCESS connector settings**

**Settings**

**Connection**

Server name:

☐ Generate connection URL

Connection URL:

**General**

Items per page in list view:

Maximum number of lookup items:

**Sharing**

☐ Use default settings and don't ask before new sharing

Expiration days:

Download count limit:  0 = no limit

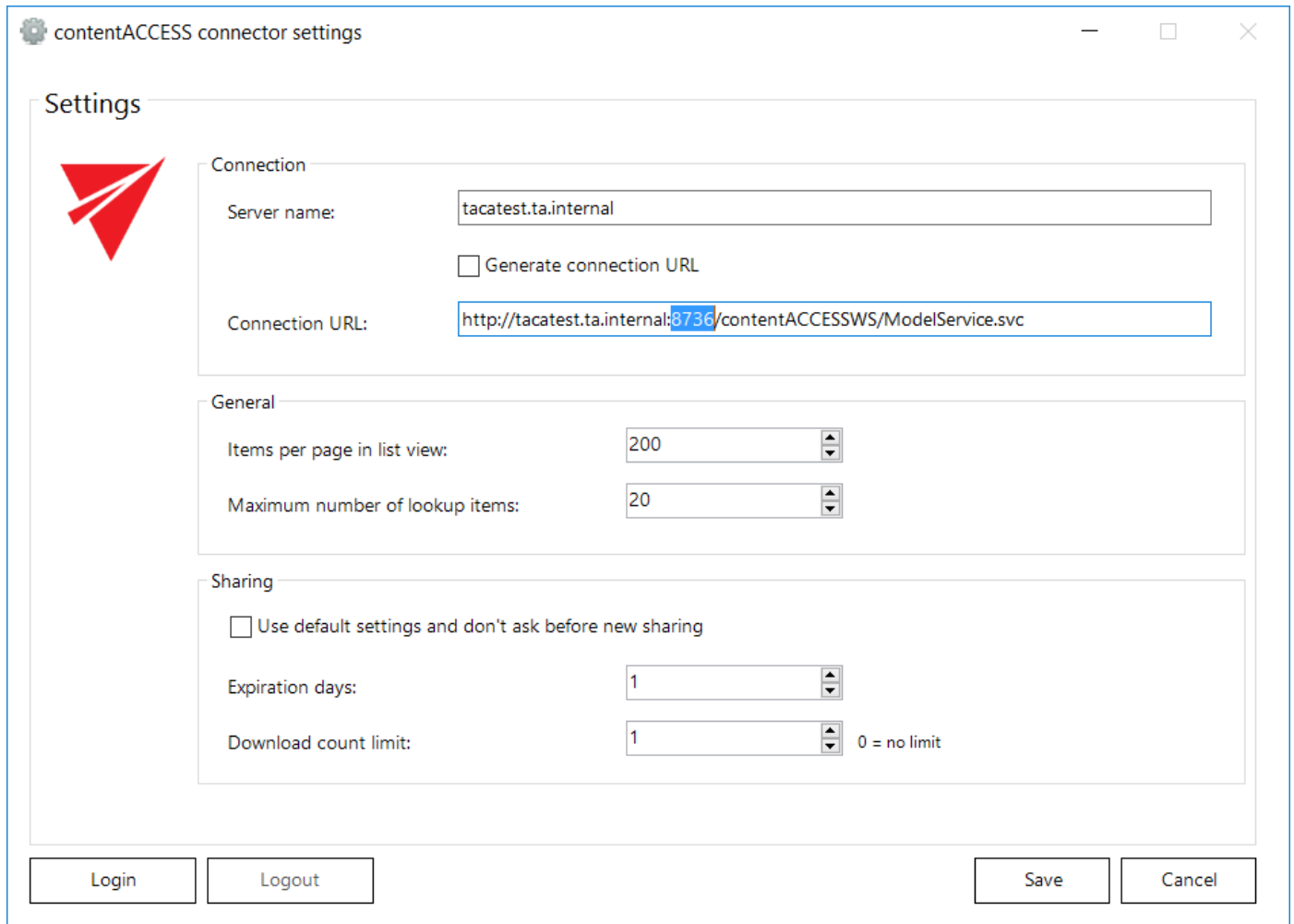
Login Logout Save Cancel

3) If you use direct connection to connect to contentACCESS (no proxy is installed), configure the connection as follows:

- Enter the contentACCESS server name into the **Server name** field;



- Enter the connection URL with the correct server name into the **Connection URL** field:  
[http://\[ServerName\]:8736/contentACCESSWS/ModelService.svc](http://[ServerName]:8736/contentACCESSWS/ModelService.svc)
- Select an authentication type from the **Authentication type** dropdown list; if there were new authentication providers enabled in contentACCESS, but they do not appear in the list, click **Reload** to refresh the dropdown list;
- Enter your **contentACCESS credentials** (Login name and Password);
- Specify a maximum item count that should be displayed in the list view (by default this is set to 50)
- Specify a maximum number of lookup items (by default the value is set to 20).
- Specify your default sharing settings (if the Sharing plugin is not licensed in your contentACCESS, you can ignore these settings; more information [here](#))
- Save your settings.



The screenshot shows the 'contentACCESS connector settings' window. It has a title bar with standard window controls. Inside, there's a 'Settings' section with a red arrow icon. The settings are organized into three panels: 'Connection', 'General', and 'Sharing'. The 'Connection' panel has a 'Server name' field with 'tacatest.ta.internal', a checkbox for 'Generate connection URL' which is unchecked, and a 'Connection URL' field with 'http://tacatest.ta.internal:8736/contentACCESSWS/ModelService.svc'. The 'General' panel has 'Items per page in list view' set to 200 and 'Maximum number of lookup items' set to 20. The 'Sharing' panel has an unchecked checkbox for 'Use default settings and don't ask before new sharing', 'Expiration days' set to 1, and 'Download count limit' set to 1 (with a note '0 = no limit'). At the bottom, there are four buttons: 'Login', 'Logout', 'Save', and 'Cancel'.

contentACCESS connector settings

### Settings

**Connection**

Server name:

☐ Generate connection URL

Connection URL:

**General**

Items per page in list view:

Maximum number of lookup items:

**Sharing**

☐ Use default settings and don't ask before new sharing

Expiration days:

Download count limit:  0 = no limit

Login Logout Save Cancel

There are two possible ways to log in to contentACCESS:

1. After saving your settings, click on the **Login button**. A pop-up with **Login providers** will appear. When clicking on Use another login method, all **Login providers**, which are configured in Central administration, will appear.



Central login

×

 **TECH-ARROW central login**

Welcome. Choose your login provider to login.

Last time used:

 contentACCESS account

Username:

Password:

Login

☐ Remember me

[Use another login method](#)

Select the Login provider that you would like to use, enter your credentials and click on the blue Login button.





Central login

TECH-ARROW central login

Welcome. Choose your login provider to login.

contentACCESS account

Username: system

Password:

Login

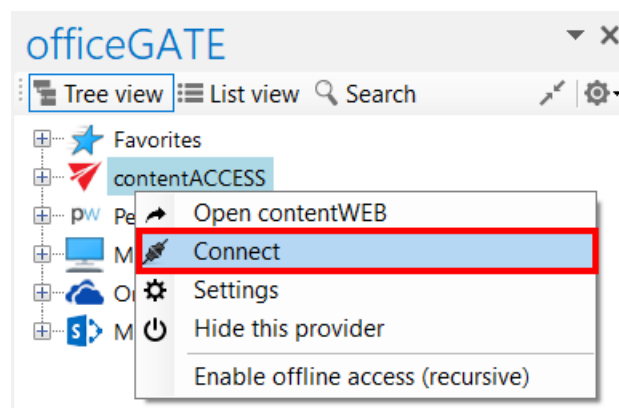
External Active Directory

Windows as current user

Windows as different user

Remember me

- After saving your settings, close the contentACCESS connector settings window. Right-click on the **contentACCESS** provider in the officeGATE pane and select **Connect** from its context menu.



A pop-up with **Login providers** will appear. When clicking on Use another login method, all **Login providers**, which are configured in Central administration, will appear.



Central login

×

 **TECH-ARROW central login**

Welcome. Choose your login provider to login.

Last time used:

 contentACCESS account

Username:

Password:

Login

☐ Remember me

[Use another login method](#)

Select the Login provider that you would like to use, enter your credentials and click on the blue Login button.



Central login ×

 **TECH-ARROW central login**

Welcome. Choose your login provider to login.

 contentACCESS account

Username:

Password:

Login

 External Active Directory

 Windows as current user

 Windows as different user

☐ Remember me

**Important:** The old login is supported if officeGATE tries to connect to contentACCESS 3.1.76 or less. So lastly released 3.1 with service pack 2 is working with new login. If contentACCESS version is less than 3.1.76, then the old login pop-up will appear when trying to connect to contentACCESS provider:



officeGATE Login

**Authentication**

Authentication type: Forms Reload

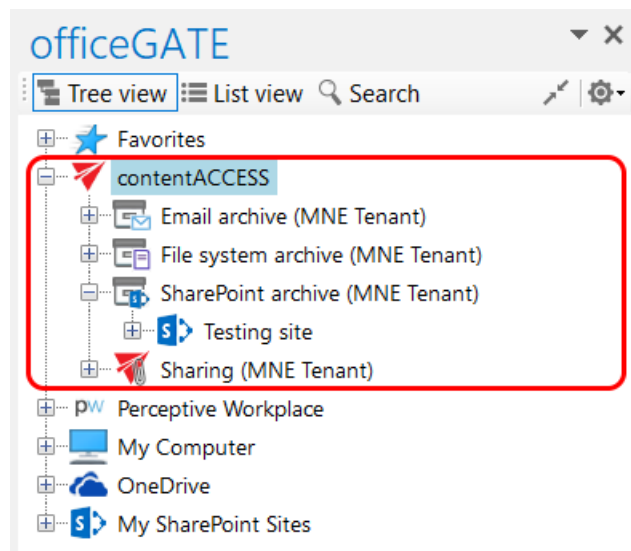
Logon name: system

Password: \*\*\*\*\*

Login Cancel

The **Windows** authentication type for the old login works only with “current user”, other user cannot be selected.

Once the connection is well established, the licensed plugins will be listed when extending the contentACCESS provider's node in the pane.



**Note:** With the Metalogix Archive Manager Exchange Edition archive connection you may access your old MAM shortcuts in officeGATE. The connection to this archive can be established using the respective plugin of contentACCESS.



First you have to install and configure Legacy MAM retrieve server on the MAM server, and configure it in the contentACCESS Central Administration. (For more information refer to the [contentACCESS Manual](#)).

contentACCESS provider also has a **Logout** button in settings. According to whether the user is logged in or not, the button is enabled or disabled.

**contentACCESS connector settings**

**Settings**

**Connection**

Server name:

☐ Generate connection URL

Connection URL:

**General**

Items per page in list view:

Maximum number of lookup items:

**Sharing**

☐ Use default settings and don't ask before new sharing

Expiration days:

Download count limit:  0 = no limit

Login Logout Save Cancel

## Connecting to third -party DMS providers (Datengut, Perceptive)

It is also possible to connect to third-party DMS (data management software) providers - such as Datengut, Perceptive (also known as Saperion ECM) - in officeGATE. Third party DMS providers are integrated as plugins

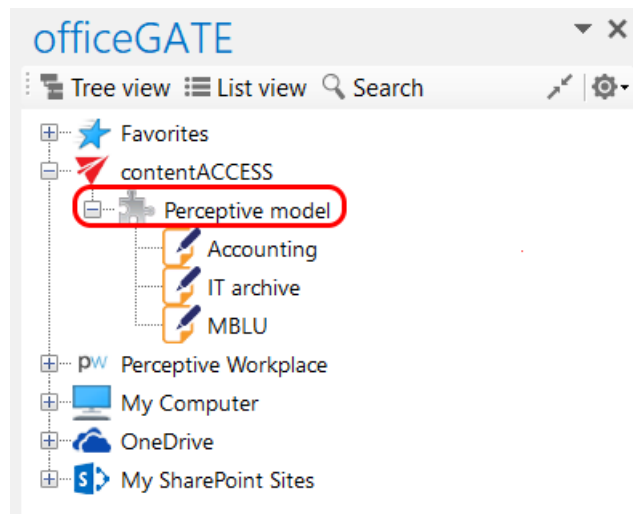


into the contentACCESS provider. To be able to connect to these providers, the respective third-party authentication provider must be enabled in contentACCESS. (For more information refer to section “Login providers” in the [contentACCESS Manual](#)). Single sign on authentication is supported as well. Single sign on means, that it is not required to create a Datengut or Perceptive user login in contentACCESS to connect to Perceptive or Datengut DMS in officeGATE. The user login will be created automatically in the background when logging into the Datengut/Perceptive DMS from officeGATE.

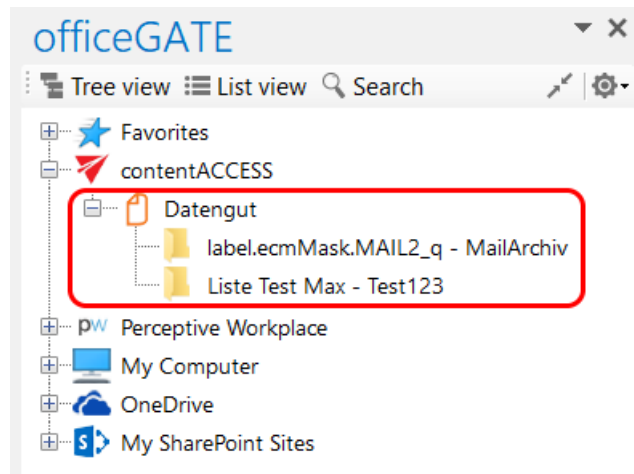
**How to connect to the Datengut/Perceptive DMS in officeGATE:** First, you need to configure and log in to the contentACCESS provider (read more in [this](#) section). When logging in:

- Select the Datengut/Perceptive **Login method (provider)**.
- Type in your already existing Datengut/Perceptive user logins.
- Click on the blue Login button.

The Datengut/Perceptive model will be connected to your officeGATE. You can check it with unfolding the contentACCESS node in the officeGATE's pane:



Screenshot A: Perceptive node in tree view



Screenshot B: Datengut node in tree view

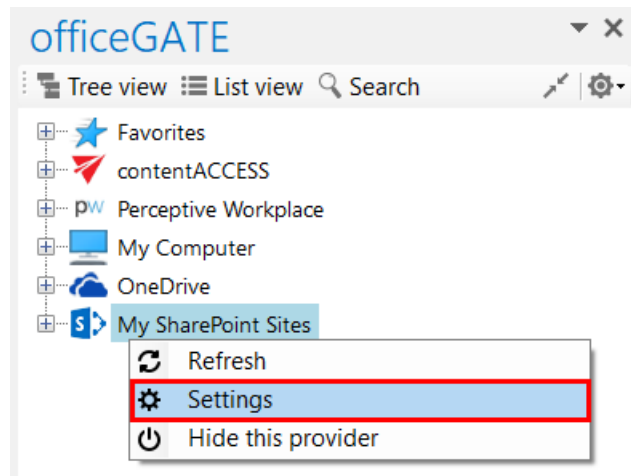
## Connecting to SharePoint site(s)

The following SharePoint versions are supported by officeGATE:

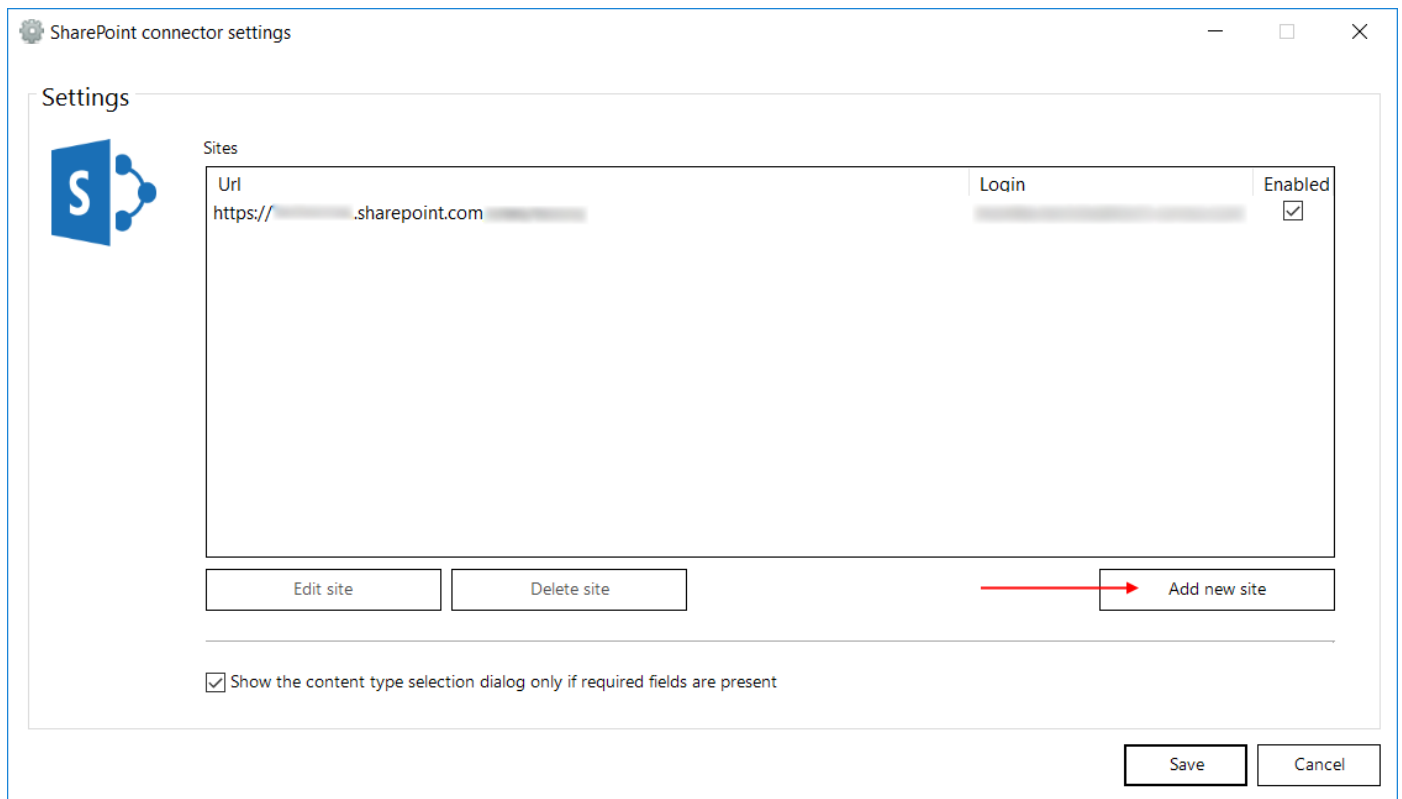
- Office 365, SharePoint 2013, SharePoint 2010
- Foundation

**Note:** The SharePoint provider does not support login for external users. An external user is someone from outside your Office 365 subscription to whom you have given access to one or more sites, files or folders.

Open the **SharePoint connector settings** dialog with clicking on “**Settings**” in the  SharePoint node’s context menu (or in **officeGATE settings** dialog → **Providers** tab).

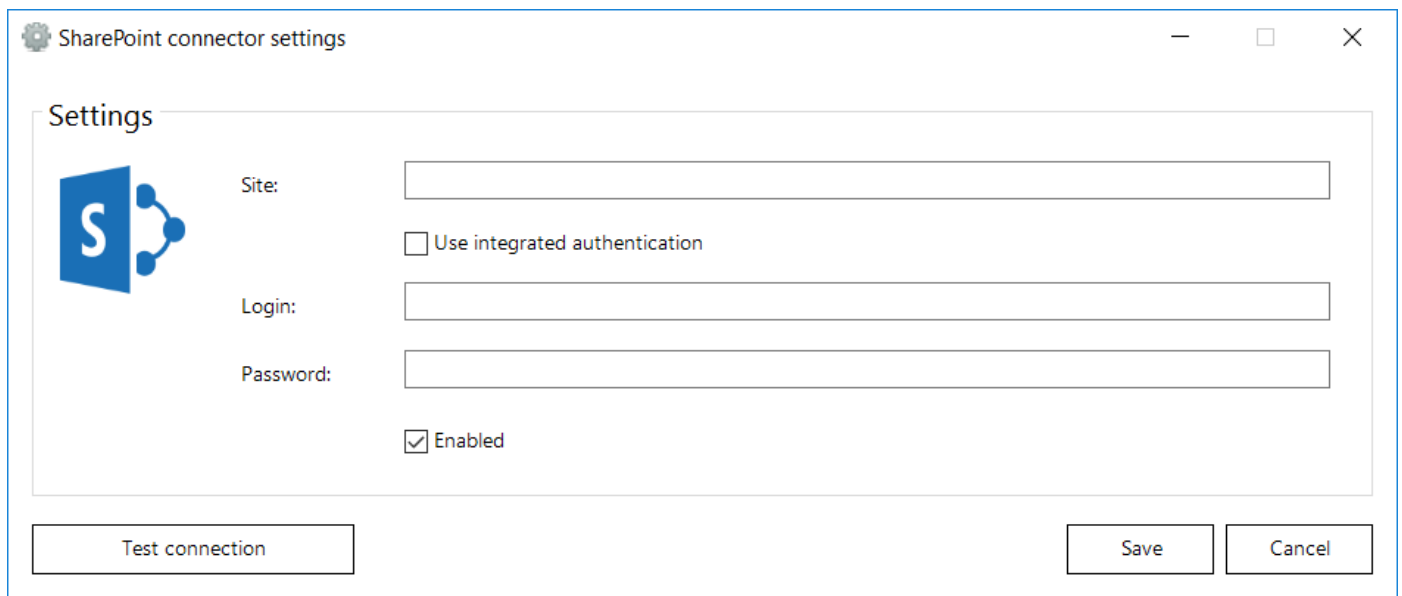


**officeGATE** supports the connection to multiple **SharePoint** sites. The already connected sites are listed in the **SharePoint connector settings** dialog. This dialog is empty when connecting to a SharePoint site for the first time. To add a new site to the list, click on “**Add new site**” button.





A new dialog (like on the picture below) will automatically open. In this dialog you need to specify the site that you want to connect to. Fill in the **Site** URL and enter **Login** with the corresponding **Password**. If the **Use integrated authentication** checkbox is checked, the user's current Windows identity will be sent to the SharePoint server and used for authentication and the **Login** and **Password** textboxes will be disabled. Further check the connection with clicking the **Test connection** button and then click Save.



The image shows a Windows-style dialog box titled "SharePoint connector settings". It has a standard title bar with minimize, maximize, and close buttons. The main content area is titled "Settings" and contains a SharePoint logo on the left. To the right of the logo are four input fields: "Site:" (a text box), "Login:" (a text box), "Password:" (a text box), and "Use integrated authentication" (a checkbox). Below these fields is a checkbox labeled "Enabled" which is checked. At the bottom of the dialog, there are three buttons: "Test connection" on the left, and "Save" and "Cancel" on the right.

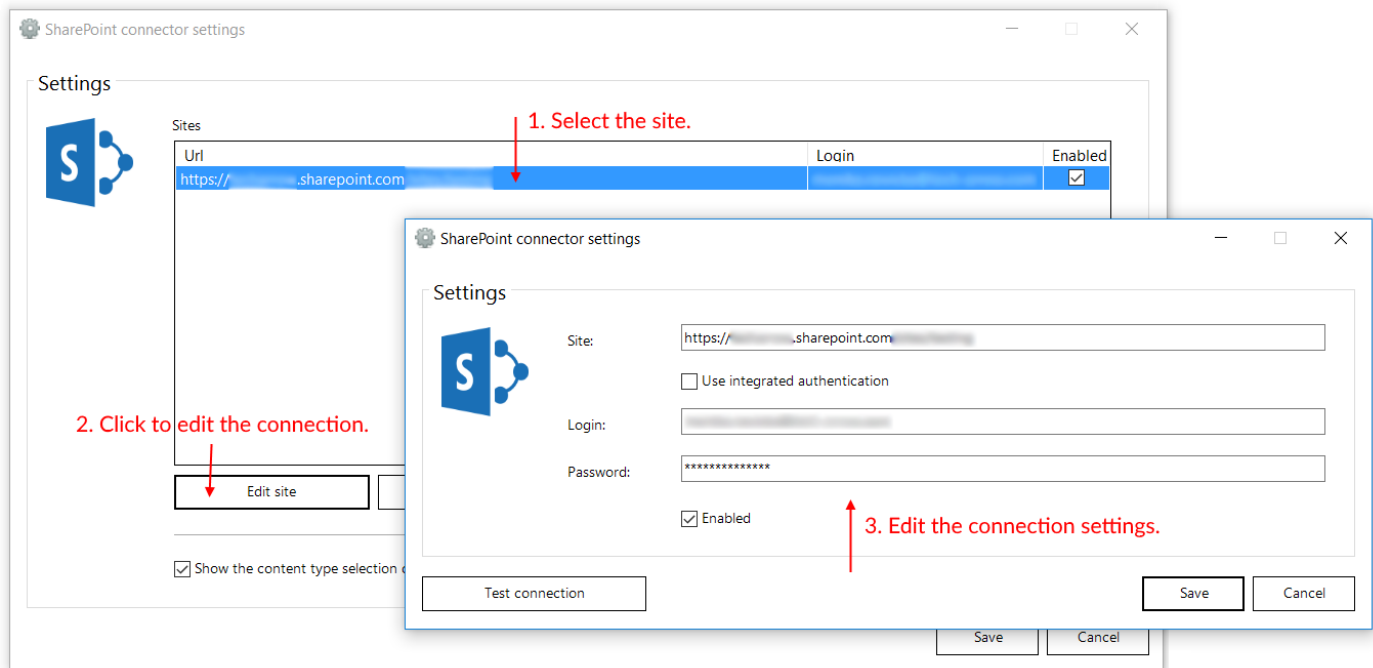
The **Show the content type selection dialog only if required fields are present** option (in the initial dialog) allows for the user to decide if the content type and metadata will be required:

- By each upload, regardless if there are required fields present – in this case the option should be turned off
  - Only by uploading to containers requiring these properties – in this case the option should be turned on.
- The required data are filled into a show-up dialog when uploading to a SharePoint container. For more information read [this](#) chapter.

**Important!!!** If the connection to SharePoint cannot be established one of the reasons for it could be that the SharePoint password has been changed on the server. The solution in this case is to set the new password in officeGATE, too.

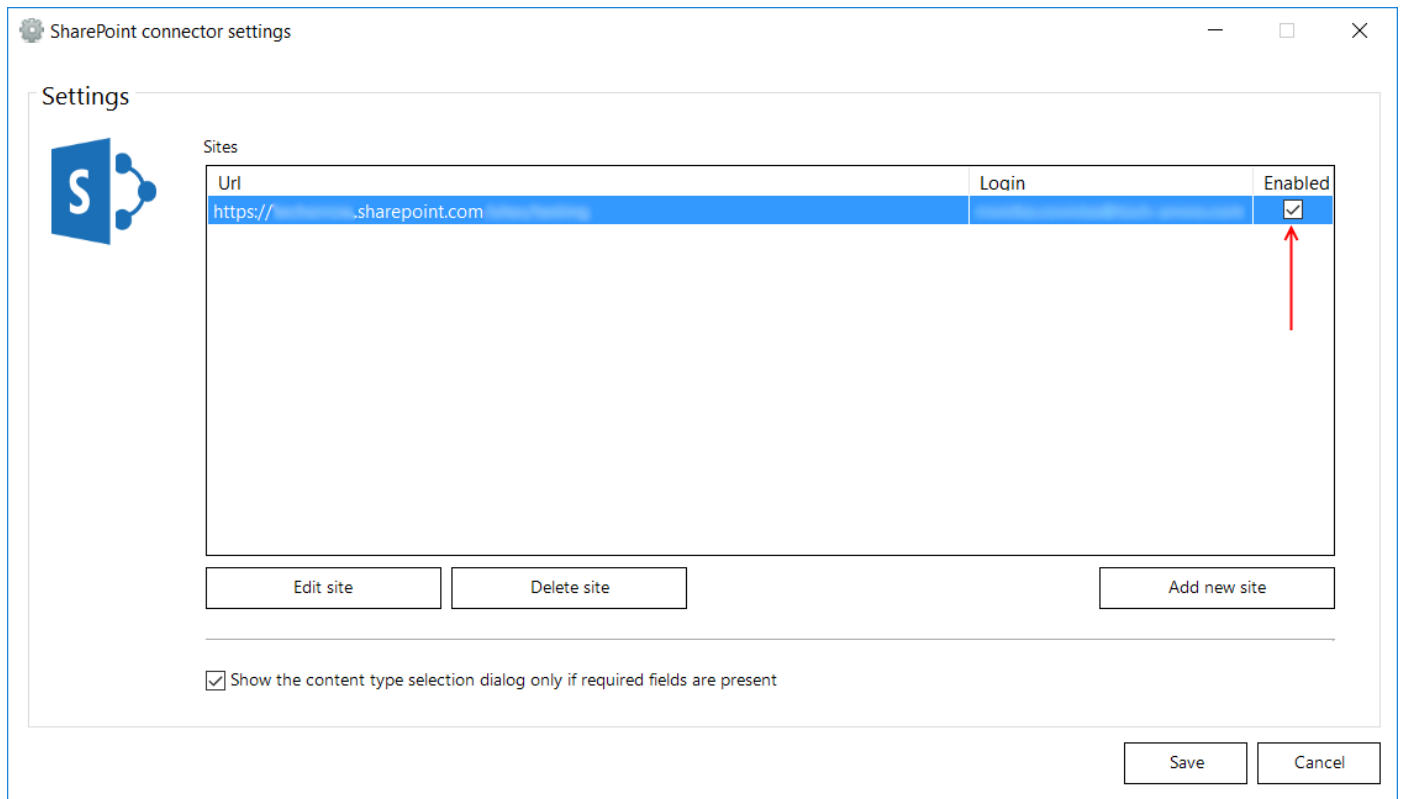
## Editing SharePoint sites

SharePoint settings in officeGATE need to be changed in many cases (due to the change of the password, for example). To change these settings select the site that you need to edit and click on the “Edit site” button. The settings dialog of the corresponding site will be opened, where you can change the URL, user or password (Screenshot A).



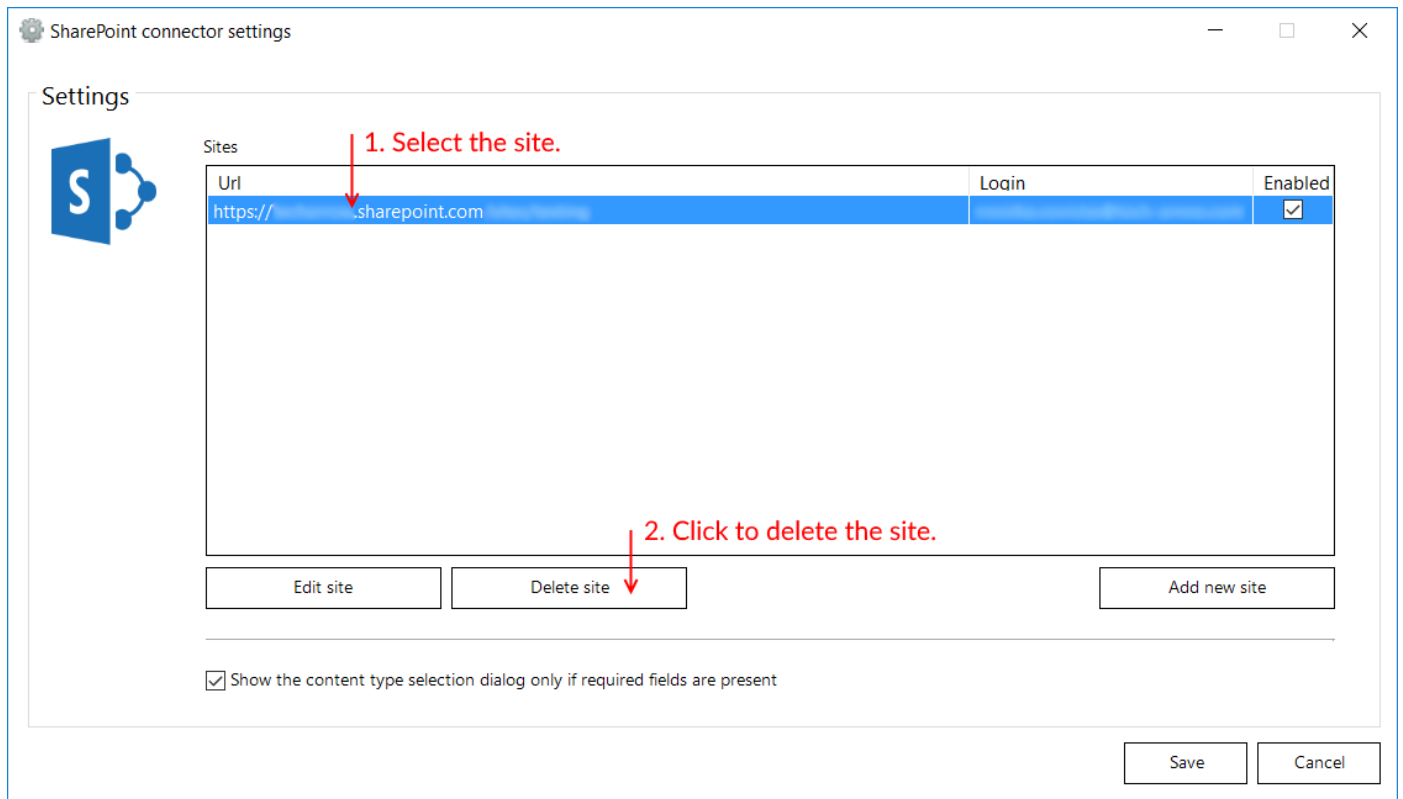
Screenshot A: Editing SharePoint site's settings

The sites can be also disabled/enabled with checking/unchecking the “Enabled” checkbox in the corresponding row (Screenshot B). If a SharePoint site has been disabled, it will not be connected to officeGATE (it will be hidden in the pane, too).



Screenshot B: Enabling/disabling SharePoint sites

SharePoint sites can be also deleted from the list. To delete a site select it in the list, then click on option "Delete site" in the dialog (Screenshot C). The connection with deleted sites can be newly established with clicking on the "Add new site" button, and specifying the required fields in the dialog.

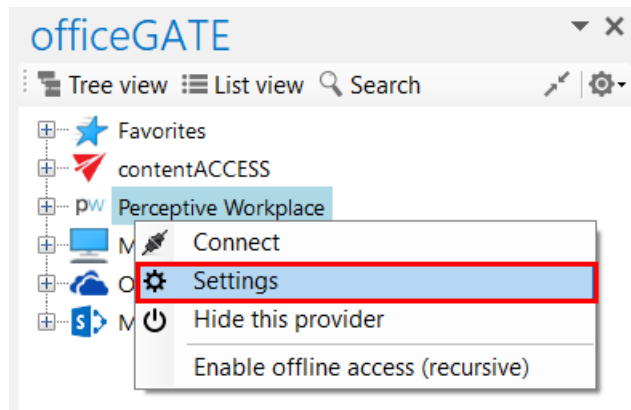


Screenshot C: Deleting SharePoint sites

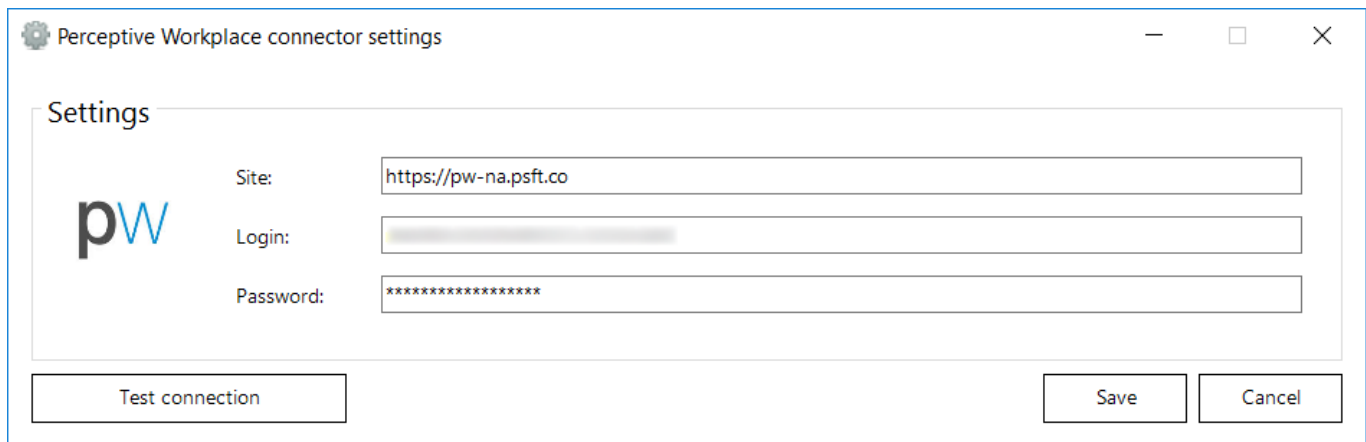
## Connecting to Perceptive Workplace

With Perceptive Workplace, you have a very straightforward and rapid way to share documents with coworkers, partners, and customers. The Perceptive Workplace documents can be handled directly from MS Outlook using officeGATE.

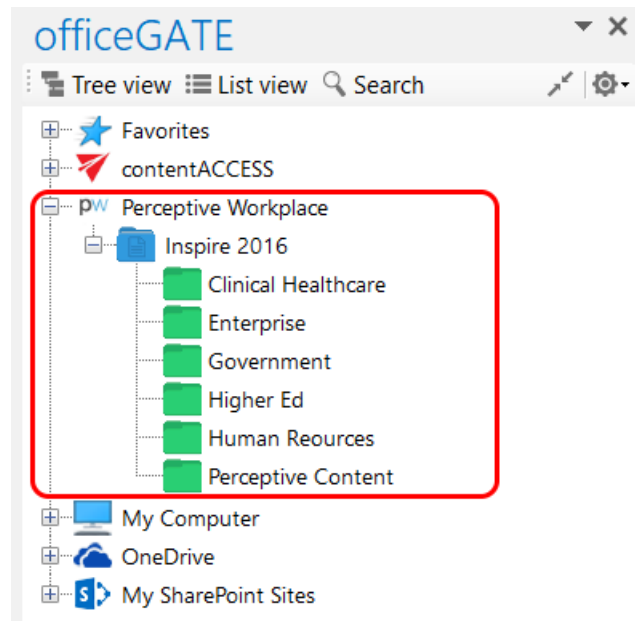
To connect with the file system open the **Perceptive Workplace connector settings** window from the node's context menu like on the screenshot below (or from **officeGATE settings** → **Providers** tab).



In the pop-up window fill in the **Site URL**, enter **Login** and **Password** then click **Save**.

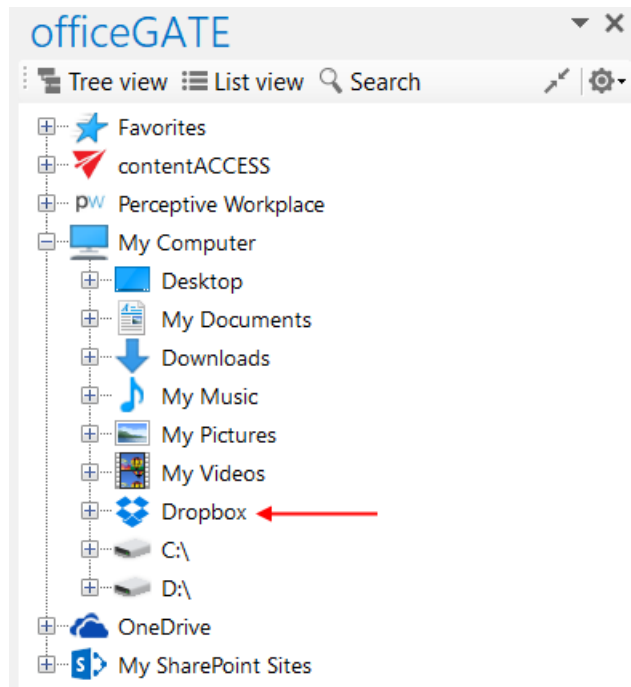


After the connection has been established you can start to work with your folders and subfolders. Click on  **Refresh** button in the context menu to refresh already updated folders/subfolders.



## Connecting to Dropbox

Who uses Dropbox knows that all files, photos, videos that are saved in Dropbox will be automatically saved also to the computer. This also means that once you have Dropbox installed on your PC, it will appear between your providers in the officeGATE pane under the **My Computer** local file system, too. After you have successfully installed Dropbox (click [here](#) to download the installation file) it will be connected automatically to your officeGATE. Locate it with unfolding **My Computer** in the officeGATE's pane as shown on the screenshot below.



## Connecting to OneDrive

OneDrive is Microsoft's service for hosting files in the "cloud" that's available for free to all the owners of a Microsoft account. OneDrive offers for the users a simple way to store, sync and share all kind of files with other people and devices on the web.

officeGATE is a brilliant tool that integrates OneDrive into your MS Outlook mailbox and ensures a simple and quick access to the documents stored in the OneDrive folders. The OneDrive provider (in the officeGATE pane) connects the user both to his personal and business account using 2 subnodes:

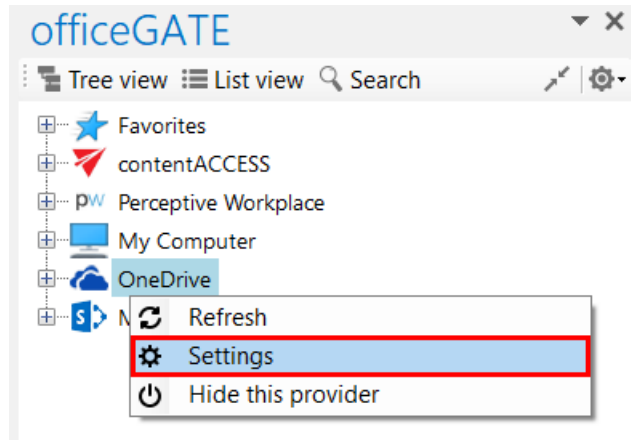
- **Personal** - this node connects you with the online OneDrive system using your personal account (e.g. [john.doe@gmail.com](mailto:john.doe@gmail.com))
- **Business** – this node connects you with the online OneDrive for business system using your company account (e.g. [john.doe@tech-arrow.com](mailto:john.doe@tech-arrow.com))

If you have installed OneDrive on your computer, the files will be available locally under the **My Computer** node, too.

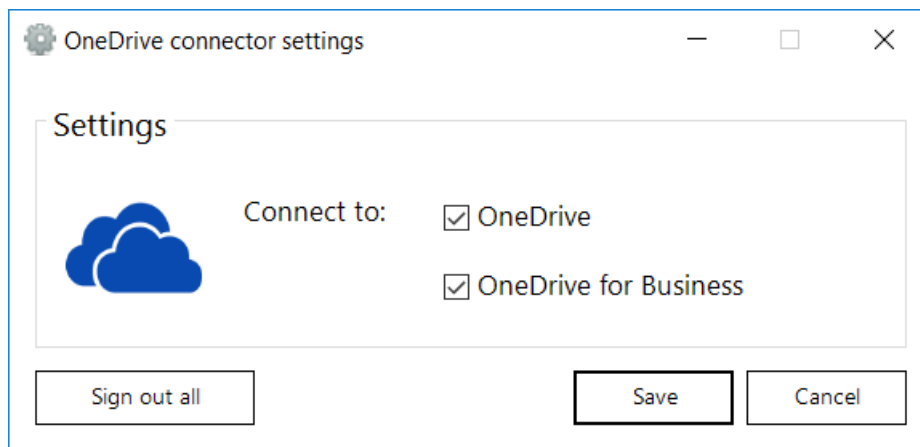


The user may decide to which of these OneDrive system(s) above he wishes to connect to. The connection to the OneDrive system(s) can be configured in the **OneDrive connector settings** dialog.

Click on **"Settings"** (either using the node's context menu or from **officeGATE Settings → Providers** tab):

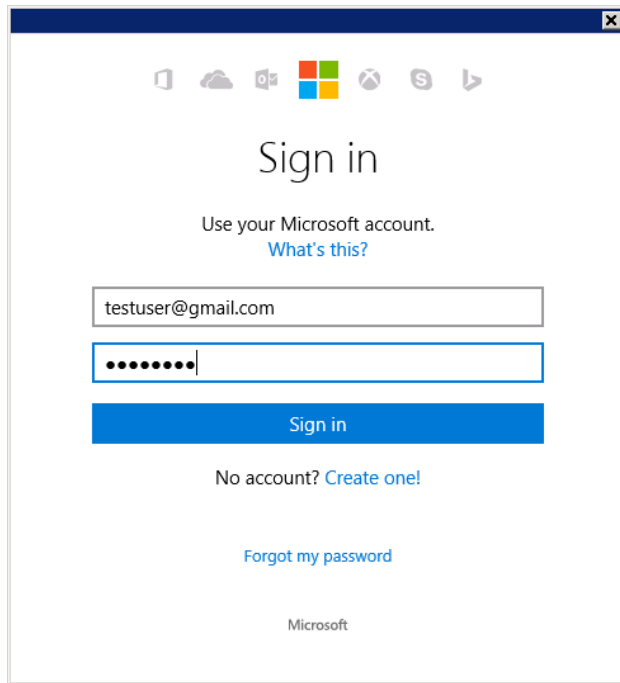


The following dialog pops up. Check the checkbox(es) that you want to connect to and click "Save".

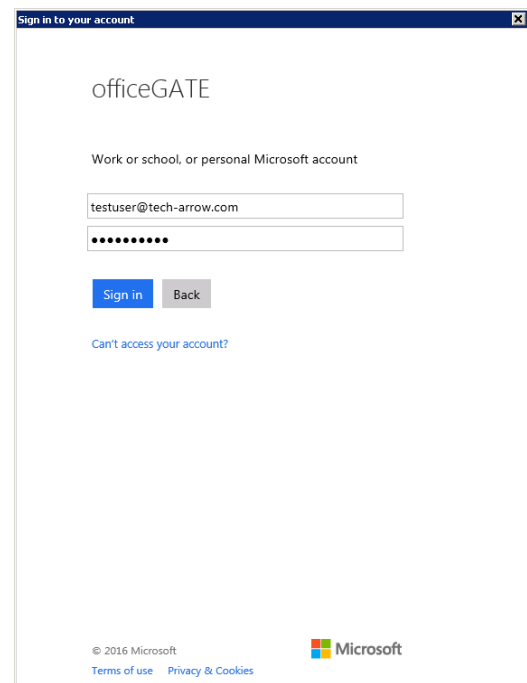


Expand the Personal and Business folders. A Microsoft authentication window will pop up asking you to sign in. Enter your credentials and click "Sign in":



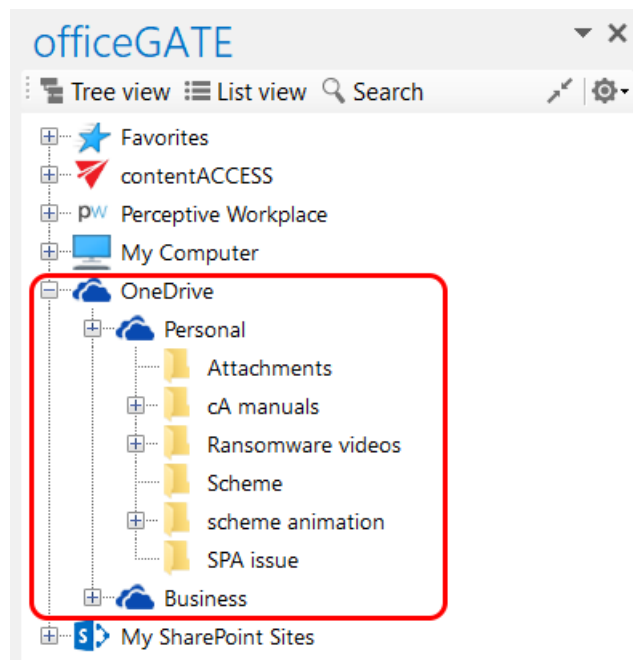


Signing into **OneDrive** with personal account

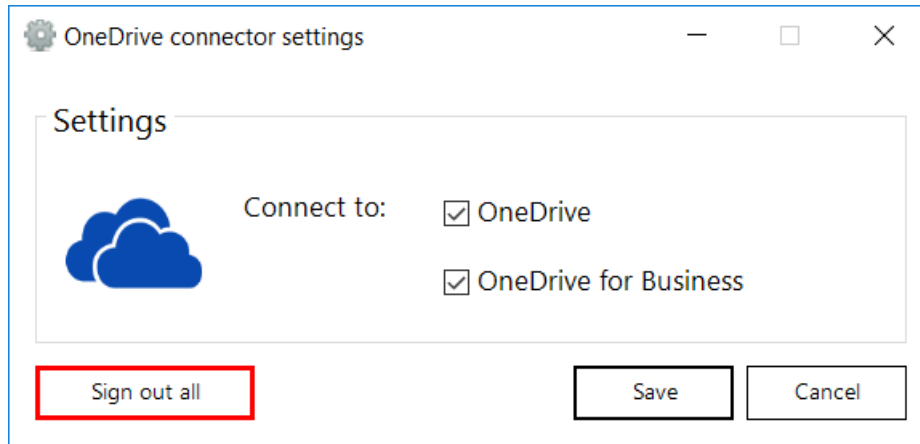


Signing into **OneDrive** for business using business account

Expand your Personal and Business folders and wait for them to load, then freely work with your files.



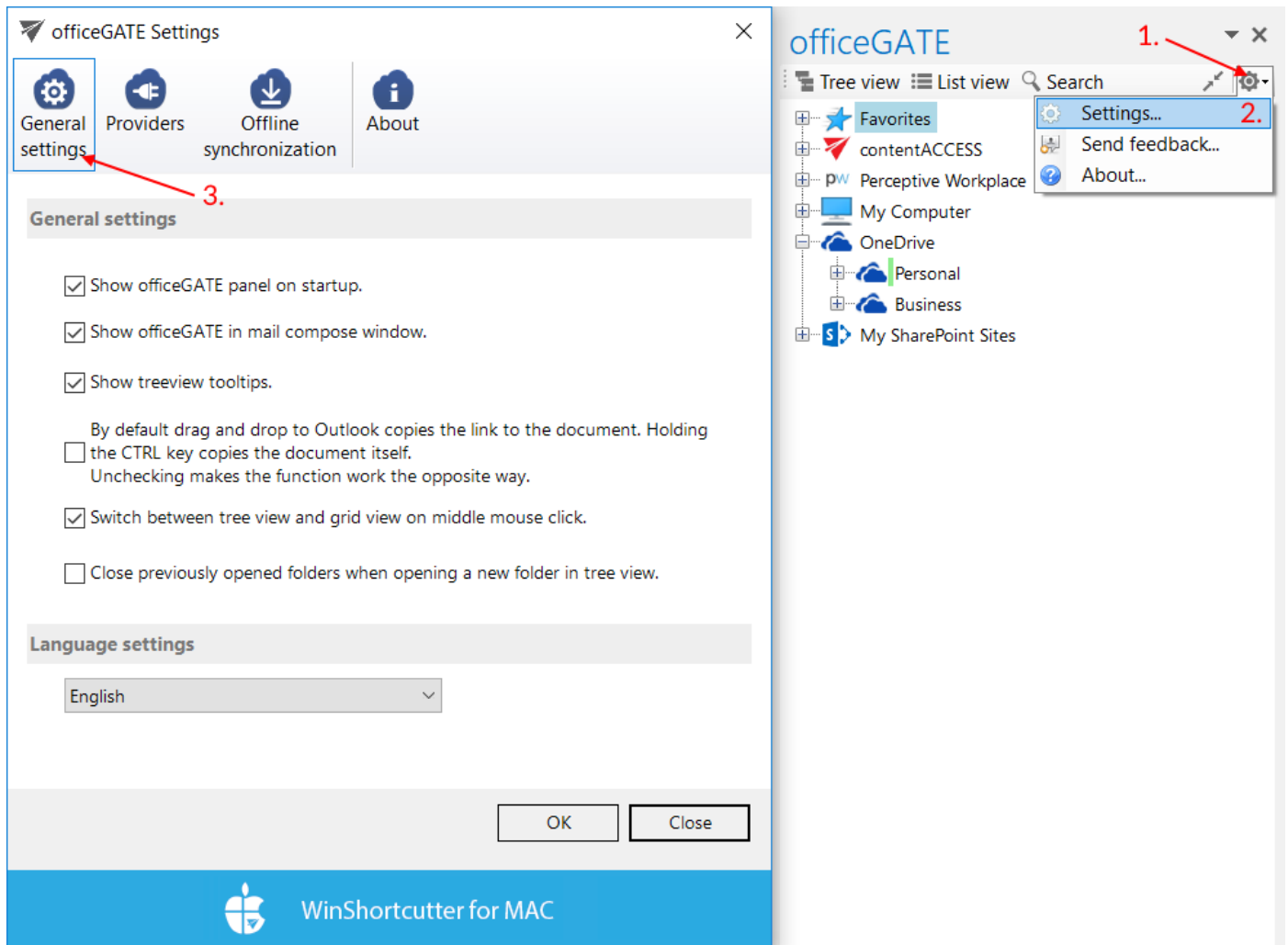
Wish you sign in with a different user account, open the settings window and click “Sign out all” and sign in again with another credentials.



## General officeGATE settings

General settings of officeGATE allow to set general officeGATE functions such as displaying tooltips, switching between tree view and list view on middle mouse click, drag&drop settings etc. These default settings can be changed in **officeGATE settings** → **General settings**.

Click on the  mark in the officeGATE pane and choose **Settings....** The **officeGATE settings** dialog will open. Here switch to the **General settings** tab. The following functions can be configured here:



- **Show officeGATE panel on startup:** If this option is selected, the officeGATE pane will be displayed automatically when opening your Outlook. Otherwise the officeGATE pane will be hidden and you need to click on the officeGATE button (  ) to show it. (For more information see the section [Launching officeGATE.](#))
- **Show officeGATE in email compose window:** If this option is selected, the officeGATE pane will be displayed automatically in any newly opened email message.
- **Show treeview tooltips:** This feature enables to see the full path, where a certain document is stored. If you go with your cursor on the selected folder in the pane, the path becomes visible.



- By default Drag&Drop copies to an email message only the link to the selected document. Holding the CTRL key copies the documents itself, if this (4<sup>th</sup>) option on the **General settings** page is turned on. Unchecking makes the function work the opposite way.
- In **General settings** you can also enable the middle mouse-click, which allows to switch between tree view and list view with clicking the middle-mouse button. For more information about these views check section [View selection: Tree view, List view, Collapse all](#).
- If the “Close previously opened folders when opening a new folder in tree view” option is checked, then the already opened folders will be immediately closed, when a next folder is opened in the tree view. By default this option is turned off.
- **Language settings** are also available in section **General settings**. The user has the choice to select the language of the application here. It is possible to select either English, German, Norwegian or Chinese (simplified) language from the dropdown list.

**Note:** Language selection is also available by installing officeGATE.

## Offline file access

officeGATE offers a very comfortable and simple way of how to access your important documents even in offline mode. Any changes that have been made in the document in the source system, on server side, can be synced to officeGATE, to the offline files once you regain internet access again. Keep in mind, that if you make edits using officeGATE while offline, your changes will be saved locally only, synchronization back to the online source system is not supported.

Offline access to the desired information offers several advantages. By working with the files in offline mode, the user can:

- Work with files while being **without network connection**;
- Being **protected from network outages**;
- **Boost the efficiency** of progresses instead of working over a slow connection;



If a file is already downloaded for offline access (into the offline database), and the user **double clicks** the respective file, the file is automatically opened from the offline database. This saves enormous time for the user, because opening large files from the server would take much more time, while opening it from an offline database is much faster and effective.

If the online communication with a provider (contentACCESS, SharePoint server etc.) is interrupted (network connection problem, the provider's service is stopped etc.), officeGATE automatically switches the given provider to offline mode. This enables quick access for the user to the given offline information. **Important:** If the problem is troubleshooted (network connection renewed, provider service restarted), the user must connect with the given provider again (main node's context menu option "Connect").

Using officeGATE you can access your documents offline, but only if you first set them up while you have internet access. The **offline file synchronization** is started on a library/folder, on a folder structure or on the file itself immediately when the offline access is enabled for it and there is a network connection.

To a folder/library you can enable:

- plain offline access (option "Enable offline access")– only the content of the selected folder/library will be downloaded for offline access
- recursive offline access ("Enable recursive offline access") – the entire folder structure starting with the selected parent folder/library will be downloaded for offline access

The **changes made in the source system can be then downloaded to the offline files** either

- **Manually** – using the given item's context menu; here you can decide if you want to a) synchronize (update) the offline files/folders based on the changes in the online source system (option "Start synchronization") or b) start the synchronization from scratch, and download everything regardless of any changes on server side (option "Start full synchronization")  
or
- **The synchronization can be automated**, i.e. it will run in specific time slots as defined in the **Offline synchronization** settings. Auto synchronization updates the already offline files/folders with the changes in the source system. If a file is changed on server side, the local (offline) files are updated; if new files are added on the server side, the new files are downloaded to the offline database as well.



Offline access can be used in every web-based file system interconnected with officeGATE, namely your SharePoint sites, contentACCESS, Perceptive Workplace, OneDrive and OneDrive for Business email- and file containers.

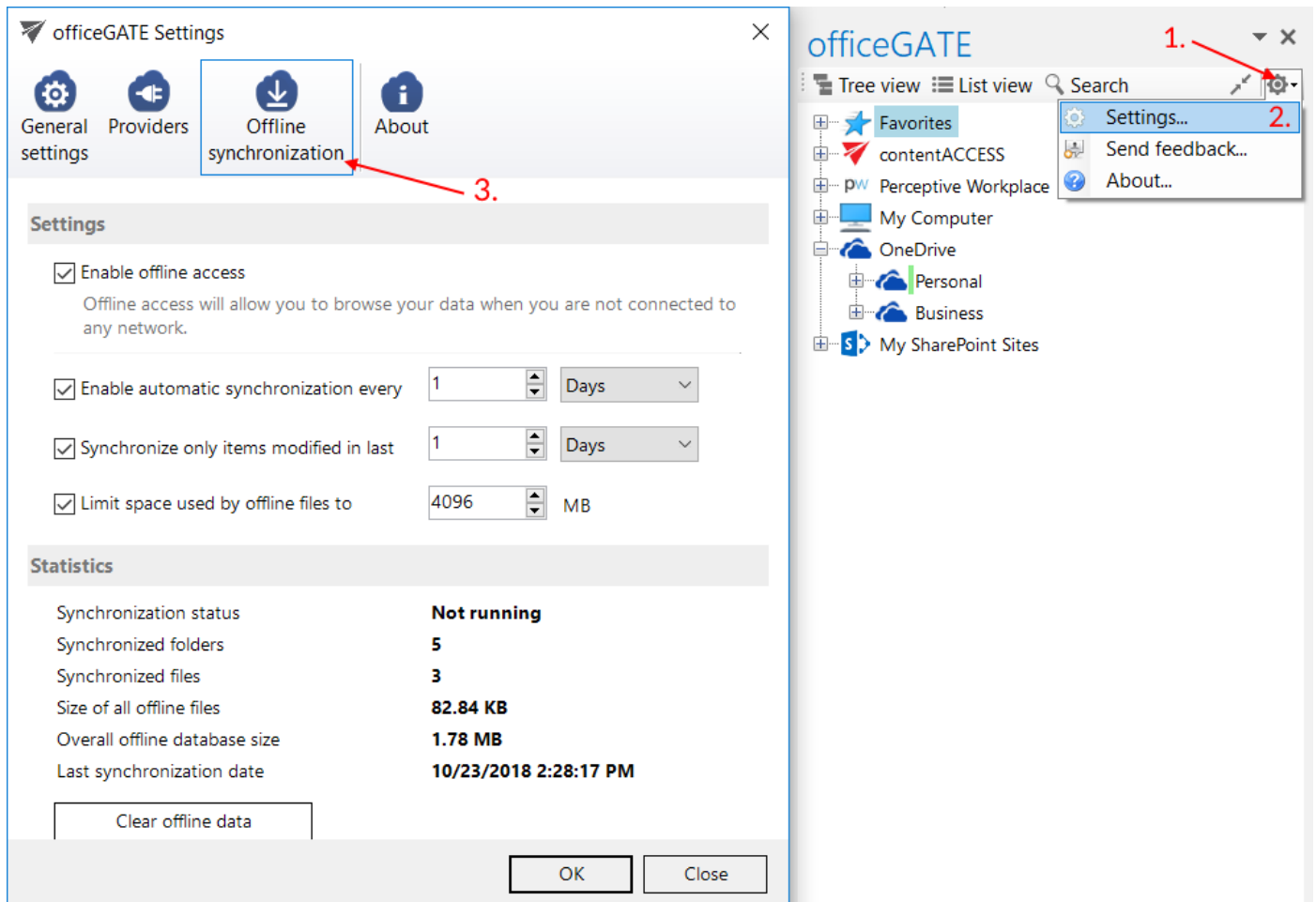
If you want to work with your files offline you need to:

1. enable offline access in the officeGATE Offline synchronization settings
2. enable recursive or plain offline access for the selected file containers (folders, libraries) or for the files using their context menu – at enabling offline access for the first time the offline synchronization is started automatically
3. systematically synchronize (update) your offline documents with the online versions if they are modified (either manually or automatize the process)
4. work with your offline files without network connection.

These steps will be detailed in the following subchapters.

## Enabling offline file access

By default the offline access (hence the offline synchronization) is turned off. To configure these settings, open the **Offline synchronization** dialog. Click the  mark in the officeGATE's panes header bar, choose **Settings...** and switch to "**Offline synchronization**" like on the picture below:



To enable offline access for all web-based file systems available in officeGATE, check the **“Enable offline access”** check box in this dialog. With this step the **“Enable offline access”** context menu option appears in the file’s, folder’s, library’s context menu.

In the same dialog you can enable automated synchronization of the offline files, too. If automatic synchronization is used, then the offline files are synchronized with the online versions periodically, in the defined time slots if there is a network connection again.

If you wish to synchronize only items modified in the last days/weeks/months/years, check the **Synchronize only items modified in last** checkbox and specify the desired age.

Space used by offline files may be also limited. To do so, check the **Limit space used by offline files to** checkbox and specify the desired size in megabytes.



The current status of the synchronization process, the number of synchronized folders and files and the size of the offline database are featured in section “**Statistics**”. The offline database is located in the “C:\Users\[MyUser]\AppData\Roaming\officeGATE” folder (Data Base File “officeGATE.db”). By clicking on the **Clear offline data** button, the offline database will be cleared and offline access will be disabled on all files/emails.

Once the offline access is enabled, you can select the desired libraries/folders/files in the officeGATE pane to be accessed in offline mode.

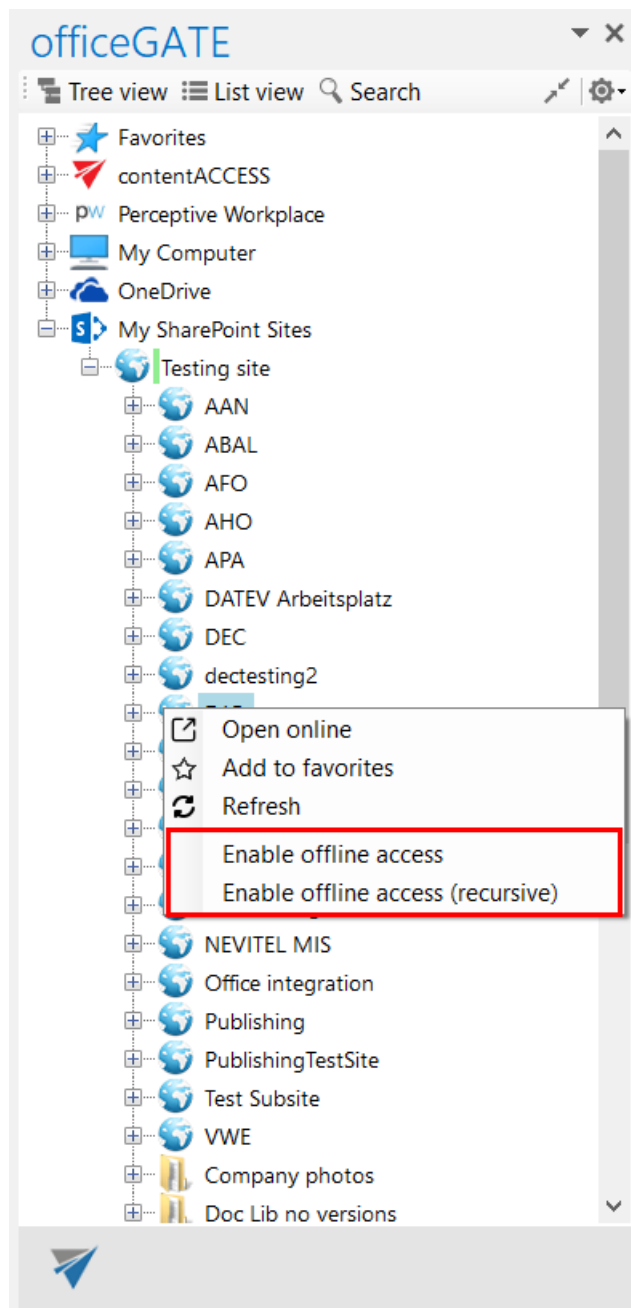
## Selecting items for offline access

If offline access is enabled in the **Offline synchronization** settings, you can select the desired libraries, folders and/or files to be accessed without network connection, and download them to the offline database. These settings are available using the respective item’s context menu. Select the respective item in the navigation pane and open its context menu with a right mouse click.

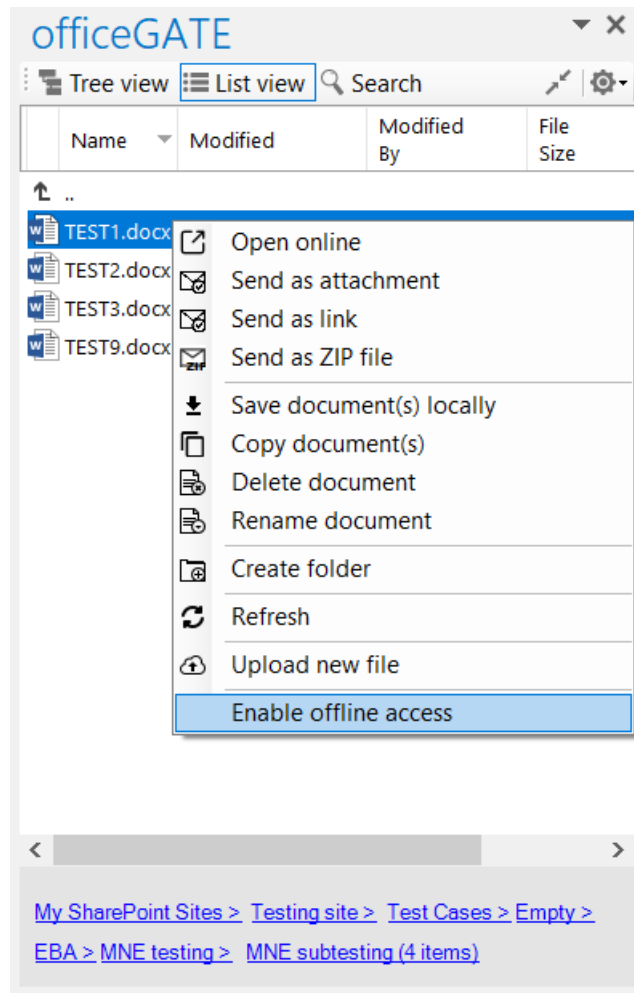
In case of folders and libraries you can enable offline access

- for the selected node (file container) only – menu item “**Enable offline access**”, or
- for the recursive folder structure (i.e. including all its child folders or libraries) – menu item “**Enable offline access (recursive)**”.

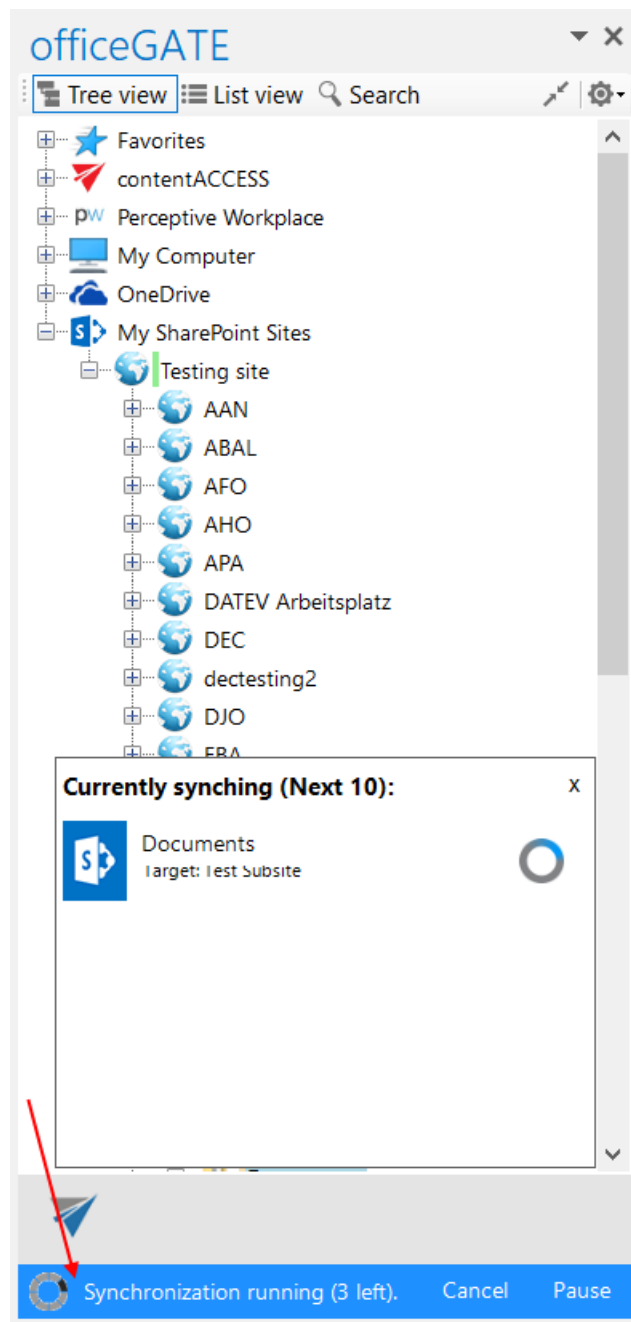




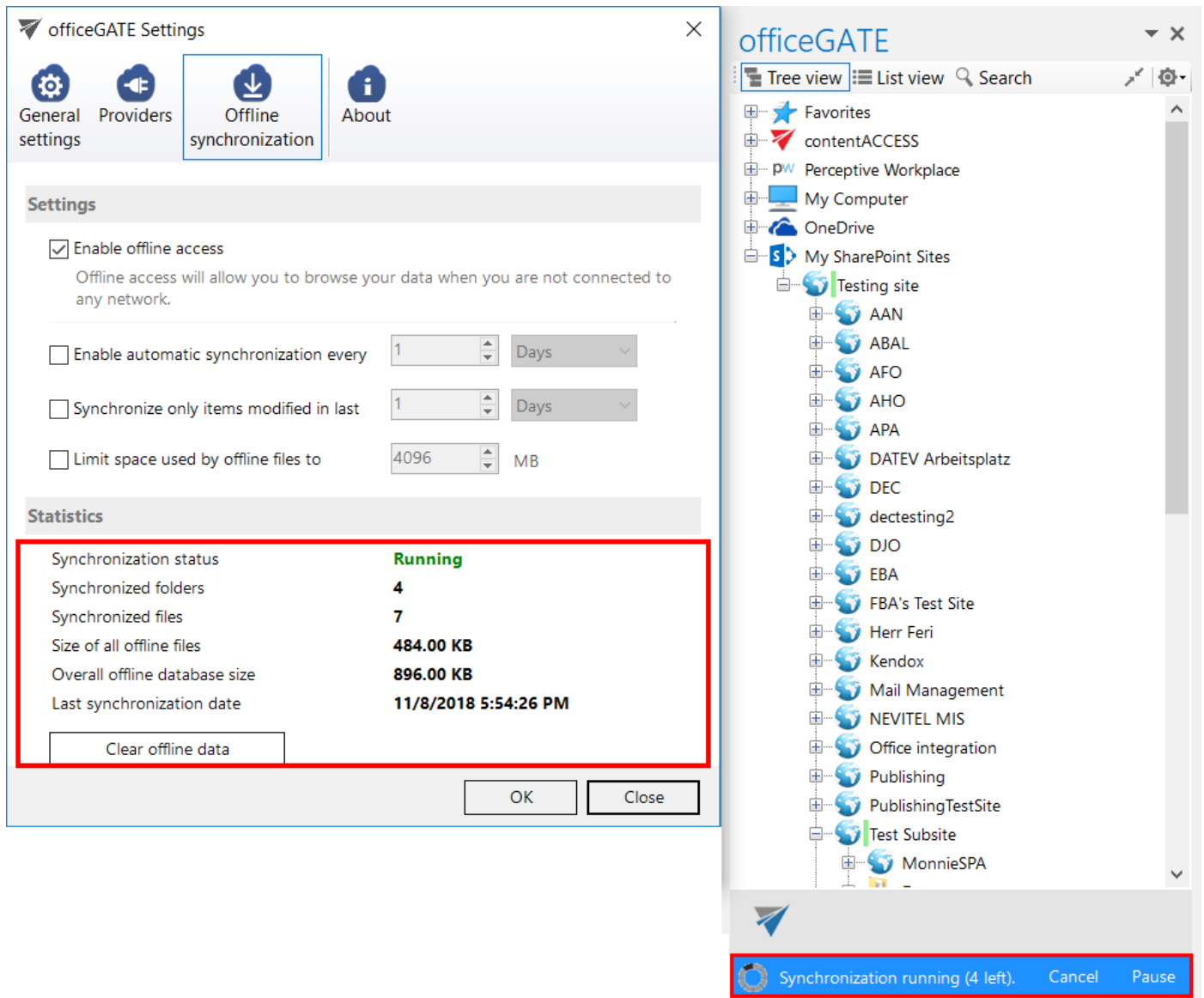
To turn on offline access for a selected file only, locate it in the navigation pane (in list view), open its context menu and select item **“Enable offline access”**:



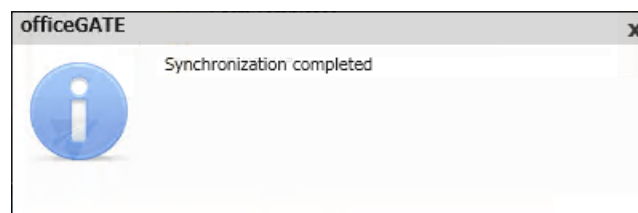
Now we will enable offline access (recursive) for our SharePoint library called “**Documents**”. By clicking the option the synchronization process, i.e. downloading the items to the offline database is started, it can be seen in the footer part of the navigation pane. The documents, that are currently being synchronized, can be seen in the pop-up window. By clicking the “**Pause**”/“**Cancel**” button it can be paused/stopped at any time if needed, and can be resumed again:



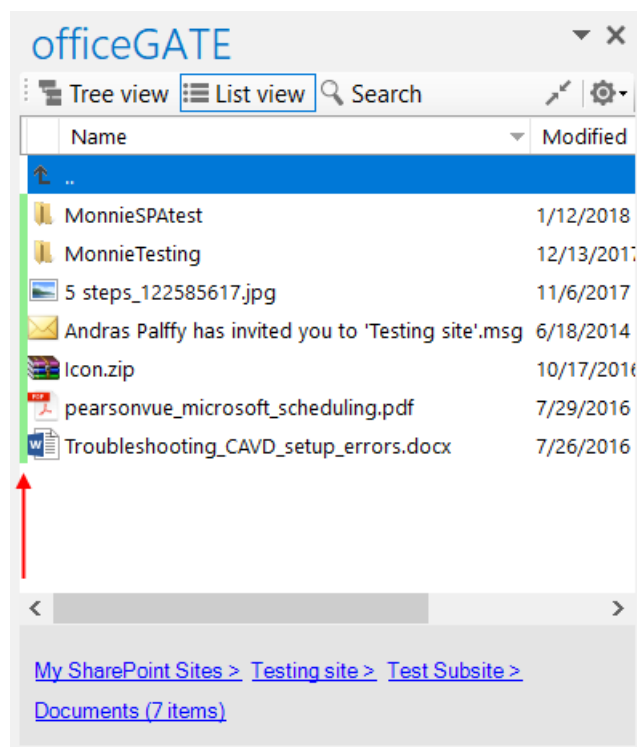
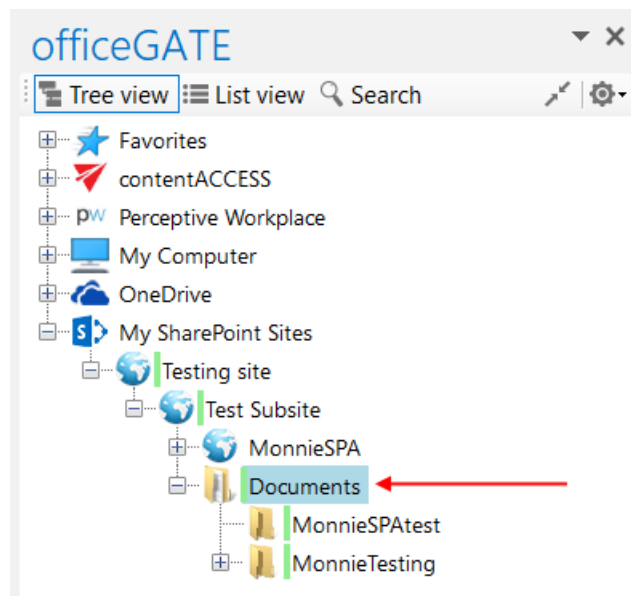
The status of the synchronization process can be checked in the **Offline synchronization** settings:



A little pop-up dialog informs the user when the synchronization is completed:



Now our data in the “Documents” library and its subfolder(s) are synchronized and they are available in offline mode, too:



## Updating the offline items based on the online changes



The changes made in a folder/document in the source system can be downloaded to the offline files:

- automatically using “Automatic synchronization” – this will run based on the Offline synchronization settings and will update the a) file if it has been changed in the source system; b) will add the new file to the offline files if such has been added to the source system; c) will add new folders for offline access if such has been added in the source system (if **recursive offline access** was enabled on the selected folder); automatic synchronization first time runs when it is enabled in the **Settings** section (see the picture below), later it runs periodically in the specified time intervals.

**officeGATE Settings**

General settings | Providers | **Offline synchronization** | About

**Settings**

☒ Enable offline access  
Offline access will allow you to browse your data when you are not connected to any network.

☒ Enable automatic synchronization every 1 Days

☐ Synchronize only items modified in last 1

☐ Limit space used by offline files to 4096 MB

**Statistics**

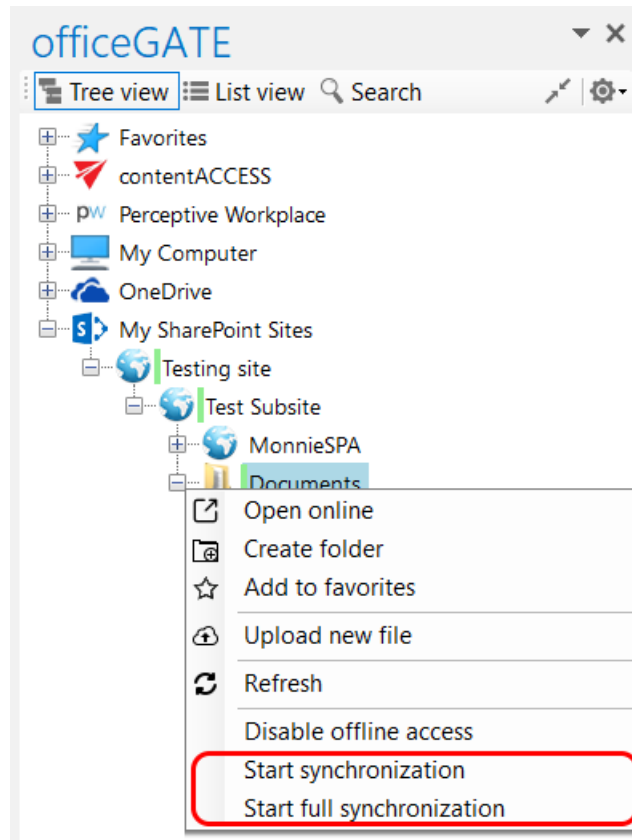
|                               |                             |
|-------------------------------|-----------------------------|
| Synchronization status        | <b>Not running</b>          |
| Synchronized folders          | <b>4</b>                    |
| Synchronized files            | <b>24</b>                   |
| Size of all offline files     | <b>2.13 MB</b>              |
| Overall offline database size | <b>2.75 MB</b>              |
| Last synchronization date     | <b>11/8/2018 5:54:26 PM</b> |

Clear offline data

OK Close



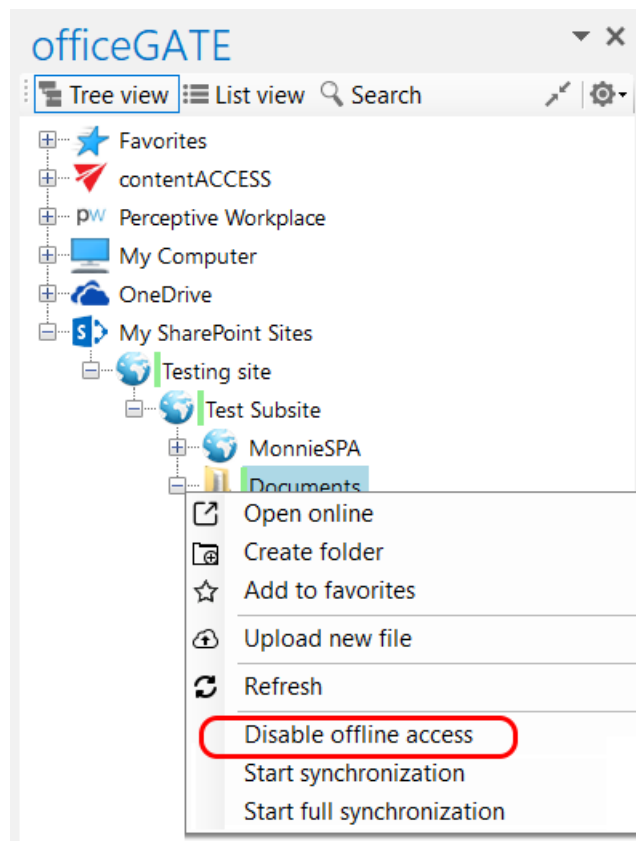
- manually using the **“Start synchronization”** (updates offline files/folders based on the online changes) and/or **“Start full synchronization”** context menu options (downloads everything from scratch) for offline access.



## Disabling offline access

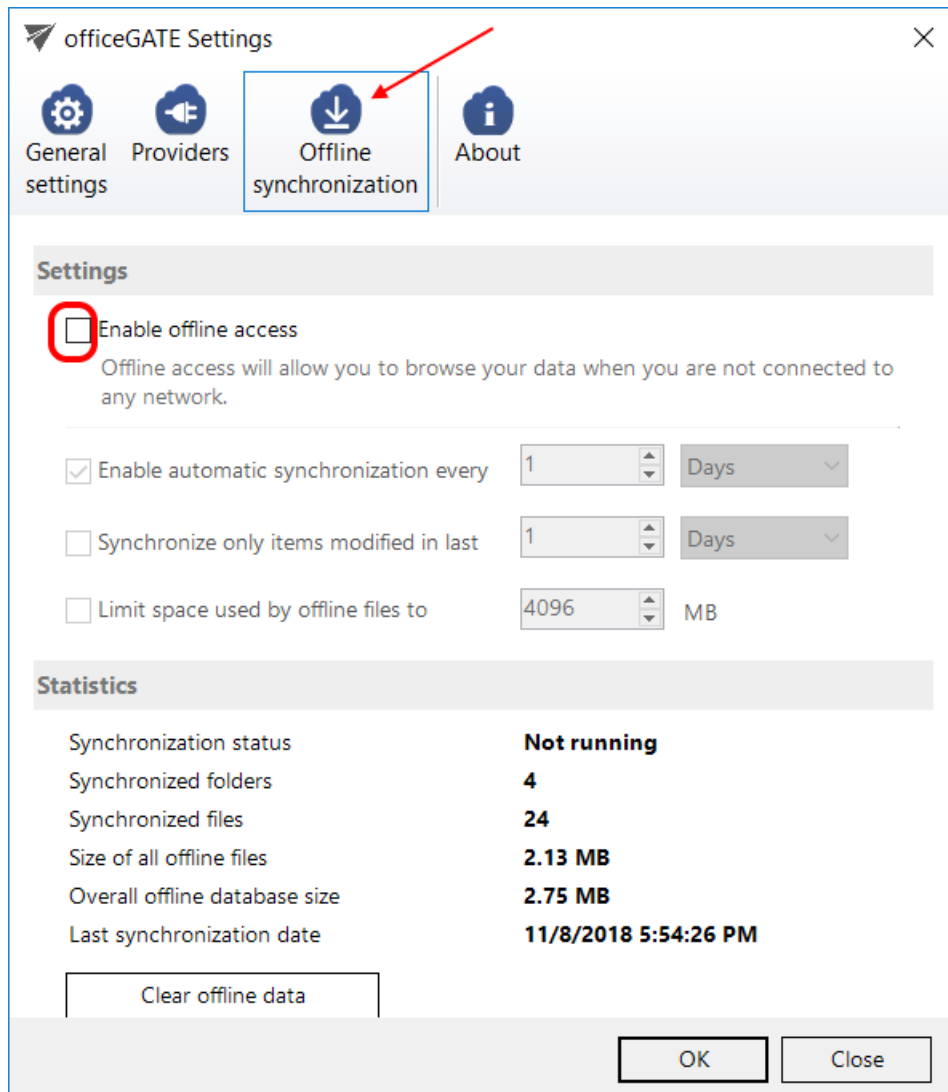
Offline file access can be

- Disabled** using the “Disable offline access” context menu option (Screenshot A) – with this option the user removes all offline metadata and offline files of the selected folder(s) and all of the subfolders, so they will not be available in offline mode.
- Turned off** by unchecking the first check box in the **Offline synchronization** settings (Screenshot B) – this doesn’t delete the currently downloaded offline files, but the user will not be able to download new files for offline access while this option is turned off.



Screenshot A





Screenshot B

## Interrupted manual and automated synchronizations

There can be situations, when the (manual or automated) synchronization is interrupted while it's running, or when the automated synchronization cannot be started. The reasons may be various: Outlook is turned off, there is no network connection in the office etc.

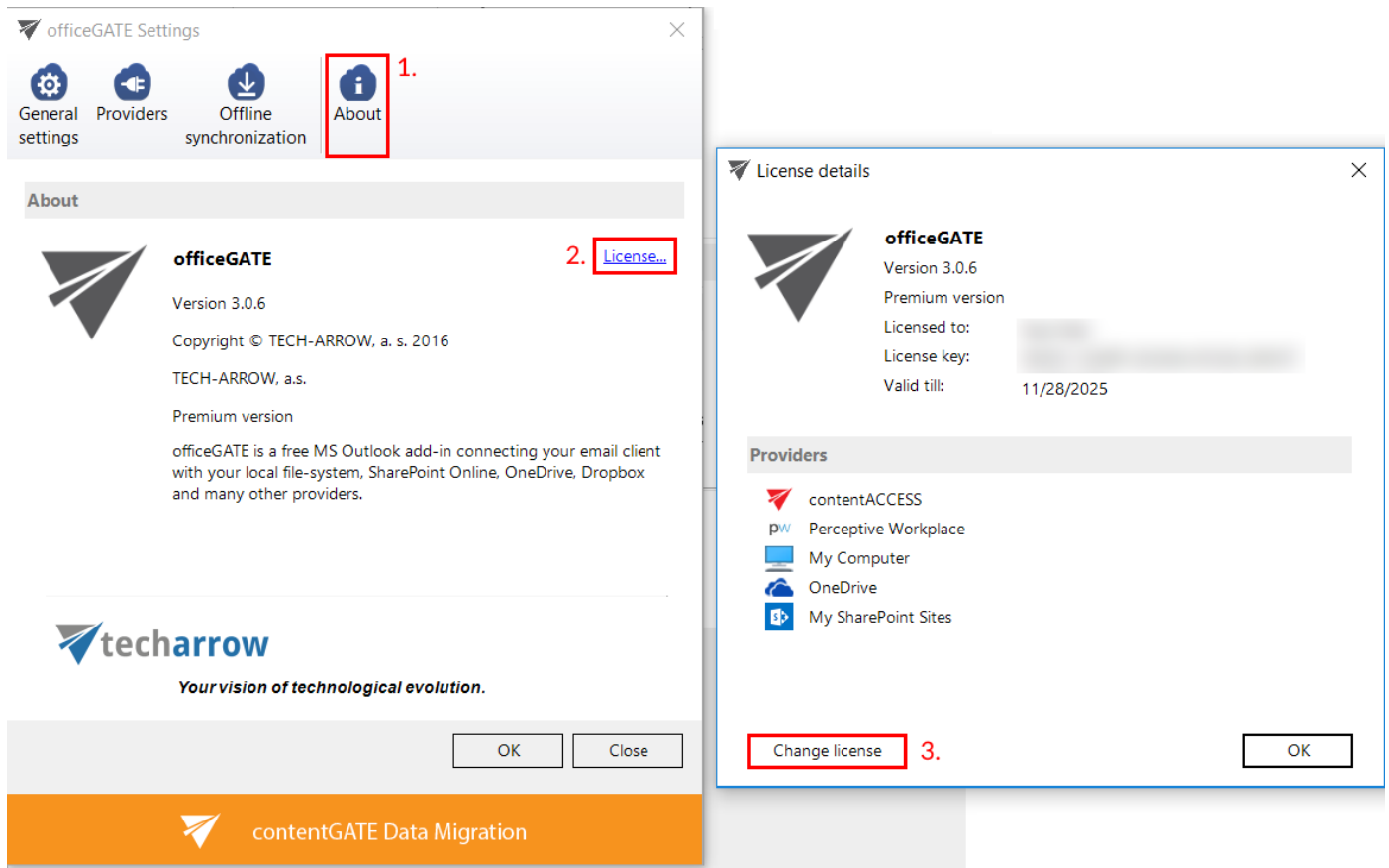
In such cases, officeGATE works like this:



- **If Outlook is stopped while the synchronization is running** – synchronization is reset when Outlook is turned on again
- **If network connection is interrupted while synchronization is running** – synchronization is cancelled
- **If automated synchronization should start, but Outlook is turned off** – if the time set in the Offline synchronization settings is exceeded, synchronization starts automatically at the next start of Outlook; if this time is not exceeded, synchronization is started based on the defined schedule
- **If automated synchronization should start, but there is no network connection** – if the time set in the Offline synchronization settings is exceeded, synchronization starts automatically when the network connection is established again; if this time is not exceeded, synchronization is started based on the defined schedule

## License key activation

In the **officeGATE Settings** dialog click on  **About** tab → **License** button. In the **License details** window your actual license details will be shown. If you click **Change license** option the **License Activation Wizard** window will open. Here you can activate a new license key for the product. If you previously used a free version of officeGATE and now you decided to use Premium version then you need to activate the new license key right here.

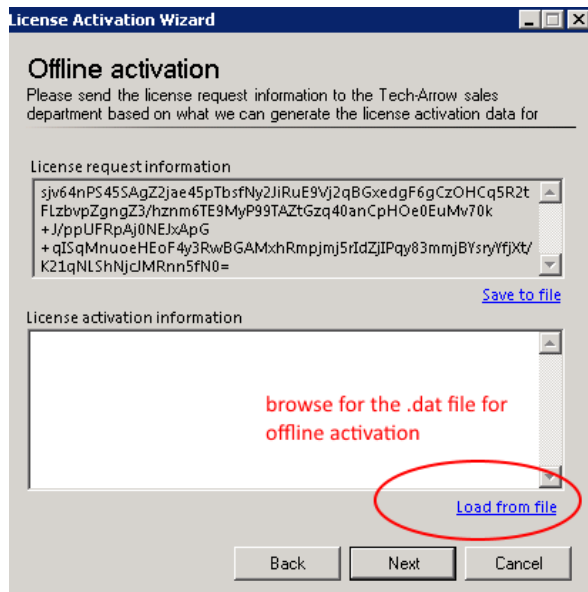


There are two options how to activate a license key:



The image shows a 'License Activation Wizard' window. It has a title bar with standard Windows window controls. The main content area has a heading 'Enter your license key' and a sub-heading 'Welcome to the license activation wizard. Please enter your license key for the product and select the activation method.' Below this is a 'License key' label followed by five input boxes separated by hyphens. To the right of the input boxes is a blue hyperlink 'Proxy settings'. Below the input fields are two radio button options: 'Online activation (internet access required)' which is selected, and 'Offline activation'. At the bottom right are two buttons: 'Next' and 'Cancel'.

- 1) **If you choose online activation** (internet access is required) – click **Next** and your license will be activated automatically.
- 2) **If you choose offline activation** (no internet access is required) – click **Next** and send the license request information from the textbox below to the TECH-ARROW sales department. You can simply copy the **License request information** text directly to the email or you can save the information via [Save to file](#) option in .dat format and send the request as an attachment. TECH-ARROW sales department will generate the activation data for you. Once the sales department delivered back the .dat file for you, click [Load from file](#) option under the **License activation information** box on right side and upload .dat file that you have received. Click **Next** and the license key will be successfully activated.



## Handling with documents using officeGATE

In the chapters above we have learnt how to launch officeGATE and how to connect to the desired providers (document management systems) that we want to work with. The next chapters will show how to handle with the documents using officeGATE.

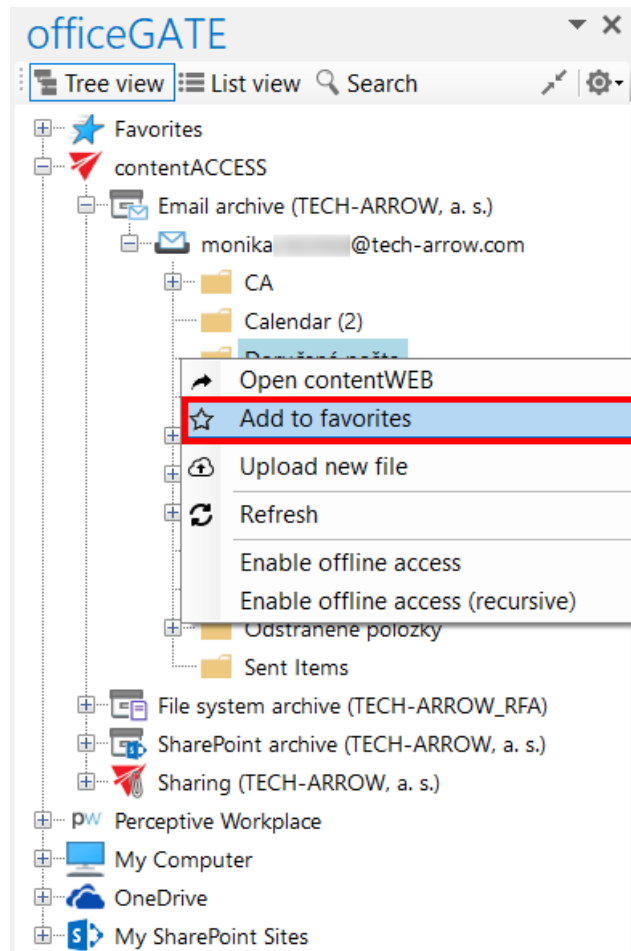
### Setting favorites

If you have a couple of folders/documents that you need to use more frequently, officeGATE offers the possibility to define them as favorites and have an easier access to them. The yellow star (the 1<sup>st</sup> node) in the officeGATE's tree view collects your favorites.

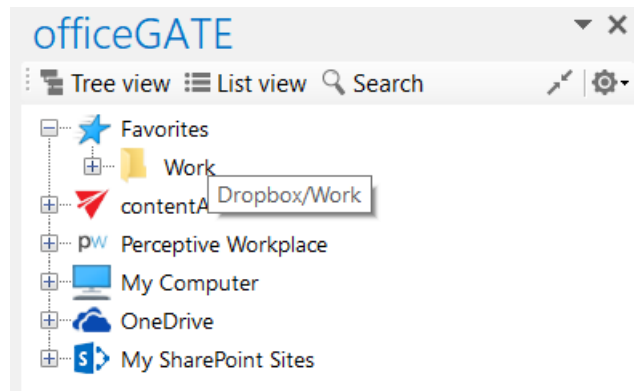
**Note:** The tooltips of Favorites show the parent folder, which makes the navigation even easier.



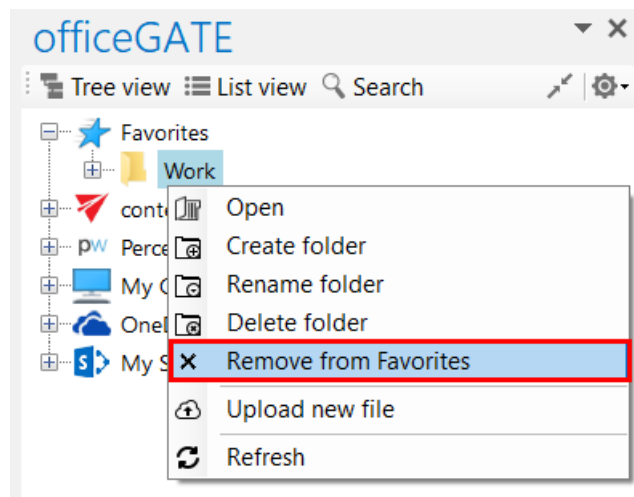
To add a folder, library or contentACCESS plugin between **Favorites**, click on it in the pane, open its context menu and select **Add to favorites** from the list. The selected folder/library will be shifted under the **Favorites** node.



If you move with the cursor over the folder/library in the **Favorites**, the tooltip will open. The tooltip text shows the path of the selected folder/library.



You can remove the selected locations if you do not want them to be included between favorites anymore. To remove a favorite location from the list, open the **Favorites** node (blue star) from the pane, select your favorite, open its context menu and click on **Remove from Favorites** option.



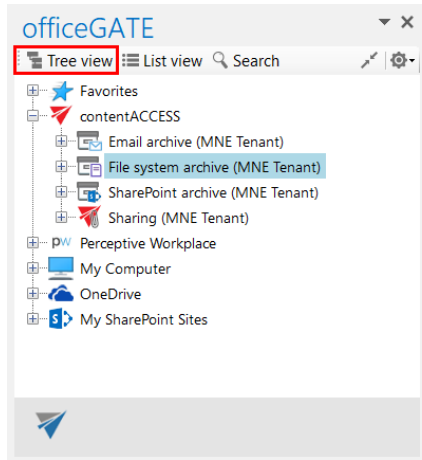
## View selection: Tree view, List view, Collapse all

There are 3 main views available in the officeGATE's status pane:

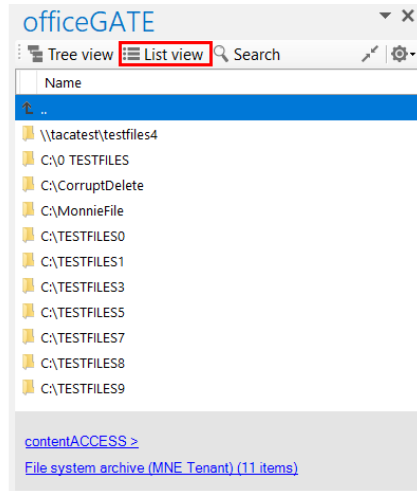
- ✓ **Tree view** (Screenshot A);
- ✓ **List view** (Screenshot B)
- ✓ and **Collapse all** (Screenshot C).



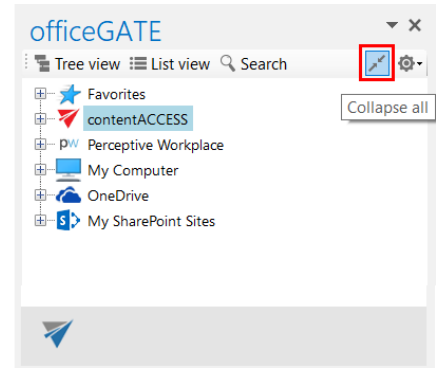
The user may also switch between tree view and list view a middle-mouse click, if this option is enabled in the **General settings** of officeGATE (read more in section [General officeGATE settings](#)).



Screenshot A: Tree view



Screenshot B: List view



Screenshot C: Collapse all

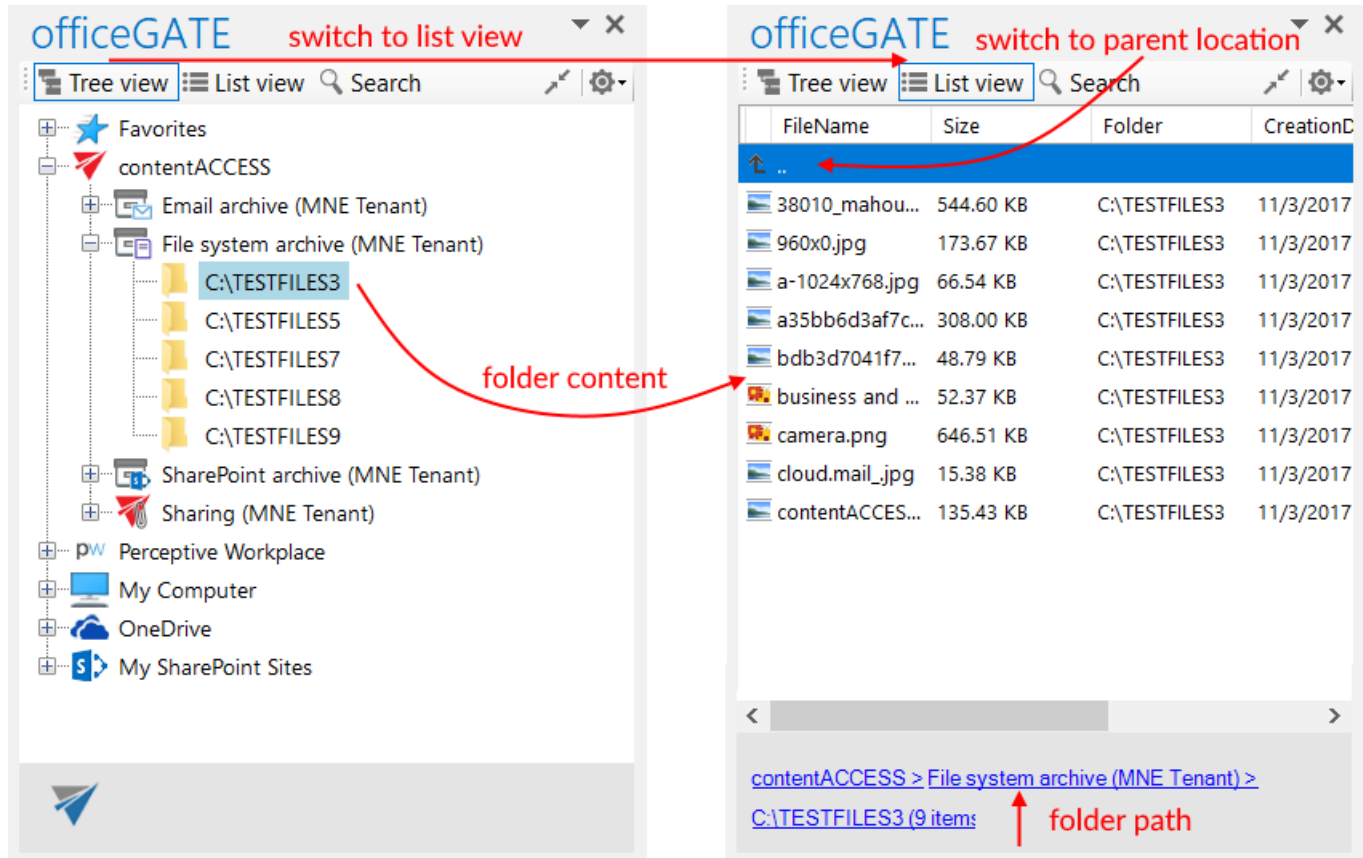
A) **Tree view** [ ]: This view displays all available providers and presents a hierarchical view of information. Each provider in the Tree view has a number of child nodes (a child node can either be a folder in a local or cloud file provider, a library or folder in SharePoint or a plugin in contentACCESS). A provider can be expanded to reveal child nodes, and collapsed to hide them. To expand a provider, click on plus sign “+” and locate the child node that you want to work with. With a right click on the child node you may open its context menu. The context menu options depend on the particular provider.

The user can add the selected child to the list of favorites, rename, delete, open selected folders, create new subfolders from the context menu directly or upload new files into it. The first table of chapter [Working with nodes and files using the context menu](#) gives an overview for the user about the nodes’ context menu options that are available in the respective officeGATE providers.

With the **Collapse all** option you can collapse the nodes that have been previously opened in the Tree view mode (Screenshot C above).

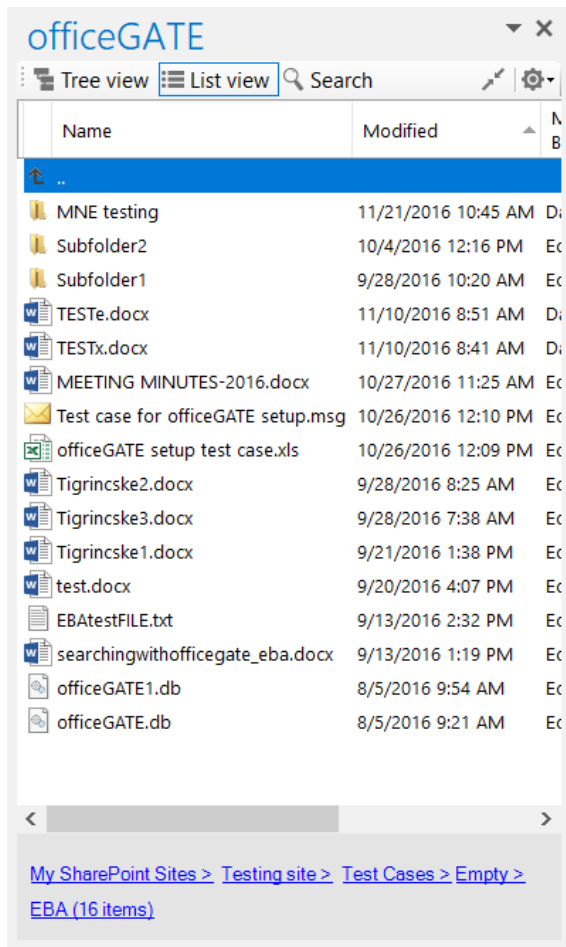


B) **List view** [☰]: In this view the contents (folders, documents etc.) of the selected parent folder are listed. The topmost entry is displayed as “..” and links to the parent location when it’s clicked. In List view, at the bottom of the pane you can also see the path (breadcrumbs) where a certain document is located in your file system. The user can click on a breadcrumb element to easily navigate to a parent location.

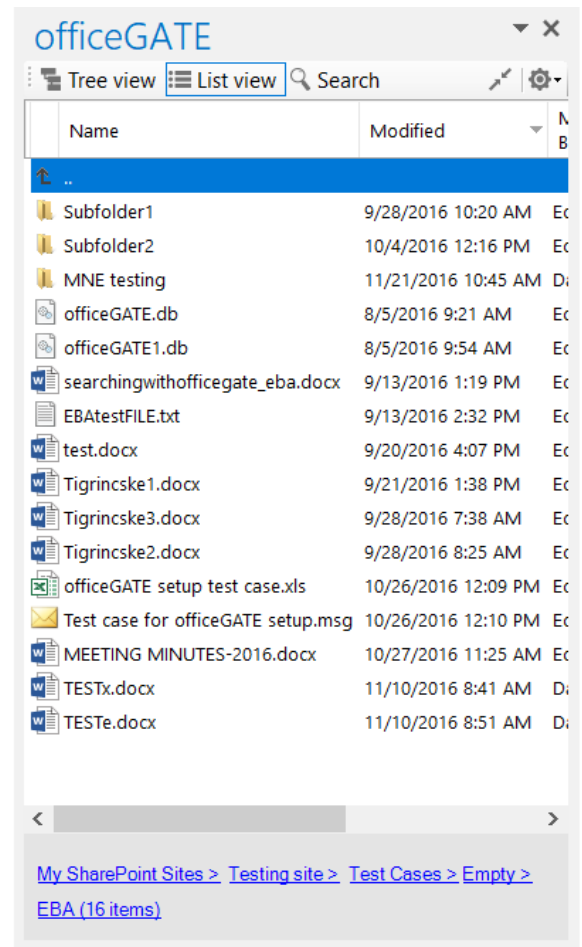


### Sorting in List view

officeGATE enables to sort the items based on column headers in the list view. If you choose a different provider, then different headers are displayed. On our illustrative screenshots below a SharePoint folder is chosen, where the files can be sorted by 3 column headers (sorting criteria), namely: **Name**, **Modified** and **Modified by**. On the second picture the files are sorted by the date when they were last modified.



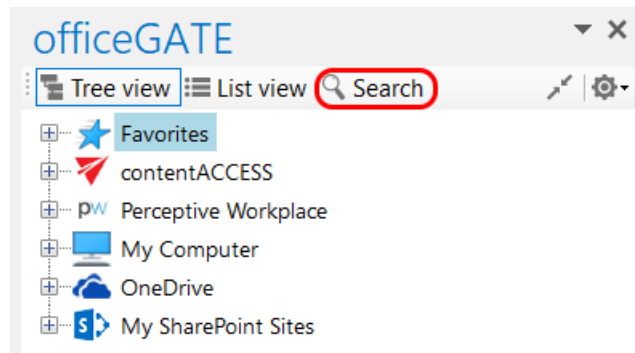
Screenshot A: Sorting the SharePoint files in order „from youngest to oldest”



Screenshot B: Sorting the SharePoint files in order „from oldest to youngest”

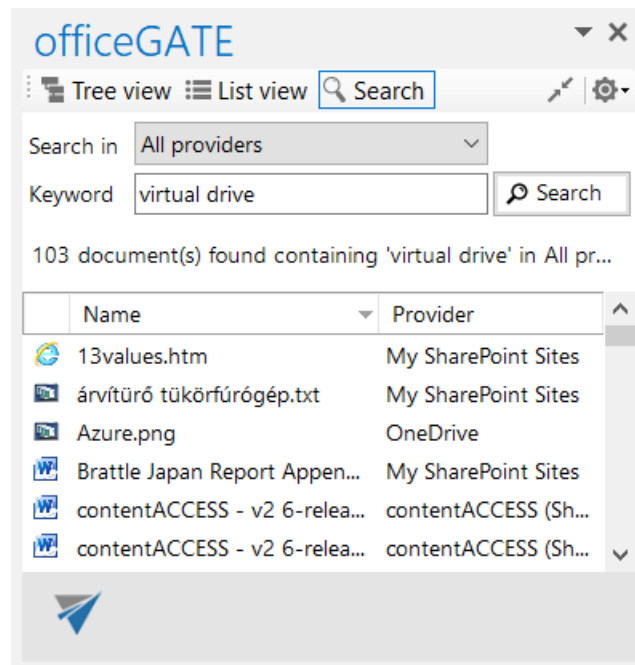
## Searching in officeGATE

By using the search filter the user may quickly find the document what he is looking for. Searching among files stored in the respective officeGATE providers is provider specific. This means, that officeGATE search uses the search engine(s) of the respective provider. Search button is located in the header part of the officeGATE pane.

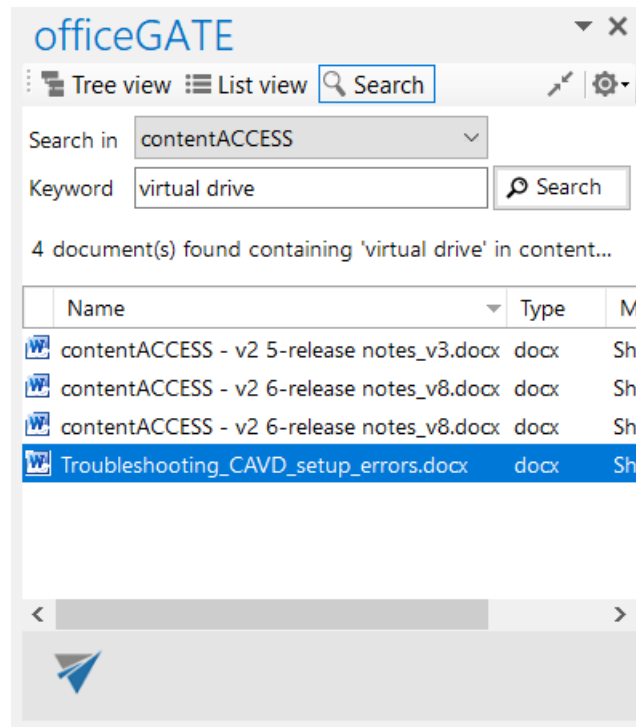


It is possible to search

- a) **In all available** (available=connected) **providers** → in this case select the “**All providers**” from the “**Location**” dropdown list, specify the keyword and click “**Search**”. 3 columns will be listed as a result; a column with icons, a column containing the name of the documents and the last column containing the respective provider (in case of contentACCESS the model name is also visible).

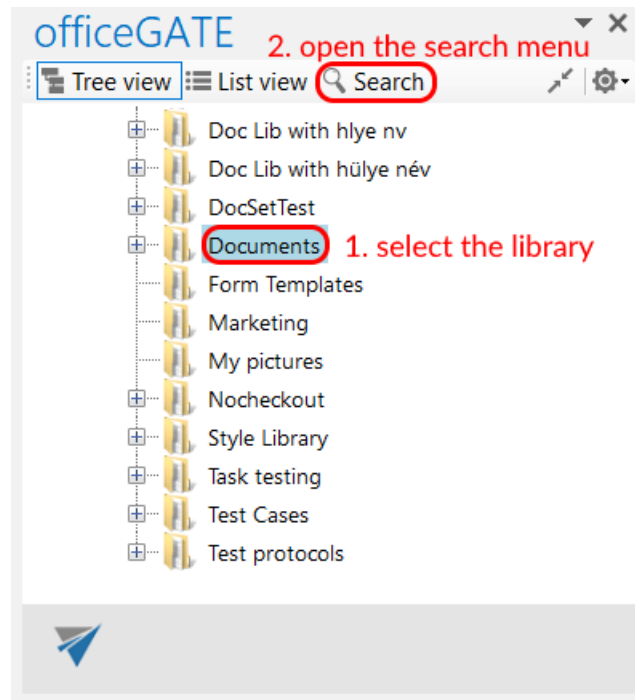


- b) **In one of the connected providers** → in this case select the desired provider from the “**Location**” dropdown list, enter the demanded keyword and click “**Search**”.

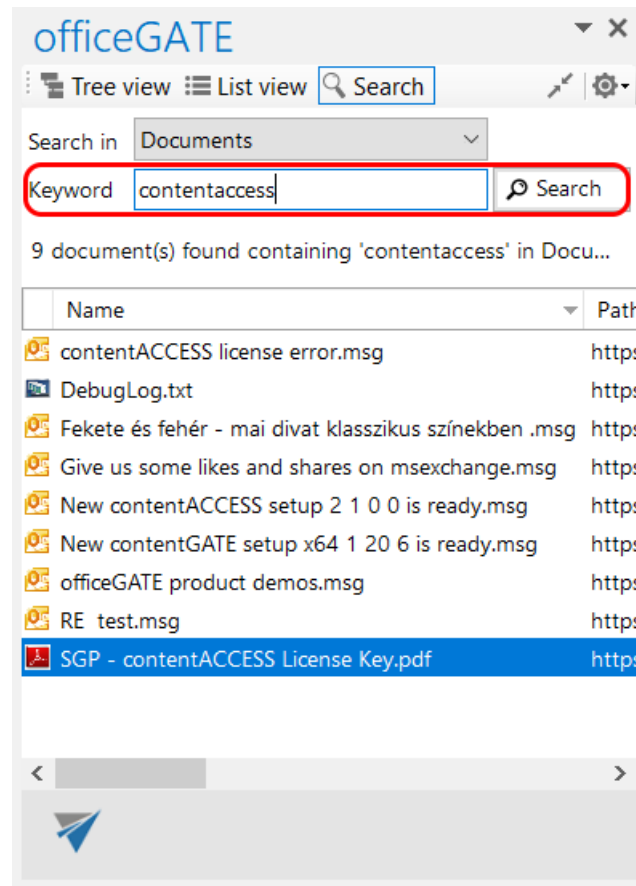


- c) **In the selected node's content (node=folder or library)** → In this case locate the desired folder/library in the tree view and click on it. Then click on the magnifier mark in the pane to open the search page. The **Location** will be already preselected. Specify the keyword and click "Search".

The following use case will demonstrate how to search for contentACCESS related documents in the "Documents" SharePoint library. Select the "Documents" library under the SharePoint node, and click on the magnifier mark (🔍):



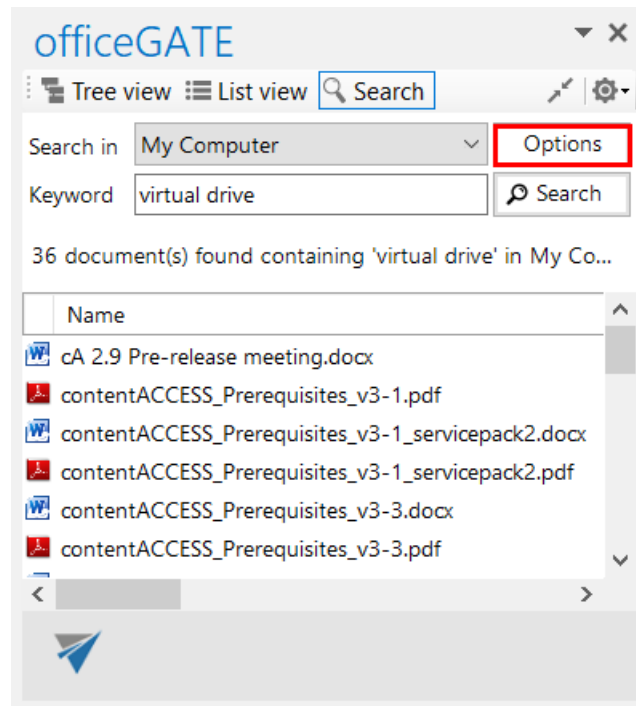
Specify the keyword that you are looking for (in our use case “contentaccess”) and click on **Search**:



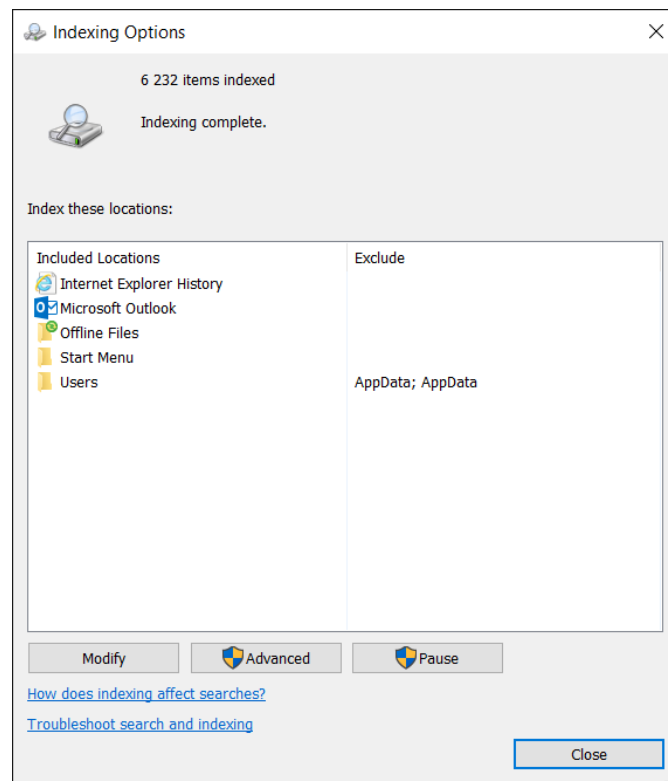
9 documents have been found, of which title or text contains phrase “contentaccess”.

#### *Searching on the local disks – indexing options*

If the user selects **My Computer** from the **Location** dropdown list (i.e. he is searching for a document that is located on a local disk) the “**Options**” button appears on the search page. With clicking on this button the user may check the local disks that are already indexed.



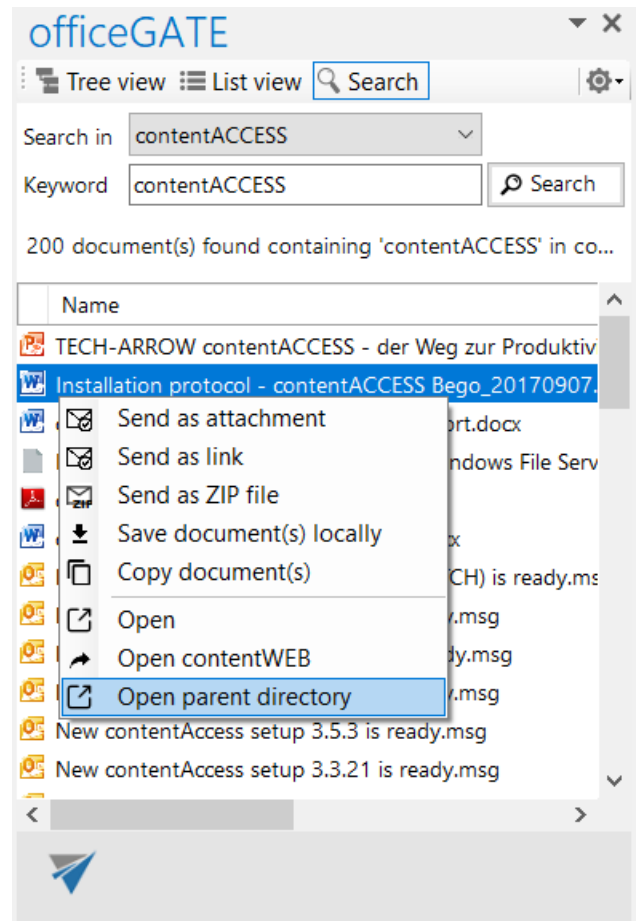
**Note:** Only the documents located on the **indexed local disks** can be searched for.





The following operations are available from the context menu of the searched items (from the search page):

- Send as attachment\*
- Send as link\*
- Send as ZIP file\*
- Save document(s) locally\*
- Copy document(s) \*
- Open\*
- Open contentWEB\*
- **Open parent directory:** Click this menu item to open the parent directory of the selected file. This context menu item is available from the search page only.



\*These features are described in details in chapter [Working with nodes and files using the context menu](#) of this guide

### Search query language

The search query language is used to specify conditions on documents which have to be returned as result when searching the archive. The search query language used in any user interface of contentACCESS can be divided into following categories:

#### Source specification

The searching user can specify where to search on different levels: tenant, model, entity

**Tenant:(string)** - select a tenant by name; search in tenants having the specified string in name

**MTID:(string)** – select a model by type identifier (EmailArchive, FileSystemArchive, SharePointArchive)





**Source:(string)** – select a model by keyword; search in models having the specified string as a keyword (email, file, sharepoint). This is similar as the MTID mentioned, but accepts more free model specification. Possible values are:

- For FileSystemArchive: file, fs, filesystem, archive
- For EmailArchive: archive, email, mail, mailarchive, emailarchive

Examples:

- source:file
- source:mail

**Entity:(string)** - select one or more entities by name; search in entities having the specified string in name. Entity name is **mailbox address** in **Email archive** and **Root folder path** in **File system archive**.

Examples:

- entity:abal@tech-arrow.com – search in ABAL’s mailbox
- entity:c:\temp – search in c:\temp folder

## Property value specification

The following properties can be used to specify conditions on documents to be returned as result when searching the archive:

## Date

Applicable only for properties of “date” type. Exact date specification has to be in format YYYY-MM-DD (no hours, minutes, seconds can be specified).

Example:

- date:(2016-12-05)

Available placeholders: now – means this hour; today, yesterday, this week, last week, this month, last month, this year, last year

Example:



- `date:(now), date:(last week)`

## Number

Numbers are written as usually (1, 2, 3...). For the size conditions also units can be specified:

**K | KB** – size in kilobytes

**M | MB** – size in megabytes

**G | GB** – size in gigabytes

**T | TB** – size in terabytes

Example:

- `size:(>1K)` – files or emails (depending on the archive) larger than 1 KB

## Range

Two types of ranges can be specified: numerical and date ranges. Ranges can be upper bound, lower bound or an interval. A range can be specified as a value for all properties of type “date” and “number”.

**Prop:(>value)** – the value of property “Prop” is greater than “value”

**Prop:(<value)** – the value of property “Prop” is less than “value”

**Prop:(value1, value2)** – the value of property “Prop” is greater than “value1” and less than “value2”

Examples:

- `size:(1K, 1M)` – files/emails (depending on the archive) larger than 1KB and smaller than 1MB
- `date:(2016-10, 2016-12)` – files created/modified or emails sent (depending on the archive) in the last quarter of 2016

## Filename

Finds items by attachment name (Email archive) or file name (File archive). Wildcard characters can be used for filename pattern specification (\* or ?). They have the same meaning as when searching for files in Windows.

**Filename:(\*.txt)** – this will find all attachments and files having the extension .txt



**Filename:(file)** – this will find attachments and files having the exact name “file”

**Filename:(file.\*)** - this will find attachments and files named “file” of any type (extension)

### Properties in different archives

When specifying a boolean value for a property in query, the following notations can be used:

- **true | yes | y** stand for True
- **false | no | n** stand for False

Property names and values are not case sensitive. Wildcard characters (\* and ?) can be used everywhere.

The character '|' means an option or alternative (in cases if multiple property names and values can be used).

If the value is specified in quotes (e.g. “value”), it is considered as a phrase.

Example:

- “brown fox” will find all documents that contains the words “brown” followed by word “fox”

### Email properties

The properties below are applicable when searching in Email archive

| Property                | Specificity                                | Description                                                                                        |
|-------------------------|--------------------------------------------|----------------------------------------------------------------------------------------------------|
| <b>HasAttachment:</b>   | true   false                               | if true, finds emails having one or more attachments; if false, finds emails having no attachments |
| <b>Importance:</b>      | Low   Normal   High                        | finds emails with the specified importance level                                                   |
| <b>Sensitivity:</b>     | Normal   Personal   Private   Confidential | finds emails with the specified sensitivity level                                                  |
| <b>Flag:</b>            | true   false                               | find emails having a flag set (true) or not set (false)                                            |
| <b>AttachmentCount:</b> | (number)                                   | finds emails with the specified attachment count                                                   |
| <b>Bcc:</b>             | (string)                                   | condition on addresses in BCC tag of the email                                                     |
| <b>Category:</b>        | (string)                                   | condition on category                                                                              |



|                         |          |                                                                                                                                            |
|-------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cc:</b>              | (string) | condition on addresses in CC tag of the email                                                                                              |
| <b>Folder:</b>          | (string) | condition on folder path; possible to find emails only in the specified folder (backslash is used as path separator, e.g. Inbox\Important) |
| <b>ReceivedDate:</b>    | (date)   | condition on receiving date                                                                                                                |
| <b>RetentionTime:</b>   | (number) | condition on retention time (in months)                                                                                                    |
| <b>Sender   From:</b>   | (string) | condition on email sender                                                                                                                  |
| <b>Date   SentDate:</b> | (date)   | condition on email's sent date                                                                                                             |
| <b>Size:</b>            | (number) | condition on email's size in bytes                                                                                                         |
| <b>Title   Subject:</b> | (string) | condition on email subject                                                                                                                 |
| <b>To:</b>              | (string) | condition on email's recipient                                                                                                             |
| <b>Body:</b>            | (string) | search in the mail's body text                                                                                                             |
| <b>Attachment:</b>      | (string) | search in mail's attachment text                                                                                                           |

### File properties

The properties below are applicable when searching in File archive

| Property                    | Specificity | Description                                                                             |
|-----------------------------|-------------|-----------------------------------------------------------------------------------------|
| <b>CreationDate:</b>        | (date)      | condition on file's creation date                                                       |
| <b>Title   Filename:</b>    | (string)    | condition on file's name                                                                |
| <b>Folder:</b>              | (string)    | condition on file's path (\ is the path separator as in Windows, e.g. c:\documents\rfa) |
| <b>Date   ModifiedDate:</b> | (date)      | condition on file's creation date                                                       |
| <b>Size:</b>                | (number)    | condition on file's size in bytes                                                       |



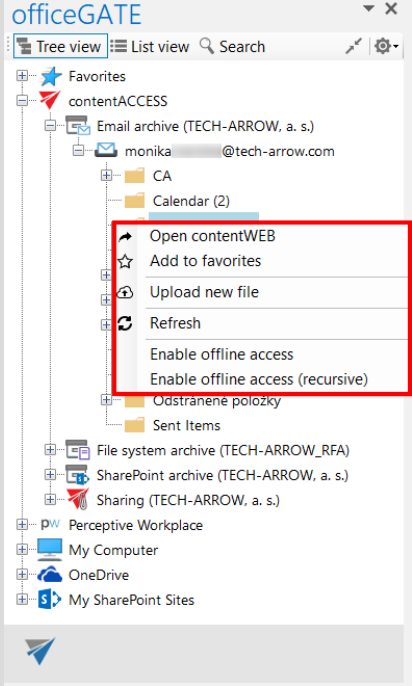
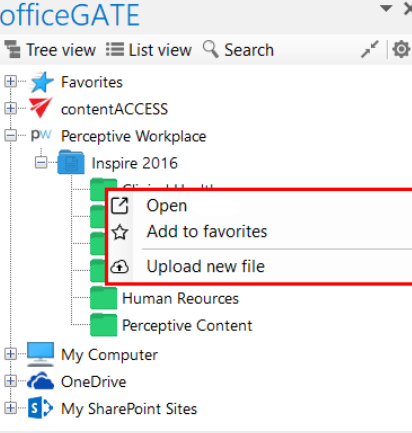
### SharePoint document properties

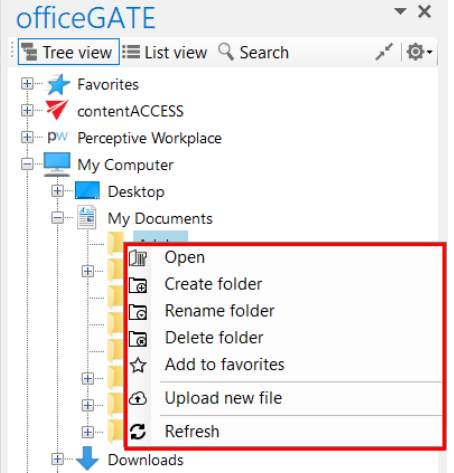
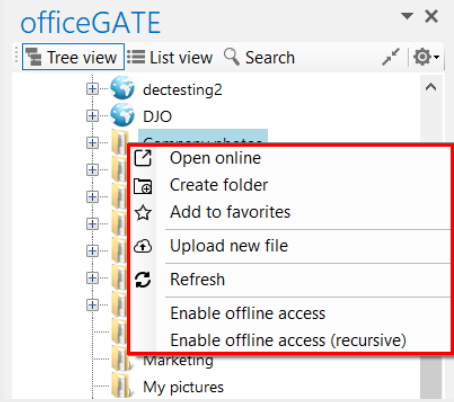
The properties below are applicable when searching in SharePoint archive

| Property                        | Specificity | Description                                 |
|---------------------------------|-------------|---------------------------------------------|
| <b>CreatedBy:</b>               | (string)    | condition on user who created the file      |
| <b>CreationDate:</b>            | (date)      | condition on creation date                  |
| <b>FileSize:</b>                | (number)    | condition on file size                      |
| <b>Date   ModificationDate:</b> | (date)      | condition on modification date              |
| <b>ModifiedBy:</b>              | (string)    | condition on user who modified the document |
| <b>Name:</b>                    | (string)    | condition on document name                  |
| <b>Title:</b>                   | (string)    | condition on document title                 |
| <b>VersionNum:</b>              | (number)    | condition on document's version number      |

### Working with nodes and files using the context menu

The officeGATE user handles with his folders/libraries/documents using the context menu of the respective folder/library/file in the pane. The table below lists all available operations in the context menu of a folder/library. Locate your desired folder/library in the pane, right click on it to open the context menu and work with it: add it to favorites, upload new files to it, rename it etc. The available operations are dependent on the system (provider) that you use. The table below gives a general overview about the available options:

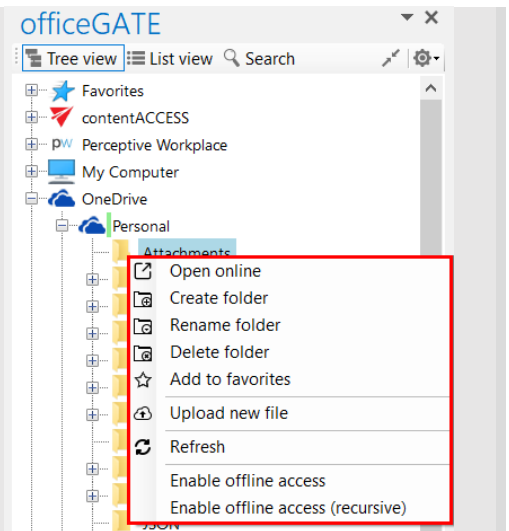
| Providers            | Operations on folders/libraries using their context menu                                                                                                                                                                    |                                                                                       |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| contentACCESS        | <ul style="list-style-type: none"> <li>✓ Open contentWEB</li> <li>✓ Add to favorites</li> <li>✓ Upload new file</li> <li>✓ Refresh</li> <li>✓ Enable offline access</li> <li>✓ Enable offline access (recursive)</li> </ul> |   |
| Perceptive Workplace | <ul style="list-style-type: none"> <li>✓ Open online</li> <li>✓ Add to favorites</li> <li>✓ Upload new file</li> </ul>                                                                                                      |  |

|                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>My Computer<br/>(including local<br/>Dropbox and<br/>OneDrive<br/>folders)</p> | <ul style="list-style-type: none"> <li>✓ Open</li> <li>✓ Create folder</li> <li>✓ Rename folder</li> <li>✓ Delete folder</li> <li>✓ Add to favorites</li> <li>✓ Upload new file</li> <li>✓ Refresh</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                    |  <p>The screenshot shows the officeGATE application window with a tree view on the left. The 'My Computer' folder is selected, and a context menu is open over it. The menu items are: Open, Create folder, Rename folder, Delete folder, Add to favorites, Upload new file, and Refresh. These items are enclosed in a red rectangular box.</p>                                  |
| <p>SharePoint</p>                                                                 | <p><b>library:</b></p> <ul style="list-style-type: none"> <li>✓ Open online</li> <li>✓ Create folder</li> <li>✓ Add to favorites</li> <li>✓ Upload new file</li> <li>✓ Refresh</li> <li>✓ Enable offline access</li> <li>✓ Enable offline access (recursive)</li> </ul> <p><b>folder:</b></p> <ul style="list-style-type: none"> <li>✓ Open online</li> <li>✓ Create folder</li> <li>✓ Rename folder</li> <li>✓ Delete folder</li> <li>✓ Add to favorites</li> <li>✓ Upload new file</li> <li>✓ Refresh</li> <li>✓ Enable offline access</li> <li>✓ Enable offline access (recursive)</li> </ul> |  <p>The screenshot shows the officeGATE application window with a tree view on the left. A SharePoint library is selected, and a context menu is open over it. The menu items are: Open online, Create folder, Add to favorites, Upload new file, Refresh, Enable offline access, and Enable offline access (recursive). These items are enclosed in a red rectangular box.</p> |



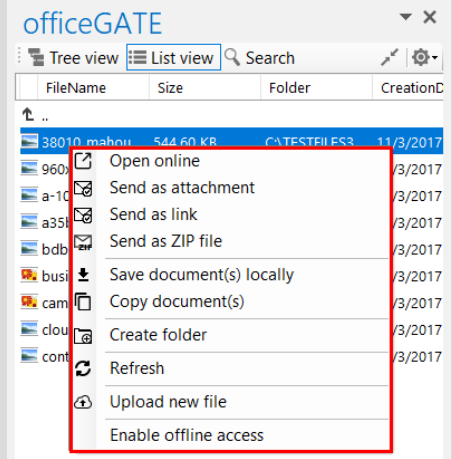
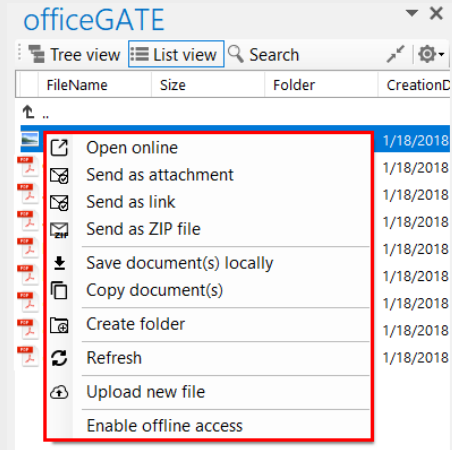
## OneDrive and OneDrive for business

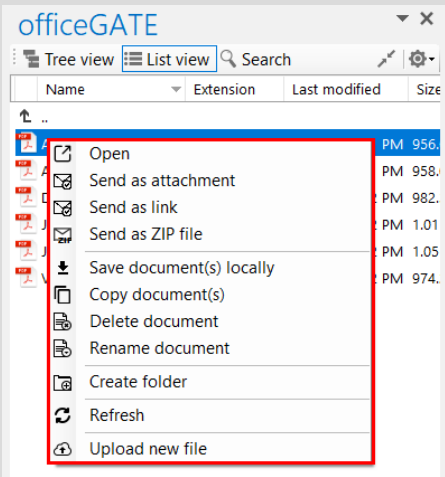
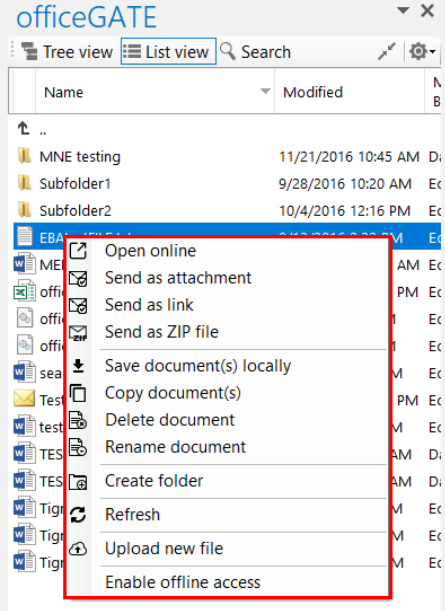
- ✓ Open online
- ✓ Create folder
- ✓ Rename folder
- ✓ Delete folder
- ✓ Add to favorites
- ✓ Upload new file
- ✓ Refresh
- ✓ Enable offline access
- ✓ Enable offline access (recursive)



The following subchapters describe general rules of working with files saved in the particular systems (providers) of officeGATE. Operations on the files are available from the files' context menu, in list view. Some of the operations are available in one system, but are unavailable in another. The table below gives a general overview about the file's context menu options using different providers.



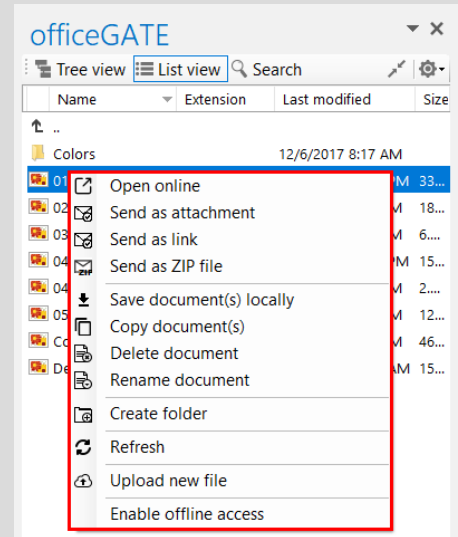
| officeGATE providers | Operations on files using their context menu                                                                                                                                                                                                                                                                              |                                                                                      |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| contentACCESS        | <ul style="list-style-type: none"> <li>✓ Open online</li> <li>✓ Send as attachment</li> <li>✓ Send as link</li> <li>✓ Send as ZIP file</li> <li>✓ Save document(s) locally</li> <li>✓ Copy document(s)</li> <li>✓ Create folder</li> <li>✓ Refresh</li> <li>✓ Upload new file</li> <li>✓ Enable offline access</li> </ul> |   |
| Perceptive Workplace | <ul style="list-style-type: none"> <li>✓ Open online</li> <li>✓ Send as attachment</li> <li>✓ Send as link</li> <li>✓ Send as ZIP file</li> <li>✓ Save document(s) locally</li> <li>✓ Copy document(s)</li> <li>✓ Create folder</li> <li>✓ Refresh</li> <li>✓ Upload new file</li> <li>✓ Enable offline access</li> </ul> |  |

|                                                                             |                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |
|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>My computer<br/>(including local<br/>Dropbox and<br/>OneDrive files)</p> | <ul style="list-style-type: none"> <li>✓ Open</li> <li>✓ Send as attachment</li> <li>✓ Send as link</li> <li>✓ Send as ZIP file</li> <li>✓ Save document(s) locally</li> <li>✓ Copy document(s)</li> <li>✓ Delete document</li> <li>✓ Rename document</li> <li>✓ Create folder</li> <li>✓ Refresh</li> <li>✓ Upload new file</li> </ul>                                         |   |
| <p>Sharepoint</p>                                                           | <ul style="list-style-type: none"> <li>✓ Open online</li> <li>✓ Send as attachment</li> <li>✓ Send as link</li> <li>✓ Send as ZIP file</li> <li>✓ Save document(s) locally</li> <li>✓ Copy document(s)</li> <li>✓ Delete document</li> <li>✓ Rename document</li> <li>✓ Create folder</li> <li>✓ Refresh</li> <li>✓ Upload new file</li> <li>✓ Enable offline access</li> </ul> |  |



## OneDrive and OneDrive for business

- ✓ Open online
- ✓ Send as attachment
- ✓ Send as link
- ✓ Send as ZIP file
- ✓ Save document(s) locally
- ✓ Copy document(s)
- ✓ Delete document
- ✓ Rename document
- ✓ Create folder
- ✓ Refresh
- ✓ Upload new file
- ✓ Enable offline access



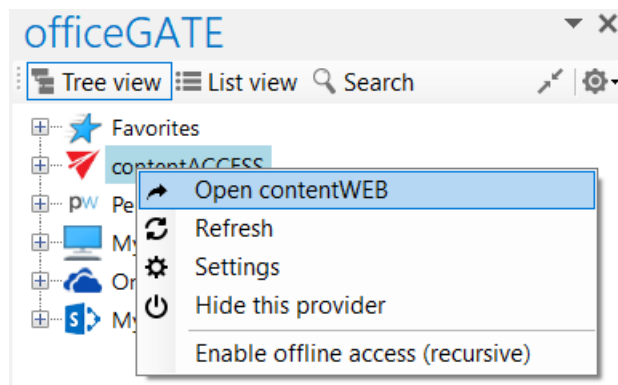
For instructions on everyday use cases of working with files in officeGATE, read the below described topics. Select your provider from the officeGATE pane and connect to it if it's not connected automatically. Then switch to list view, locate the file(s) that you want to work with, and open its context menu (with a right click on it).

## Open contentWEB

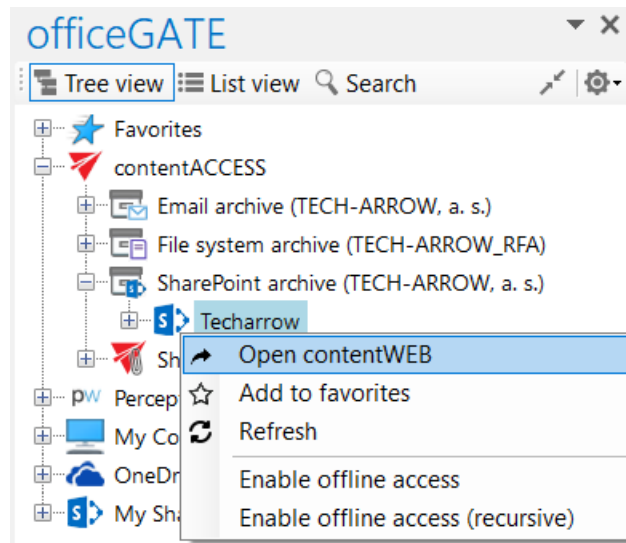
**Note:** This option is active only on the contentACCESS provider.

It is possible to open [contentWEB](#) directly from officeGATE in Outlook. The function can be used on:

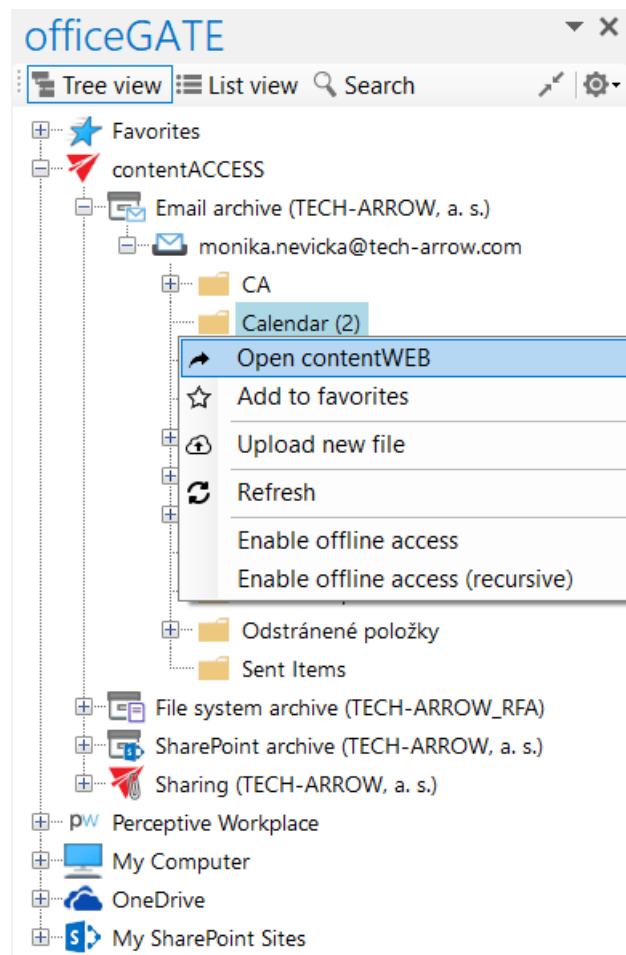
- provider node – redirects the user to contentWEB; no specific entity, folder or item is selected



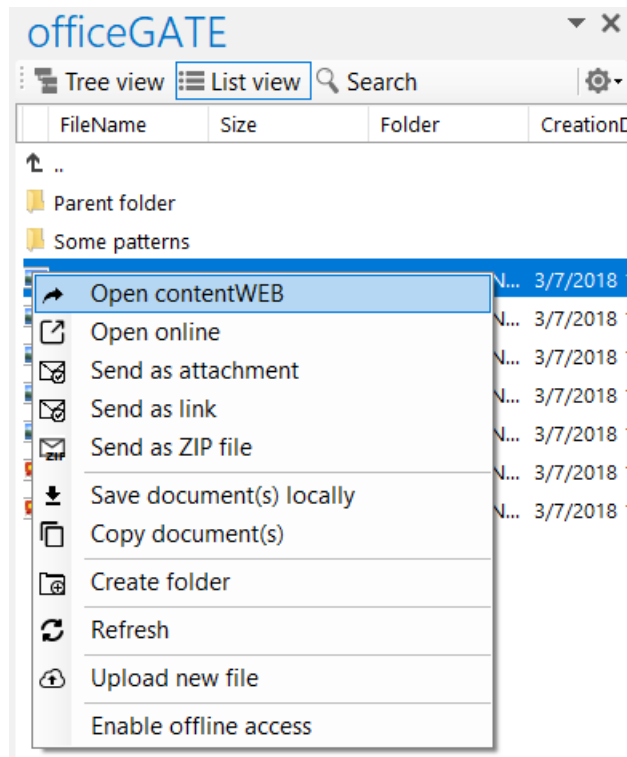
- entity node - opens the selected entity (mailbox, file archive root, etc. - depending on model type) in contentWEB



- folder node - opens the selected folder in contentWEB

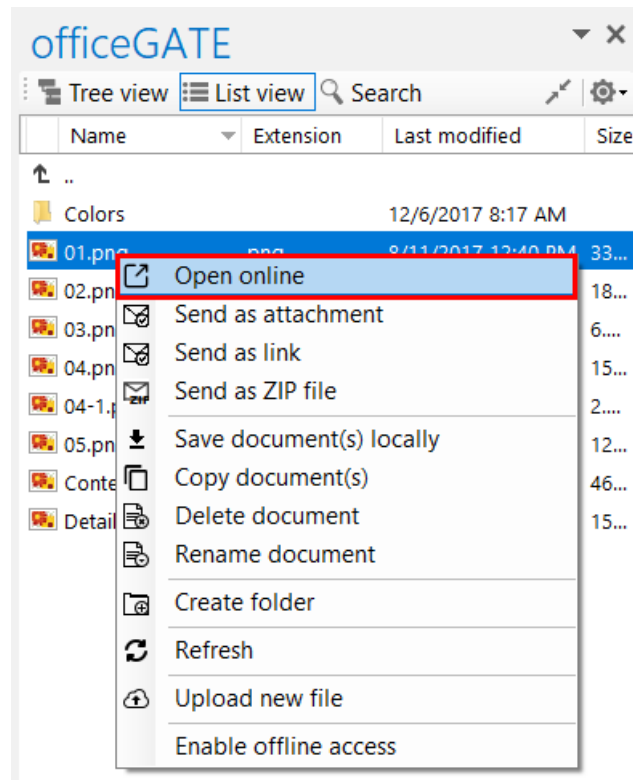


- document node - shows the selected document (email, file...) in contentWEB



## Online opening and editing of files directly from officeGATE

If you need to check a file or to do any modifications to it, choose  **Open online** from the file's context menu. This context menu option opens the respective file online, from the server (source system) directly. To edit the file, do the necessary corrections in it and save it. This way you can do the necessary corrections faster and more effectively, without downloading and uploading the file to the folder or library again.

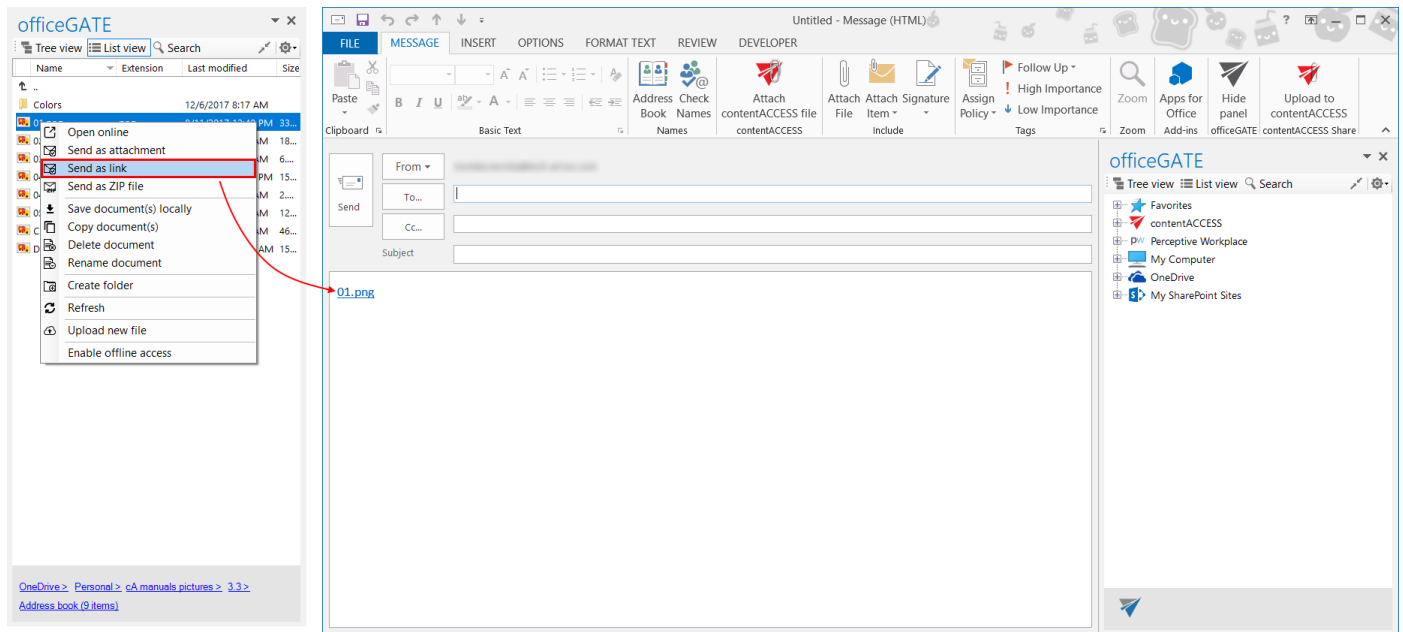


**Note:** The file is downloaded **locally** into a temporary folder if it is **double clicked**. If you open a locally downloaded file and edit it, the changes will not be synchronized back to the source (online) location. This is quite important if you have online systems (e.g. SharePoint, Perceptive Workplace). If you use the “Open online” context menu item, the file will be opened in the source system directly in a web browser (online) and the changes will be synchronized online as well.

## Sending attachments/links to the file

You can decide if you want to send the file as an attachment or you prefer to send a link to the file instead. If you want to send the file itself right click on the file and choose  **Send as attachment** from its context menu. If you want to send the link to a file only choose option  **Send as link** from the file’s context menu. It is possible to select multiple files to attach, or to send links to multiple files.

Sending links instead of attachments ensures one “version of the truth”, it keeps all project-related documentation in one place, and it saves email storage.

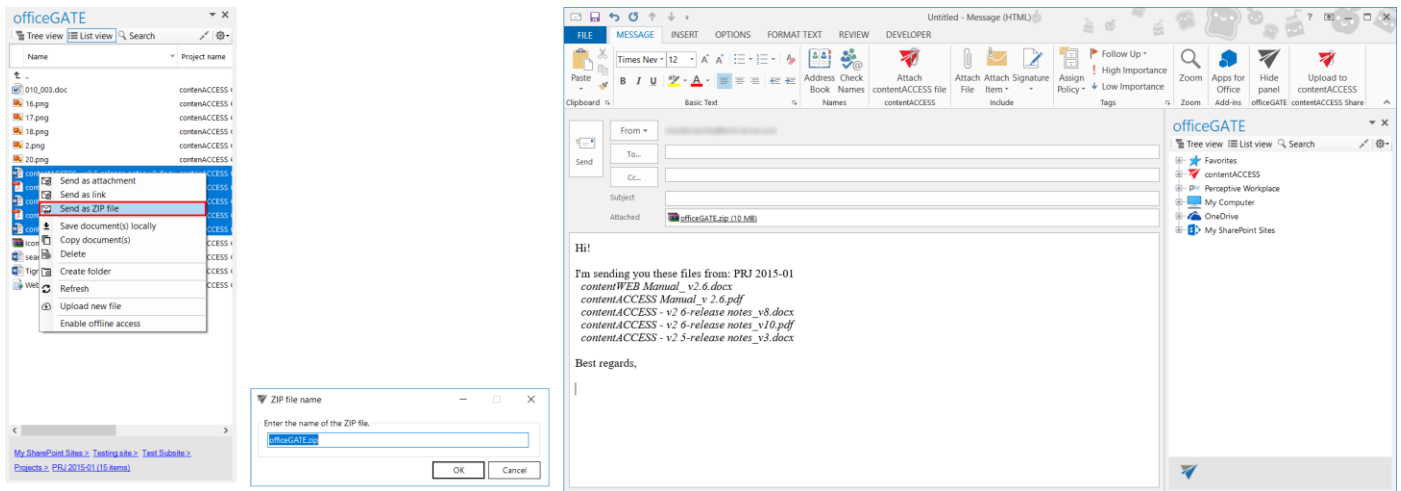


## Sending ZIP files

With the **Send as ZIP file** function the user may compress the selected files into a ZIP file and send them to the desired address as a ZIP file.

1. Select the desired items from the pane, open the context menu and select **Send as ZIP file** option from the list.
2. The **ZIP file name** dialog opens. Rename the ZIP, (by default it's called officeGATE.zip) and click **OK**.
3. Send the files to the addressee.

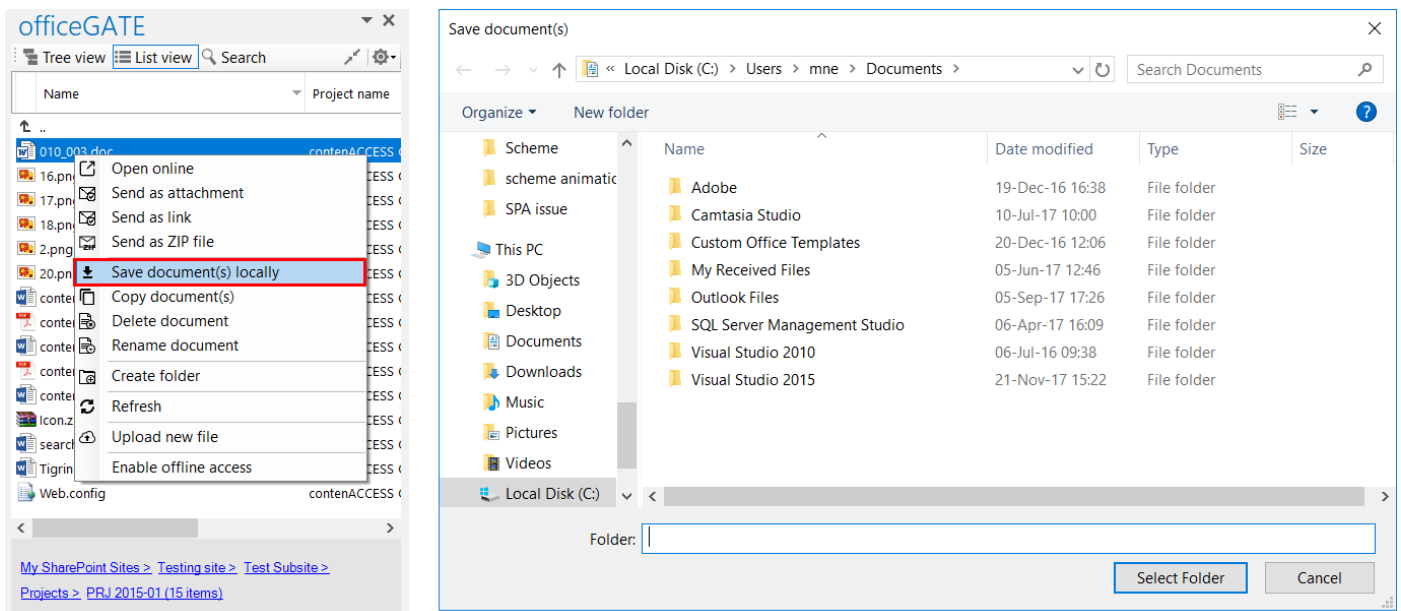




- 1: Select the files and click on "Send as ZIP"    2: Rename the ZIP    3. Send the ZIP

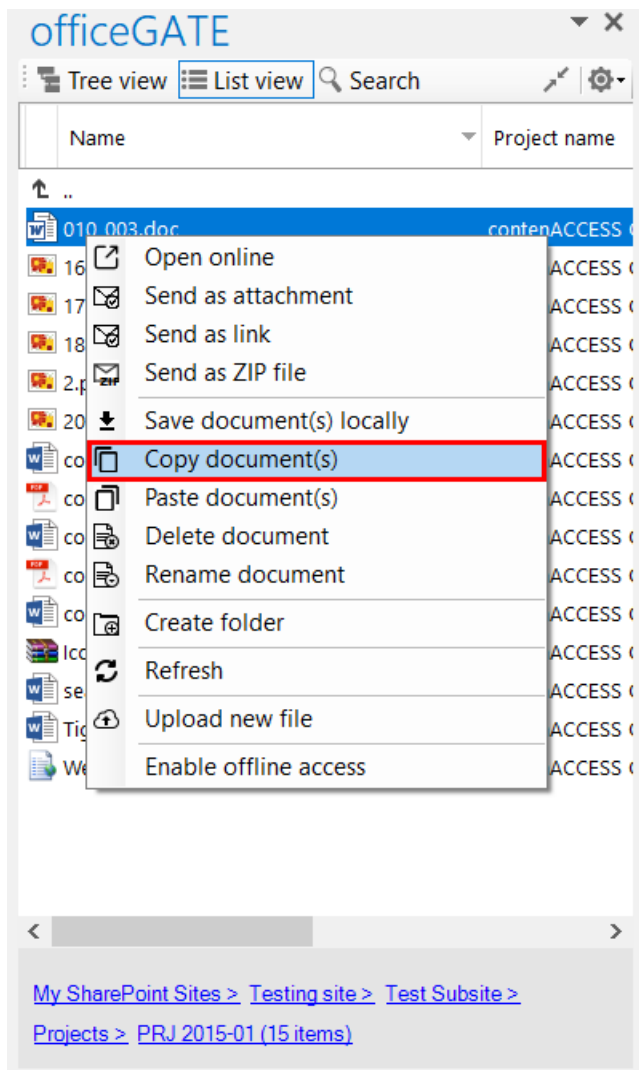
## Saving document(s) locally

The user can also save one or multiple documents locally on his local disk. Select the items that you want to save and open the context menu. Select **Save document(s) locally** from the list. Locate the folder where you want to save the items and click on **Select folder** to save it.

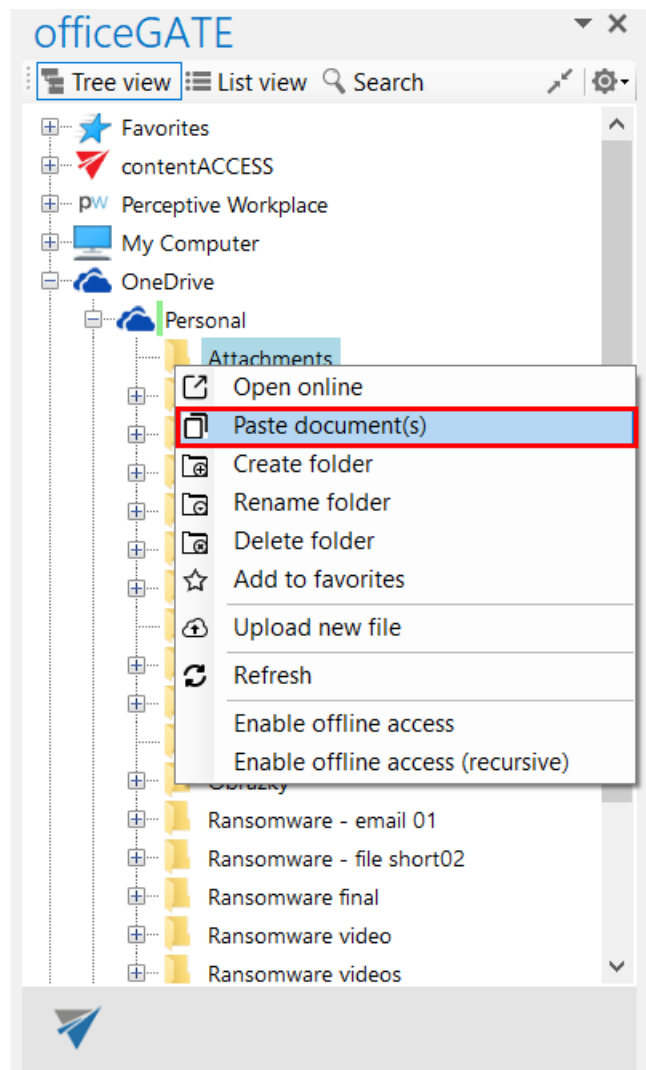


## Copying/pasting document(s)

Selected documents can be copied into another providers' folder or library. Just open the file's context menu and select **Copy document(s)** from the list. Then navigate to the target location where you want to make a copy, click on it and open its context menu. Select **Paste document(s)** from the list and wait until officeGATE uploads your document(s) to the target location. Copy/paste function works with CTRL+C/ CTRL+V control codes, too.



Screenshot A: Copy document(s) from a source location

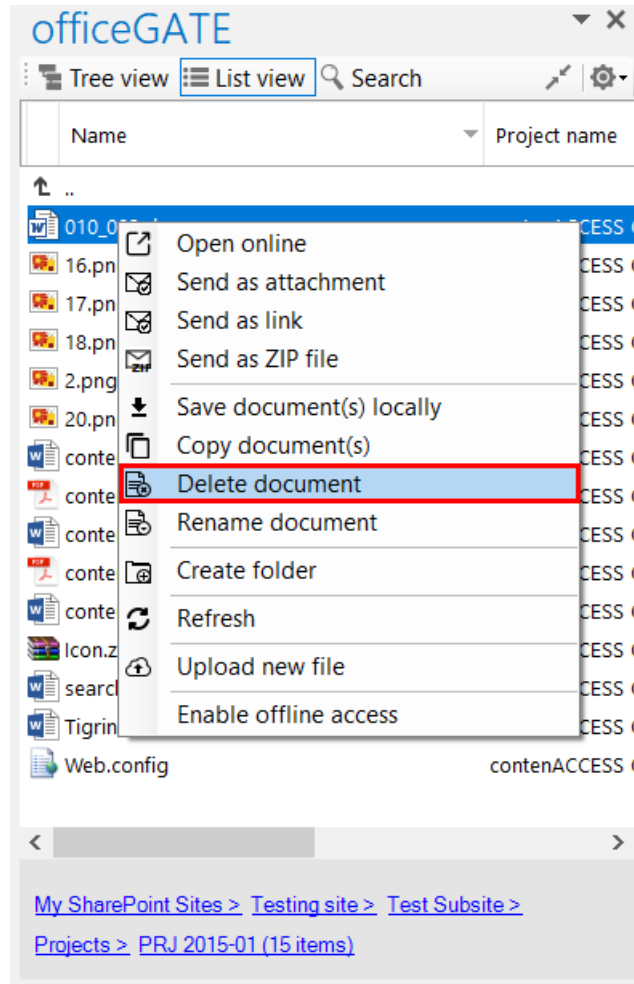


Screenshot B: Paste document(s) to a target location

## Deleting document(s)

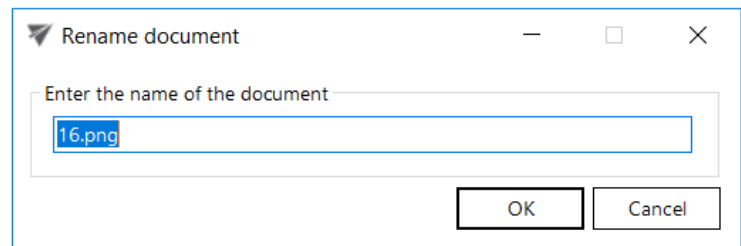
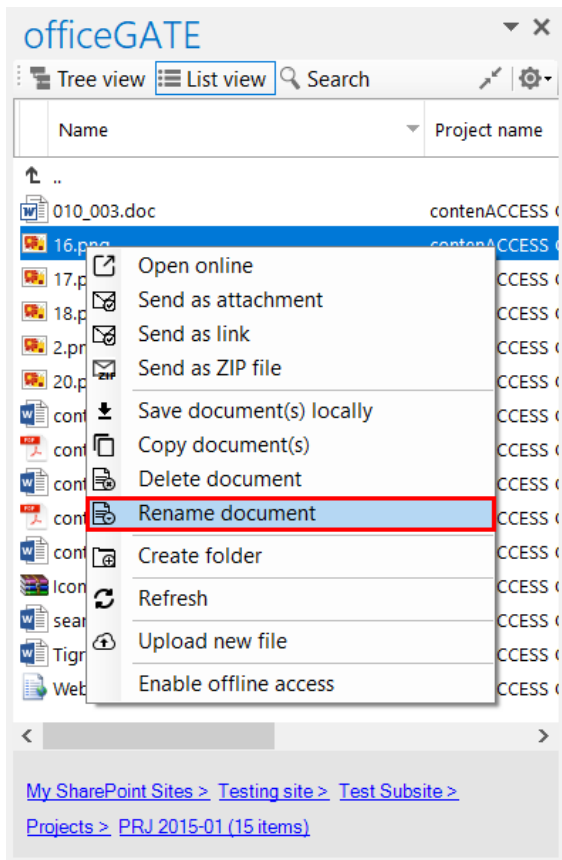


To delete one or multiple documents from the file system, open the document's context menu (in list view) and click on **Delete document**.



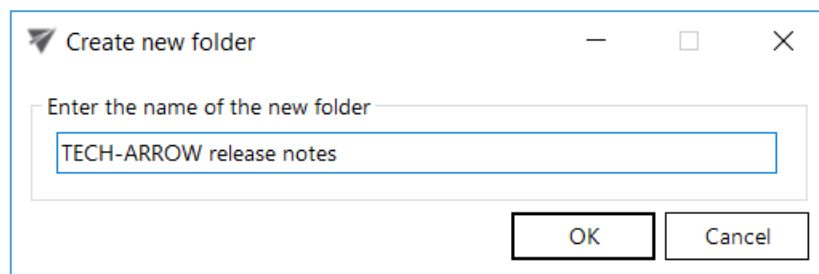
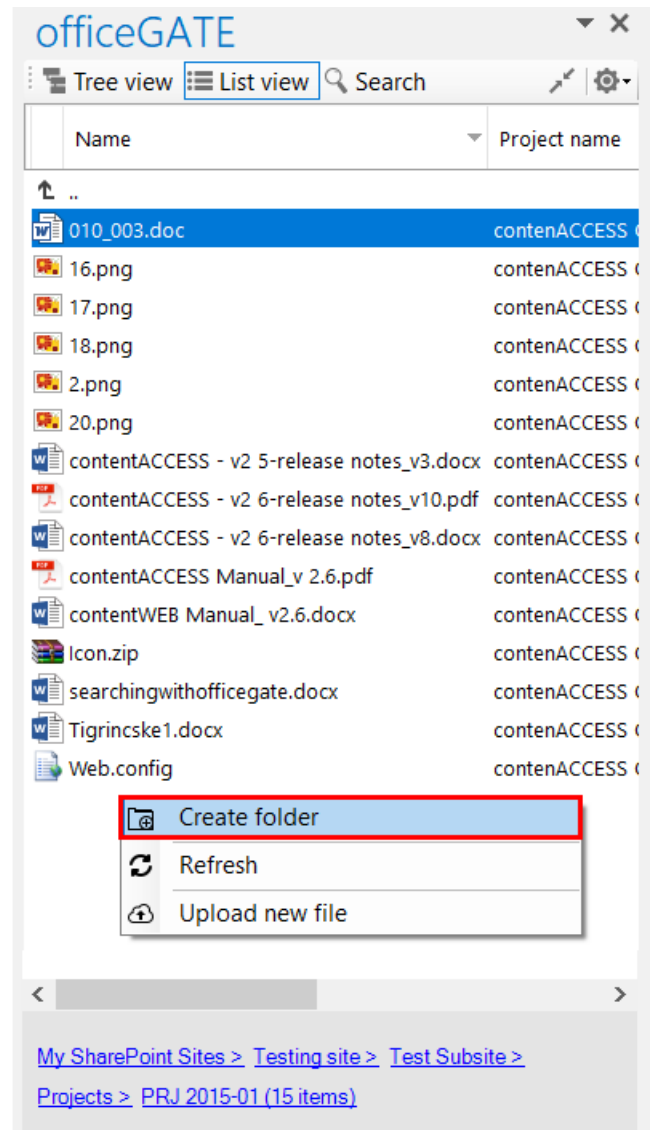
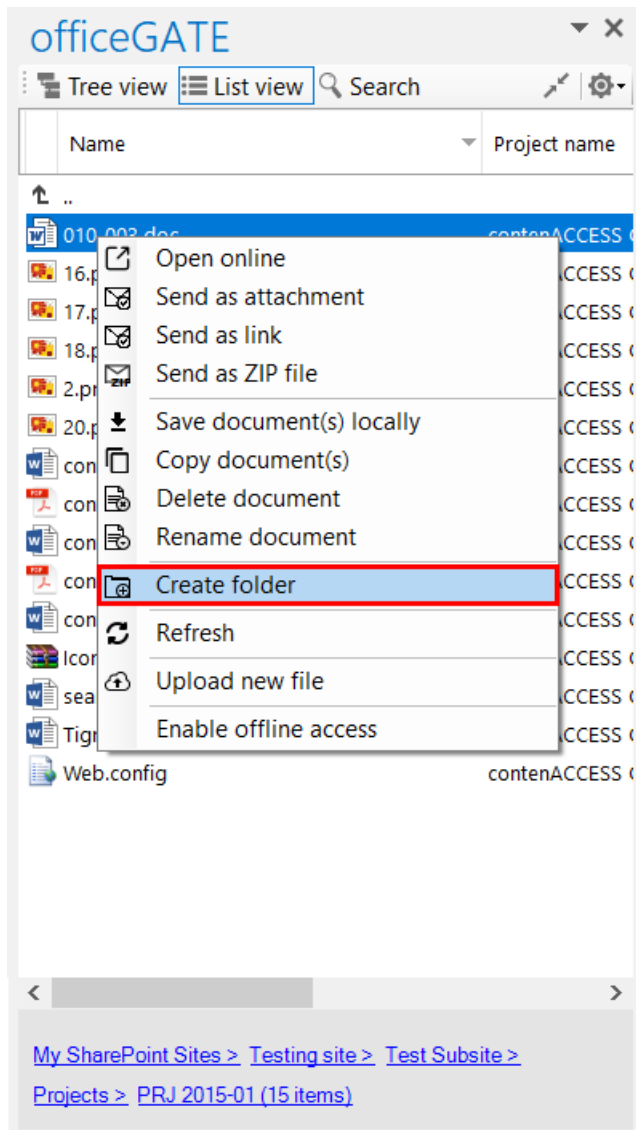
## Renaming document(s)

To rename a document in the file system, open the document's context menu (in list view) and click on **Rename document** from the list. The **Rename document** dialog opens. Type into the text field the desired document name and click on **OK**.



## Creating folder(s)

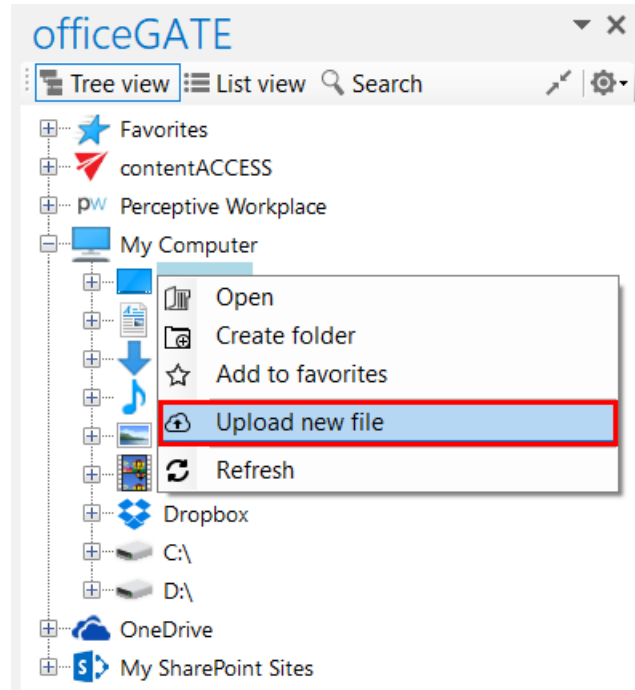
To create a new folder select **Create folder** option from the item's context menu (or switch to list view and right click into the navigation pane). The **Create new folder** dialog opens. Type in the folder's name and click **OK**.



## Uploading new file(s)



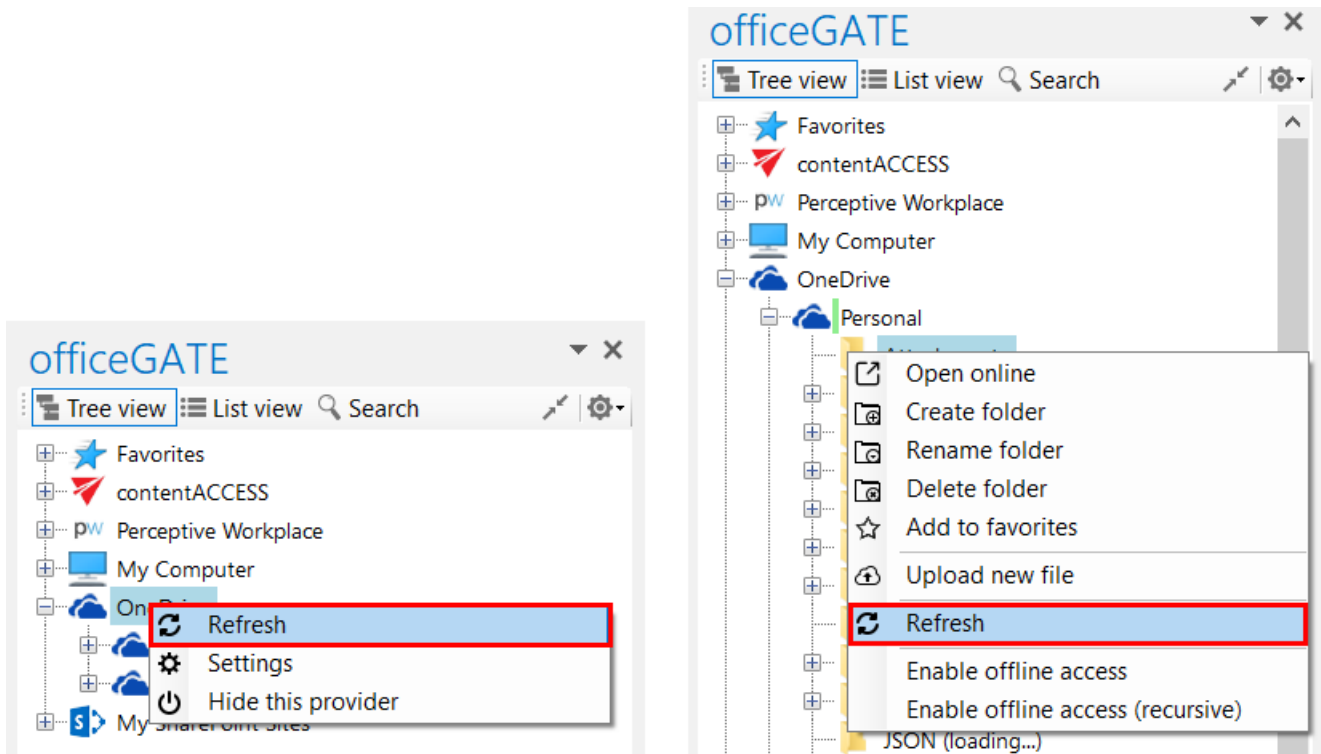
The user may upload new files into the selected folder/library from the folder's/library's context menu. Open the context menu, select **Upload new file** from the menu, browse for the desired document and wait until the upload process has ended.



Uploading a file from the tree view

## Folder refresh/provider refresh

The “Refresh” context menu option is available in the providers’ and files’ context menu options as well. It is usually used to refresh the content of the given provider/folder. E.g. if a new file has been added to the source system (e.g. to a SharePoint folder), you can refresh the list of items in this folder using this option:



## Sharing files directly from MS Outlook

An easy access to files (e.g. to big files that cannot be sent as attachments) can be ensured by saving them to a special folder (called “My share”), which is accessible under contentACCESS’s “Sharing” plugin in the officeGATE pane. This contentACCESS plugin is used to collect the file(s) to be shared with second users. When uploading a file to the “My share” folder the application automatically generates a link pointing to the file, and the user can share this link with second users. It is possible to send links to the already uploaded file using its context menu, too.

**Note:** The sharing feature is available only in case that you use contentACCESS provider and the Sharing plugin is licensed.

The following steps must be done before sharing files using officeGATE:



1. **Configure a “Sharing” job in contentACCESS.** A “Sharing” job can be configured in the Custom plugins section (**Custom plugins** → **General** → **Jobs**) in the Central Administration interface of contentACCESS (more information [here](#)).

2. **Connect your officeGATE with contentACCESS.** Click “Connect” in the contentACCESS node’s context menu to open the settings dialog and set the necessary parameters to connect to contentACCESS.

3. **Configure the values** (download count and expiration date) **of sharing** the files. This option is available in the **contentACCESS connector settings**, in the **Sharing** section. The values can be changed directly from the upload dialog as well (described later).

contentACCESS connector settings

Settings

**Connection**

Server name:

☐ Generate connection URL

Connection URL:

**General**

Items per page in list view:

Maximum number of lookup items:

**Sharing**

☐ Use default settings and don't ask before new sharing

Expiration days:

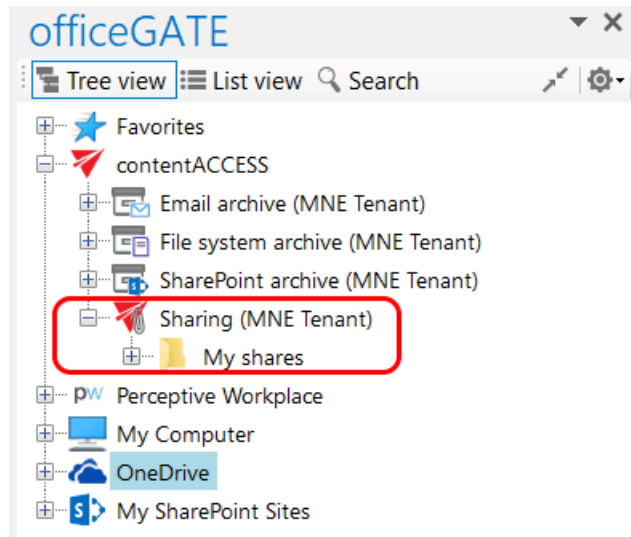
Download count limit:  0 = no limit

Login Logout Save Cancel



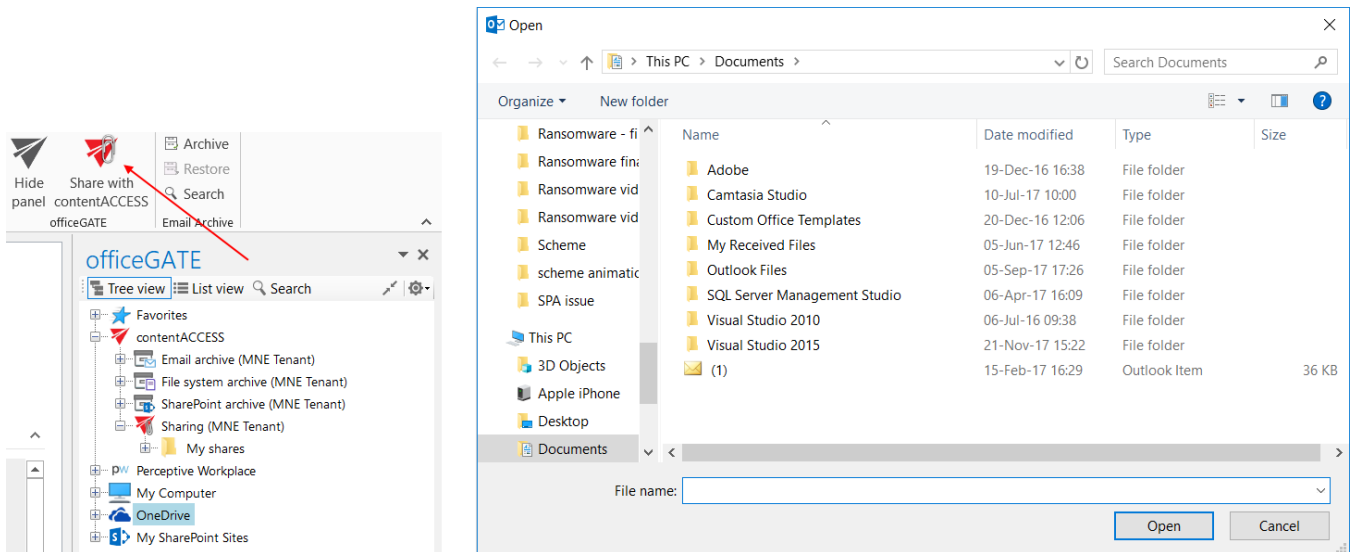


After successful connection expand the contentACCESS node. The sharing plugin is located under contentACCESS node in the officeGATE pane. The shared files will be saved into the folder located under this node.

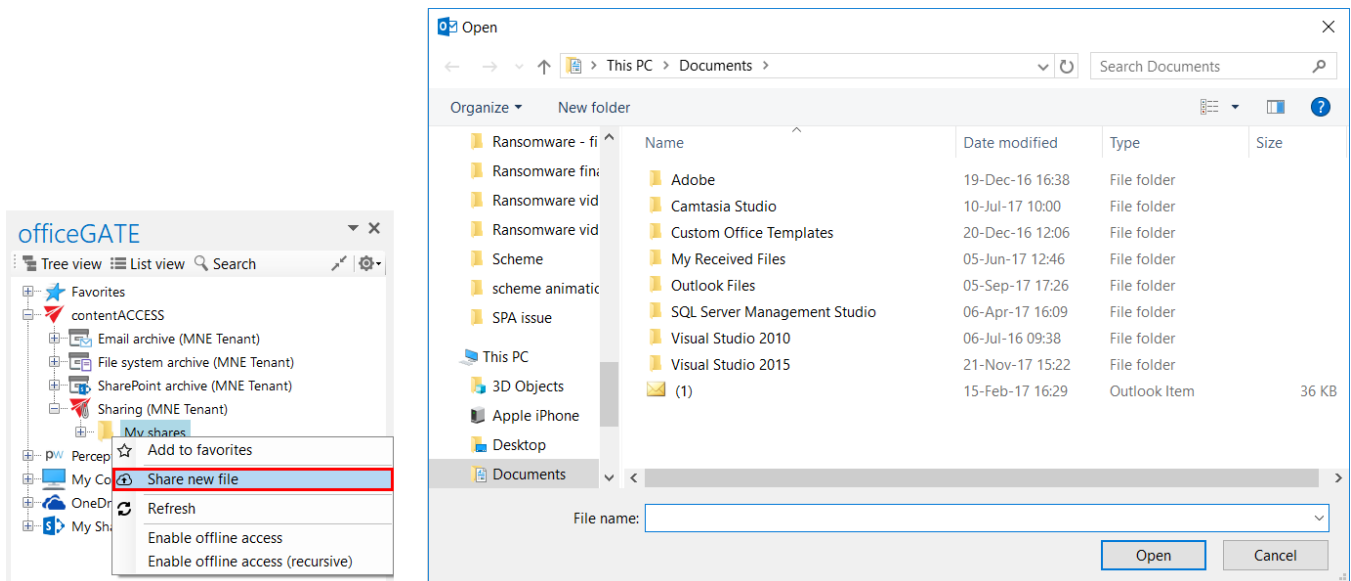


4. If contentACCESS is connected with officeGATE, **you can share files**. There are 2 options how to do it:

- a) **From the toolbar:** Click on the “Share with contentACCESS” button in the MS Outlook toolbar and locate the file that needs to be shared. Click “Open”. The main advantage of this first option is, that the user does not have to locate the Sharing plugin in the pane.



- b) **From the share folder's context menu:** Open the context menu of the “My shares” folder under the “Sharing” plugin and select “Share new file” from the menu. Select the file that needs to be shared and click “Open”.





5. The “Process document with contentACCESS” dialog will open automatically. The user may change here the

- **Expiration date** – the time period of keeping the file in the **My shares** folder
- **Download limit** – the maximum number of downloads

The default values are automatically filled in according to the contentACCESS settings described in step 3 above. Change the values for your share if needed and click “Upload” to start the upload process.

**Process document with contentACCESS**

**Target**

**My shares**

**Document**

Name: C:\Users\mne\Desktop\Monika2\Obrázky\Photoshop\Mojito bubbletea\56f9b272f0ef1.image.jpg

Content type: Advanced Sharing

**Fields**

Expiration date \*: Thursday, November 16, 2

Download limit \*: 1 0 = no limit

☐ Save as default

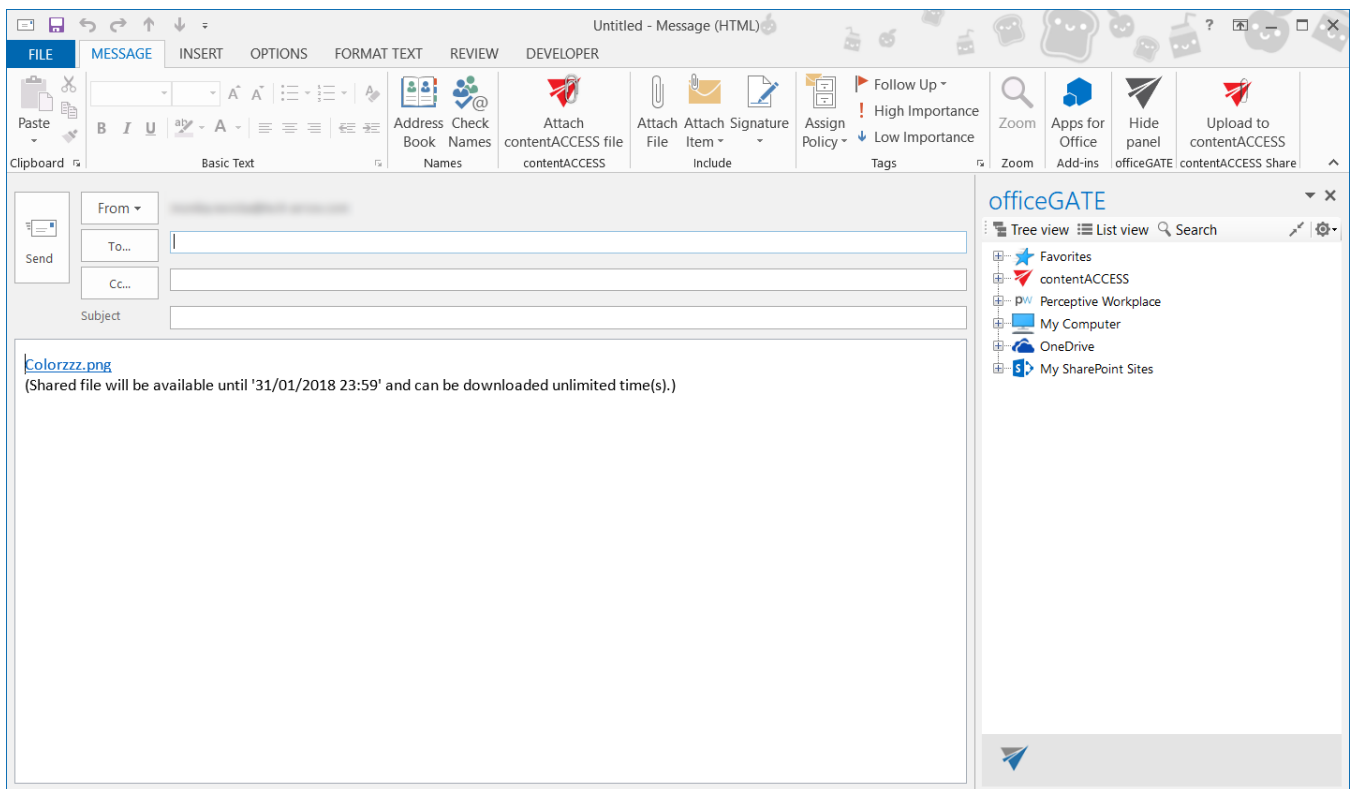
☐ Don't ask again. (Can be changed in contentACCESS provider settings)

**Upload** **Cancel**



You may change the default expiration date and download count directly in this dialog, too. Simply enter the desired values into the text boxes, check the “Save as default” checkbox in the down left corner and upload the file. The newly specified values will be applied by each new upload. With checking the “Don’t ask again” option the application will use the same default settings by each share, and won’t ask the user again. These settings can be modified again in the **contentACCESS connector settings** dialog, on the **Sharing** tab.

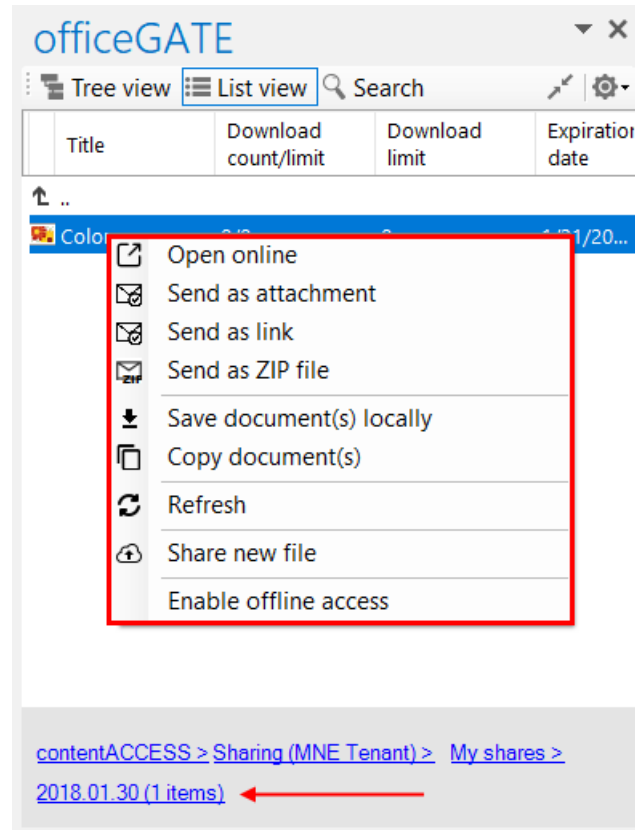
6. After the upload is completed, a compose email window with a link to the file will automatically open. The user can send the message with the link to somebody else.



It is also possible to attach a contentACCESS file directly from the compose window. Click the **Attach contentACCESS file** button in the toolbar and opt for the file that should be attached.



7. Wish you open/edit/share a file from the “My shares” folder later on, locate it in the pane, open the context menu and work with it:

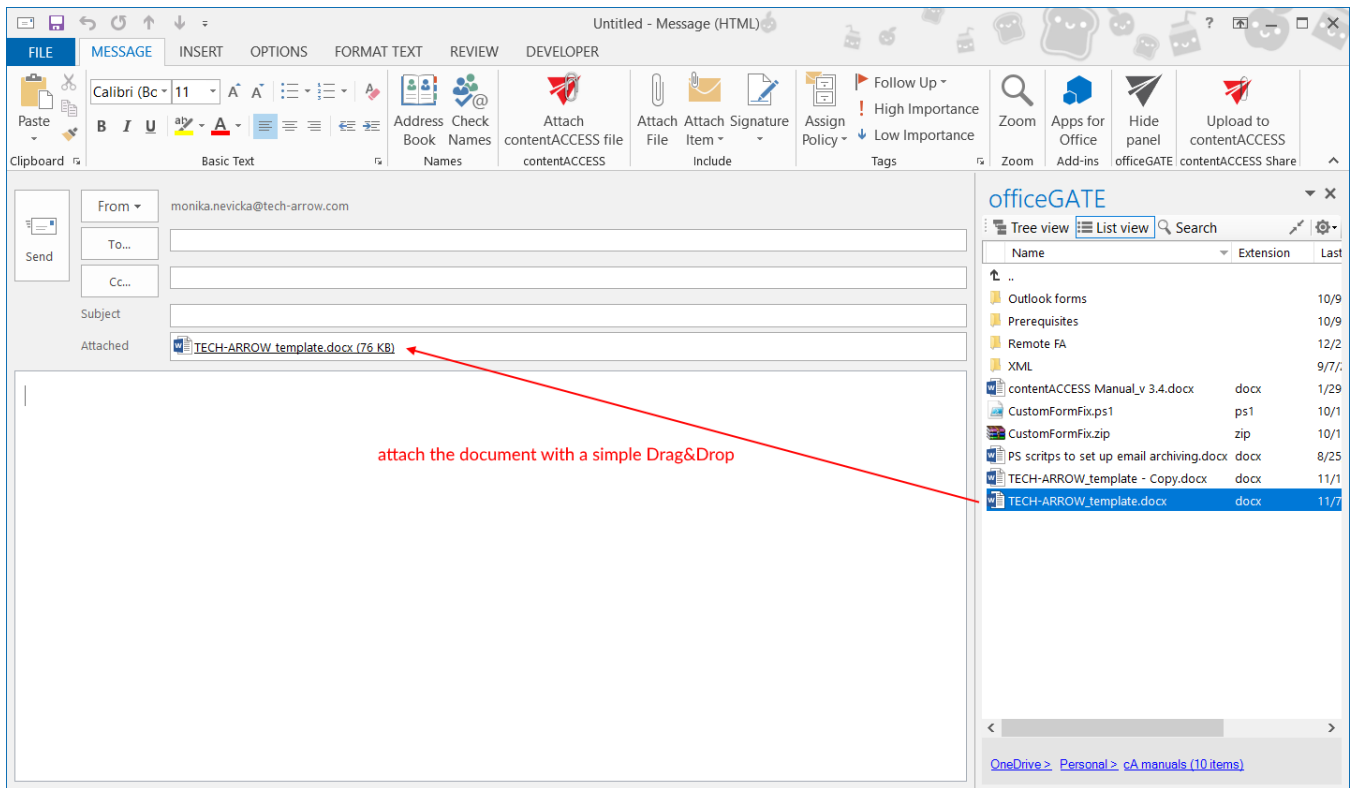


## Drag&Drop actions

Drag&Drop actions help the user to save the files into a desired file system or attach them to an email message directly in MS Outlook, with a simple move of mouse.

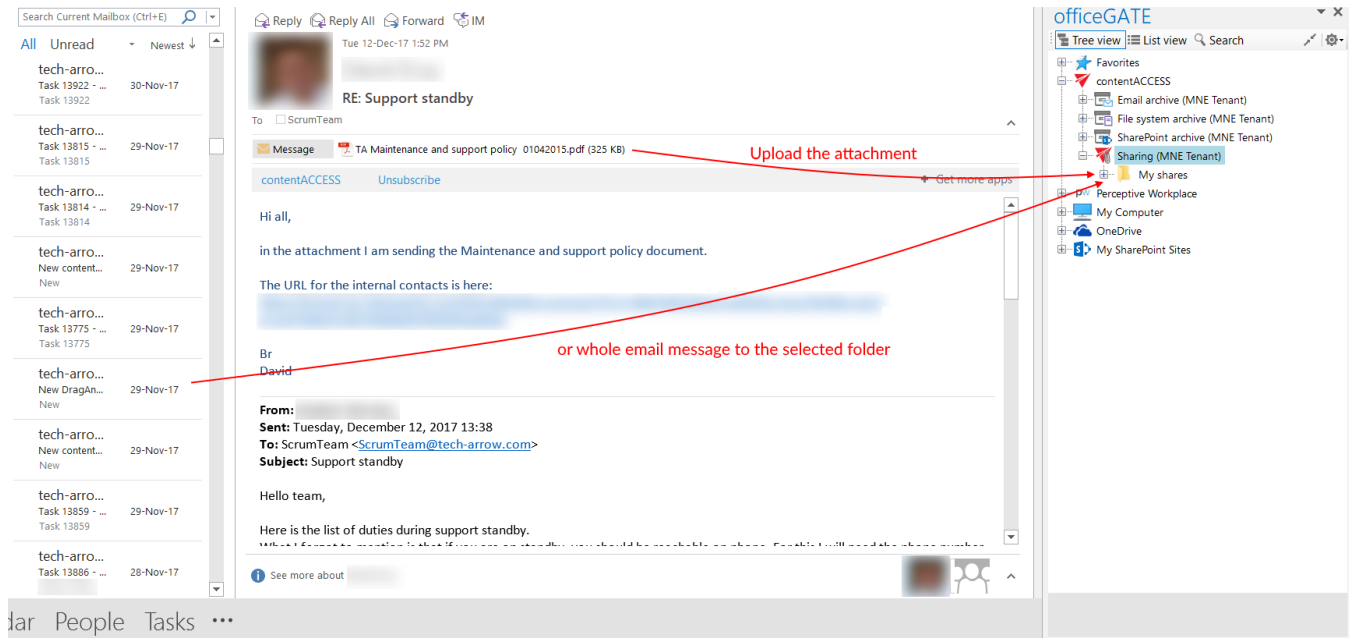
### Attaching files to email message

With clicking on the “New Email” button in MS Outlook open a compose window and start to write the message. In the compose window’s sidebar locate your file(s) that you want to attach, and drag it (them) into the email message. It is possible to drag&drop multiple files at one go. With the Drag&Drop action you may attach the file as an attachment, or as a link. In the **General settings** (for more information refer to section [General officeGATE settings](#)) you can set how you would like to use this function.



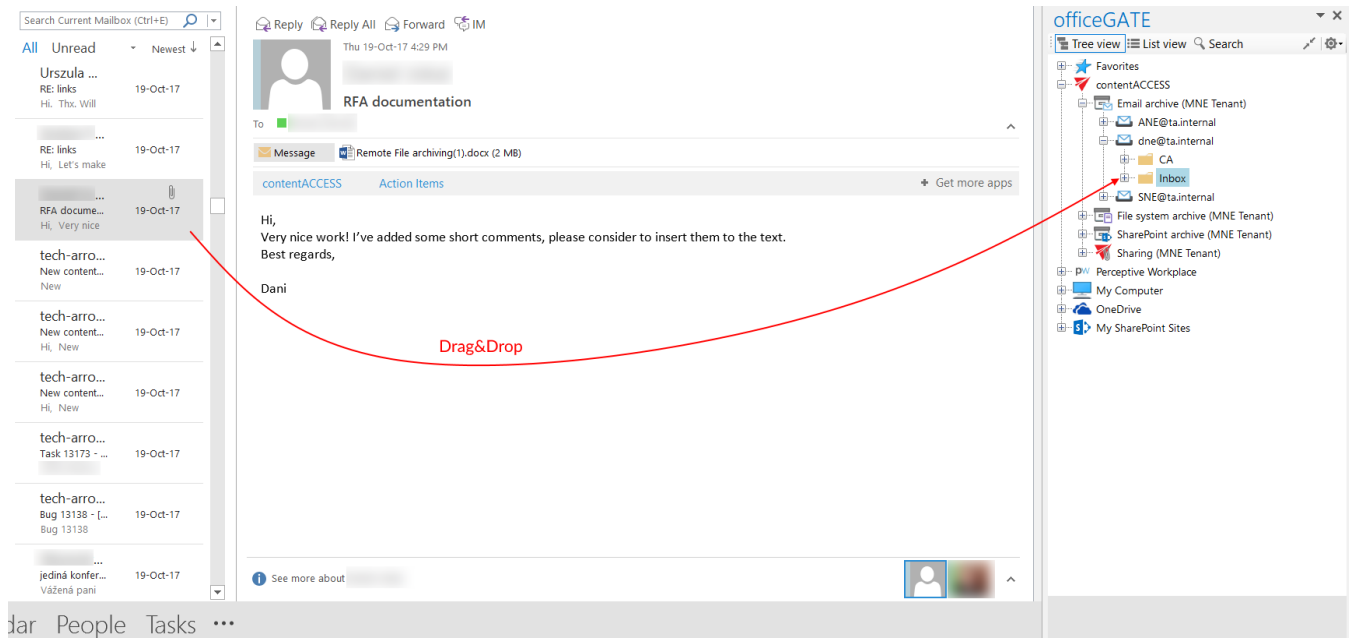
## Uploading emails/attachments directly from the mailbox

With a move of your mouse you can upload attachments from any email message to the desired folder/library of your provider. It is also possible to upload the whole email message (as an .msg file).



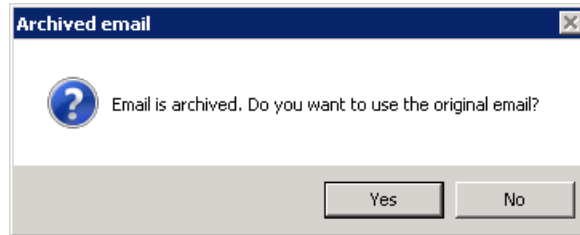
## Manual email archiving using contentACCES

Drag&Drop function may be very useful if the user would like to **archive emails into contentACCESS manually**. Simply Drag&Drop the desired email from your MS Outlook into the email archive folder (under contentACCESS node) and your message will be automatically archived.



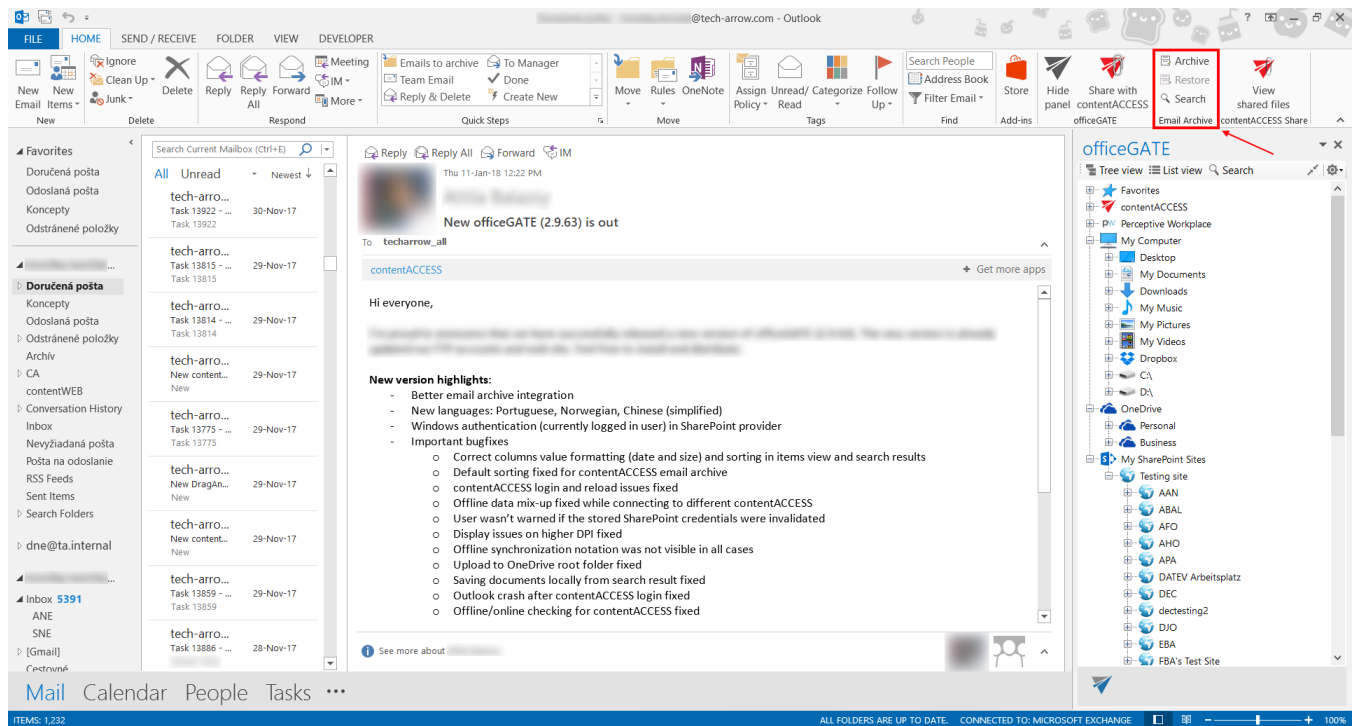


If the email has been already archived and the user drops this message to officeGATE, the application will warn him about that. The user will be asked, if he wants to archive the original email instead.



## Handling emails – archive, restore, search

It is possible to archive, restore and search your archived emails directly from your MS Outlook.



If you want to use this function, the following steps must be completed first:

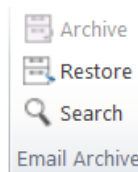
- officeGATE must be connected with contentACCESS
- Email archive must be configured for the selected mailbox



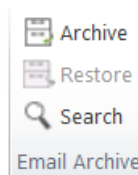


- Email archive job must be run at least once before for the mailbox

If the mail has been archived before, the option **Archive** will be disabled and **Restore** enabled (screenshot A). If the mail hasn't been archived yet, the **Restore** option will be disabled and **Archive** enabled (screenshot B). When archiving an item, properties set for the mailbox in the [Address book](#) will be applied to the mail.



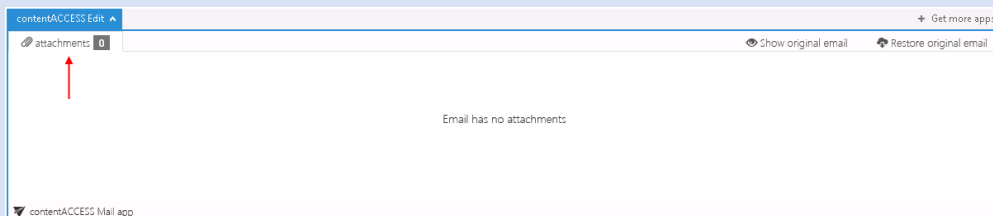
Screenshot A



Screenshot B

**Note:** For more information about email archiving and restoring, please check these sections : [archive](#), [restore](#).

**Note:** The **Split attachments** option is active (checked) by default. That means that the body of the email and the attachment are stored separately. If the email message containing attachments has been archived by a job, where this option **was not checked**, our apps ([MailApp](#), [officeGATE](#), [contentACCESS Mobile](#)) will show 0 attachments. However, if you open the original email, the attachments are shown.





If this option **was checked**, but the email was containing embedded email (.msg attachment), this embedded email won't be displayed between the attachments in our apps.

If you want to search for emails, they must be archived and processed by the indexing job before. After clicking on the **Search** option, a pop-up window opens.

Search the archive

Search in: All mailboxes

Keyword:  Search

0 document(s) found in "dne@ta.internal".

| From | Subject | Date | To | Folder | Mailbox |
|------|---------|------|----|--------|---------|
|------|---------|------|----|--------|---------|

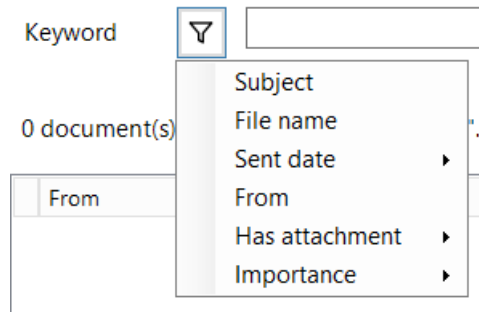
In the **Search in** dropdown list, it is possible to select from the following options:

Search in:

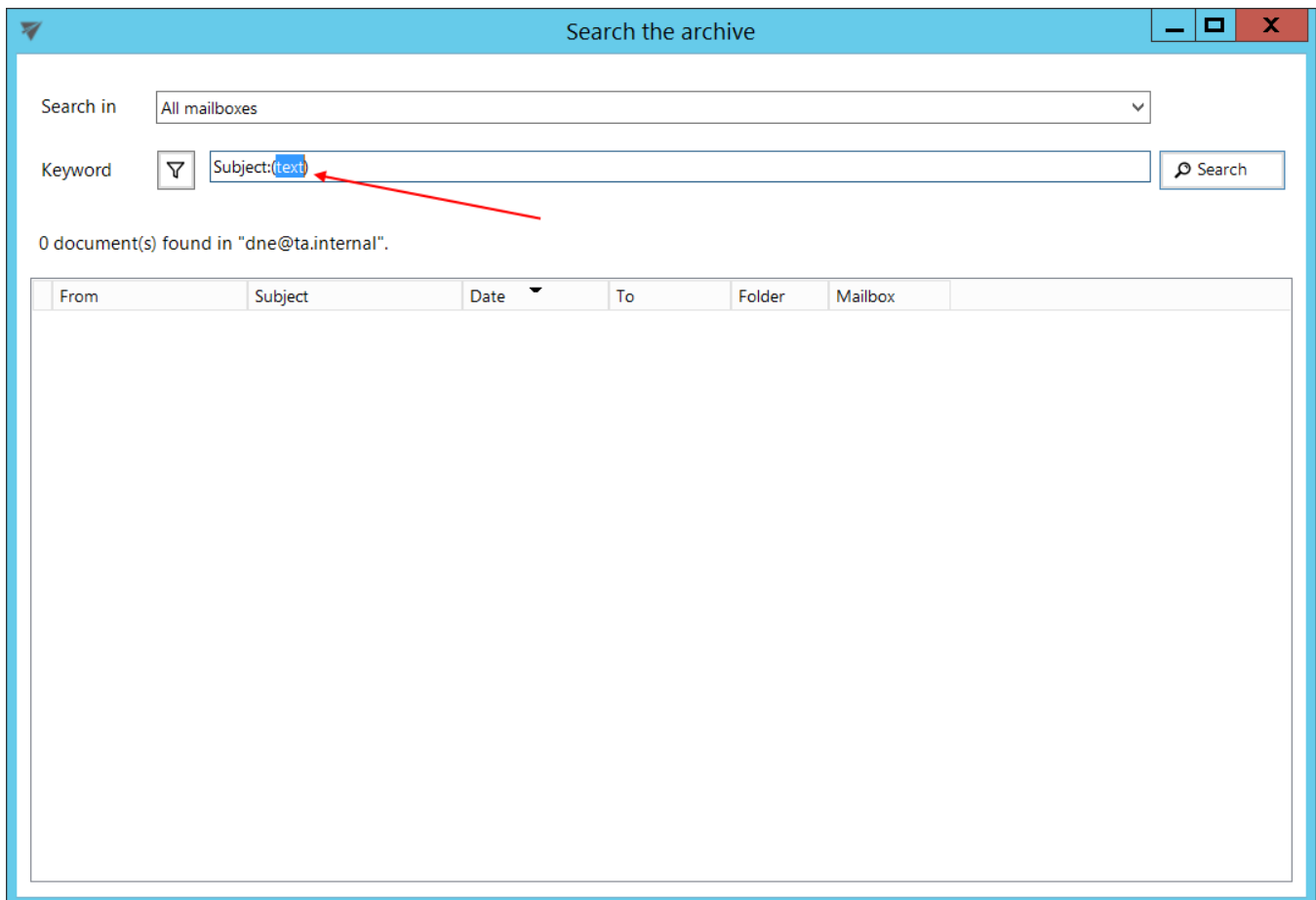
- All mailboxes
- Current mailbox**
- All mailboxes
- Selected mailboxes...



To specify the properties to be searched for, click on the  Search refinement icon.



After clicking on an option, it will be added to the **Keyword** list and you can define it.





**Sent date**, **Has attachment** and **Importance** do not need to be specified manually, you can choose one from the predefined options.

|            |
|------------|
| Today      |
| This week  |
| This month |
| This year  |
| Yesterday  |
| Last week  |
| Last month |
| Last year  |
| Date       |

Screenshot : Sent date options

|     |
|-----|
| Yes |
| No  |

Screenshot : Has attachment options

|        |
|--------|
| Normal |
| Low    |
| High   |

Screenshot : Importance options

It is possible to sort the search results by sender (from), subject, sent date (date) or recipient (to).



Search the archive

Search in

All mailboxes

Keyword

▼

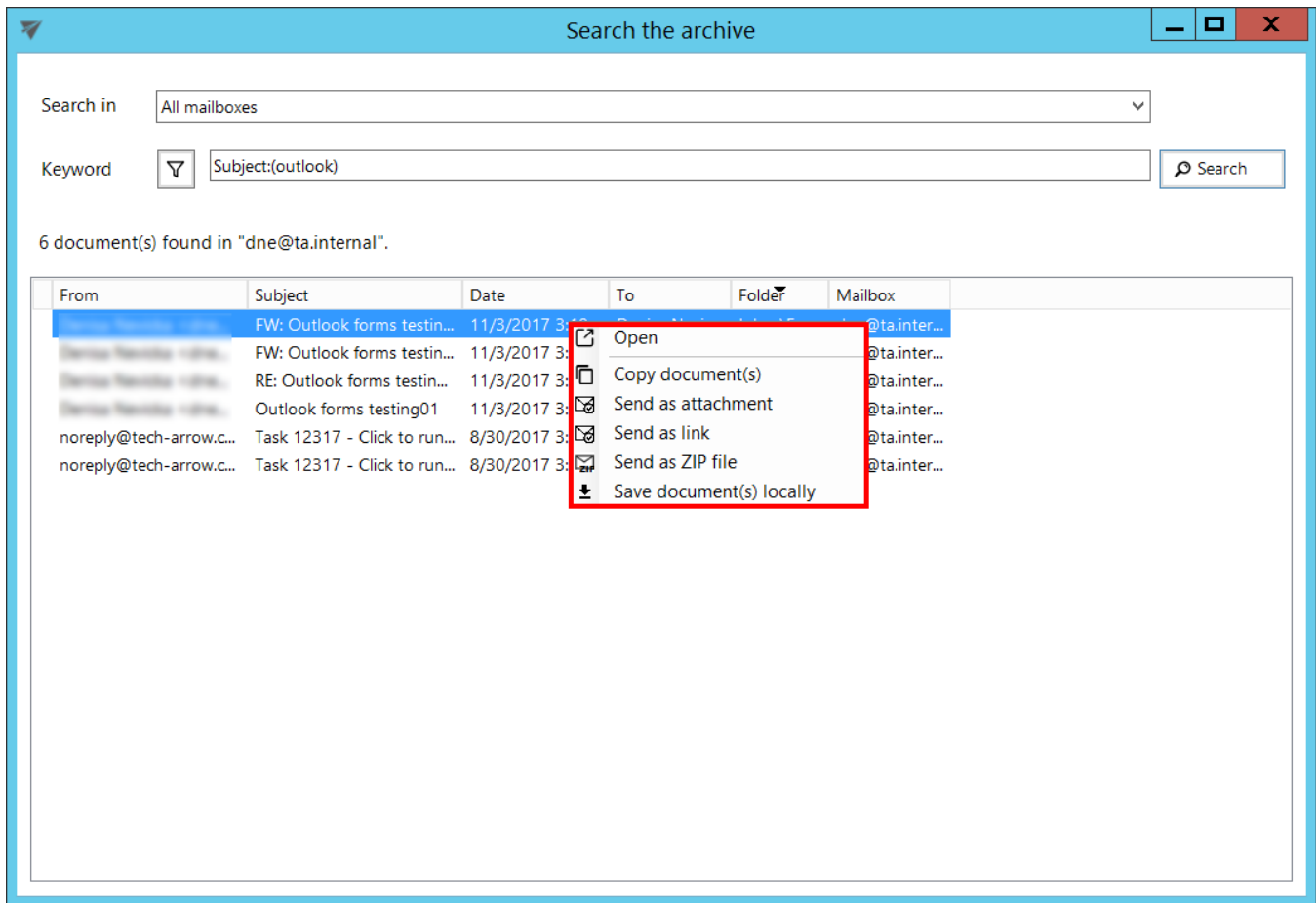
Subject:(outlook)

Search

6 document(s) found in "dne@ta.internal".

| From                    | Subject                      | Date              | To                      | Folder      | Mailbox         |
|-------------------------|------------------------------|-------------------|-------------------------|-------------|-----------------|
| <dne@ta.internal>       | FW: Outlook forms testin...  | 11/3/2017 3:19... | <dne@ta.internal>       | Inbox\Em... | dne@ta.inter... |
| <dne@ta.internal>       | FW: Outlook forms testin...  | 11/3/2017 3:19... | <dne@ta.internal>       | Inbox\Em... | dne@ta.inter... |
| <dne@ta.internal>       | RE: Outlook forms testin...  | 11/3/2017 3:18... | <dne@ta.internal>       | Inbox\Em... | dne@ta.inter... |
| <dne@ta.internal>       | Outlook forms testing01      | 11/3/2017 3:17... | <dne@ta.internal>       | Inbox\Em... | dne@ta.inter... |
| noreply@tech-arrow.c... | Task 12317 - Click to run... | 8/30/2017 3:16... | noreply@tech-arrow.c... | Inbox\Em... | dne@ta.inter... |
| noreply@tech-arrow.c... | Task 12317 - Click to run... | 8/30/2017 3:16... | noreply@tech-arrow.c... | Inbox\Em... | dne@ta.inter... |

It is possible to process the search results further using the [context menu](#).



## Content type selection and metadata fill in SharePoint

In the course of doing business, a typical organization produces many different kinds of content; for example: legal contracts, marketing proposals, product design specifications, manufacturing process documents, etc. Although these different types of documents might share a small set of common properties, each type of content has unique attributes, and each might be created, used, shared, and retained in different ways. An organization might want to maintain different kinds of metadata about these different kinds of content. Content types can be defined for any item type, including documents, list items, and folders.

officeGATE enables for the user to use SharePoint's content type selection and metadata fill directly from Outlook by uploading a document. This feature allows to categorize your documents better and helps to

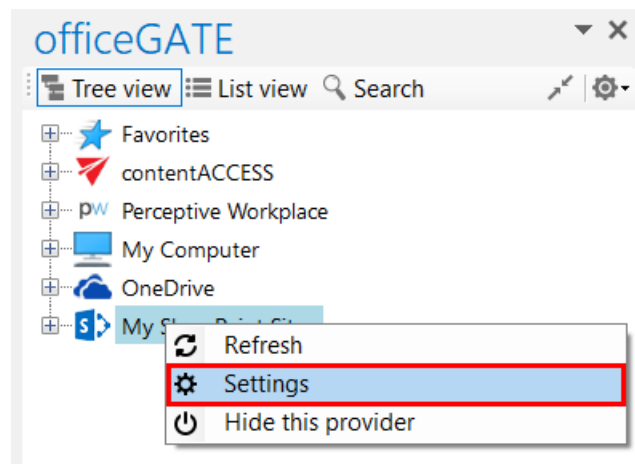


save important information about a file for future use. Different content types have different fields (either optional or required).

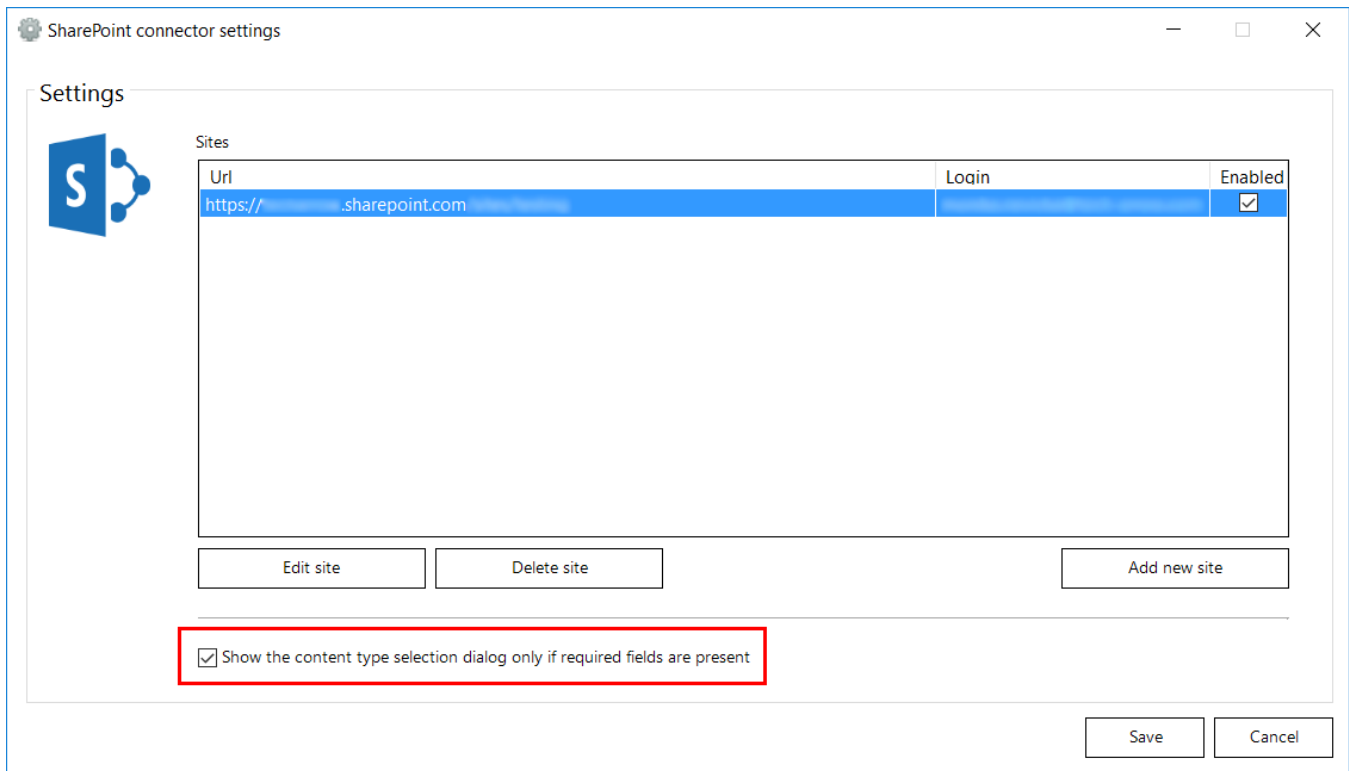
In officeGATE this option is configurable. The user may configure if he will specify these metadata in case that:

1) the metadata (fields) that are set on SharePoint are **required**, or 2) all the time, regardless the fields are required or optional.

To configure one of these options, open SharePoint site's context menu in the officeGATE pane, and click on **Settings**.



The **SharePoint connector settings** dialog will open:



Check/uncheck the **Show the content type selection dialog only if required fields are present** checkbox depending on how you would like to use this feature. On the screenshot above we have configured, that we would like to specify these data only if there are required fields present.

#### *Filling the content type and required fields into the "Upload document" dialog*

When the user is uploading a file to SharePoint, the **Upload document** dialog will appear and he is prompted to fill in the content types and the required metadata. The dialog will open only if this feature was set in the **SharePoint connector settings** dialog (as described above).

On our illustrative picture below we are uploading (with a simple drag&drop) a file into our **Projects** library on our SharePoint site. We have set to specify the content type only if there are required fields to specify. The **Upload document** dialog automatically opens and prompts us to fill these fields in.





Reply
 Reply All
 Forward
 IM

Thu 19-Oct-17 4:29 PM  
**RFA documentation**

To

Message
 Remote File archiving(1).docx (2 MB)

[contentACCESS](#)
[Action Items](#)
[Get more apps](#)

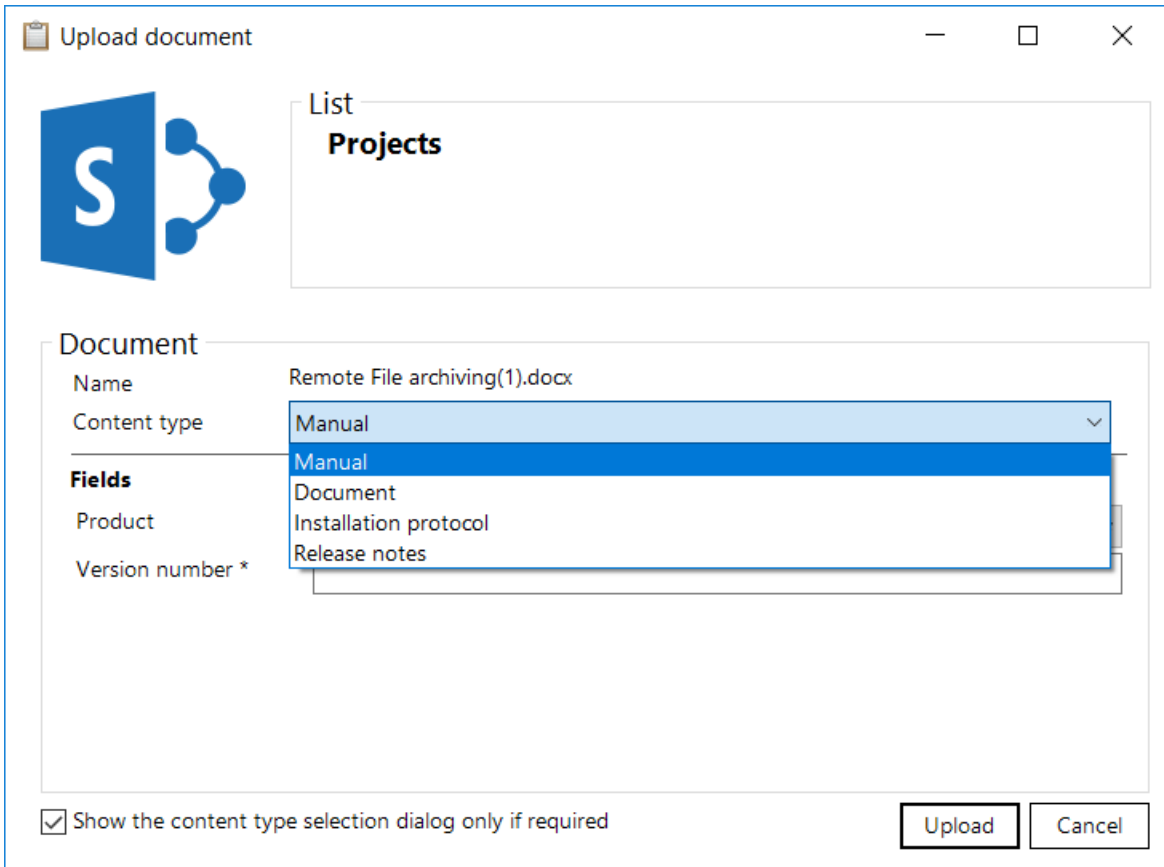
Hi,  
 Very nice work! I've added some short comments, please consider to insert them to the text.  
 Best regards,  
  
 Dani

See more about

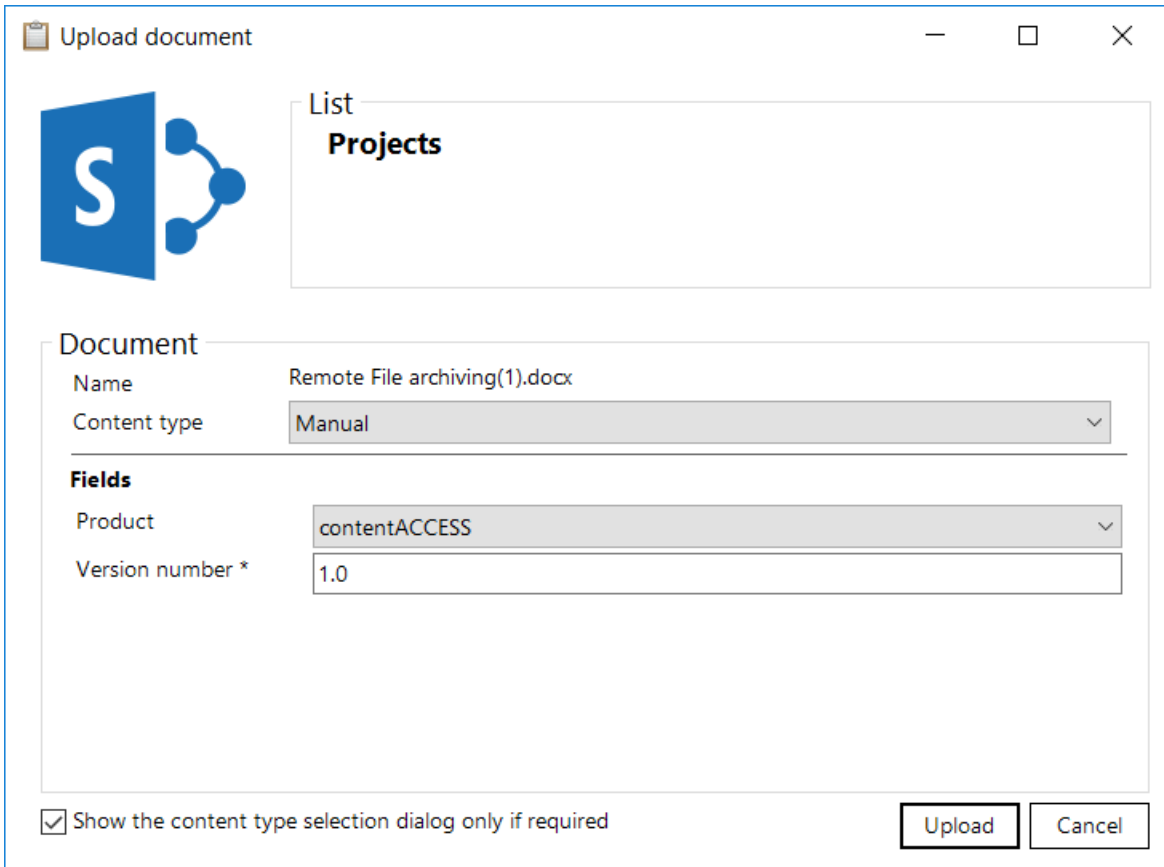
**officeGATE**

Tree view | List view | Search

- [-] detesting2
- [-] DJO
- [-] EBA
- [-] FBA's Test Site
- [-] Herr Feri
- [-] Kendox
- [-] Mail Management
- [-] NEVITEL MIS
- [-] Office integration
- [-] Publishing
- [-] PublishingTestSite
- [-] Test Subsite
  - [-] MonnieSPA
  - [-] Documents
  - [-] LBAPicLib
  - [-] MonnieSPA
  - [-] MonnieTesting
  - [-] Projects
  - [-] Test Cases
  - [-] Test tasks
  - [-] TraTest
- [-] VWE
  - [-] Company photos
  - [-] Doc Lib no versions
  - [-] Doc lib with check-in
  - [-] Doc Lib with hlye nv
  - [-] Doc Lib with hlye név
  - [-] DocSetTest
  - [-] Documents



On the illustrative screenshot above there are 4 content types available for the user: **Document**, **Installation protocol**, **Release notes** and **Manual**. The user may select one of these content types. As we are currently uploading a product's manual, we choose **Manual** content type from the list. Required metadata fields are dependent on the selected content type, i.e. different content types have different fields. In case of **Manual** the following fields must be filled in: **Product** and **Version number**. These required fields are marked with a star. If the required fields are not specified, the system will not allow to upload the document into the demanded place. An optional field (such as **Release date**) is not marked with a star, it is up to the user, if he fills it or not. After all required fields are specified click **Upload** to upload your file into the stated library.



Upload document

List  
**Projects**

Document

Name Remote File archiving(1).docx

Content type Manual

**Fields**

Product contentACCESS

Version number \* 1.0

☒ Show the content type selection dialog only if required

Upload Cancel

## Troubleshooting

The vast majority of the problems that you might face during working with officeGATE can be solved with nothing more than a few minutes of your time. Section **Troubleshooting** takes you through the typical operating system problems teaching troubleshooting techniques to decipher any problem, and giving you the skills you need to solve them.

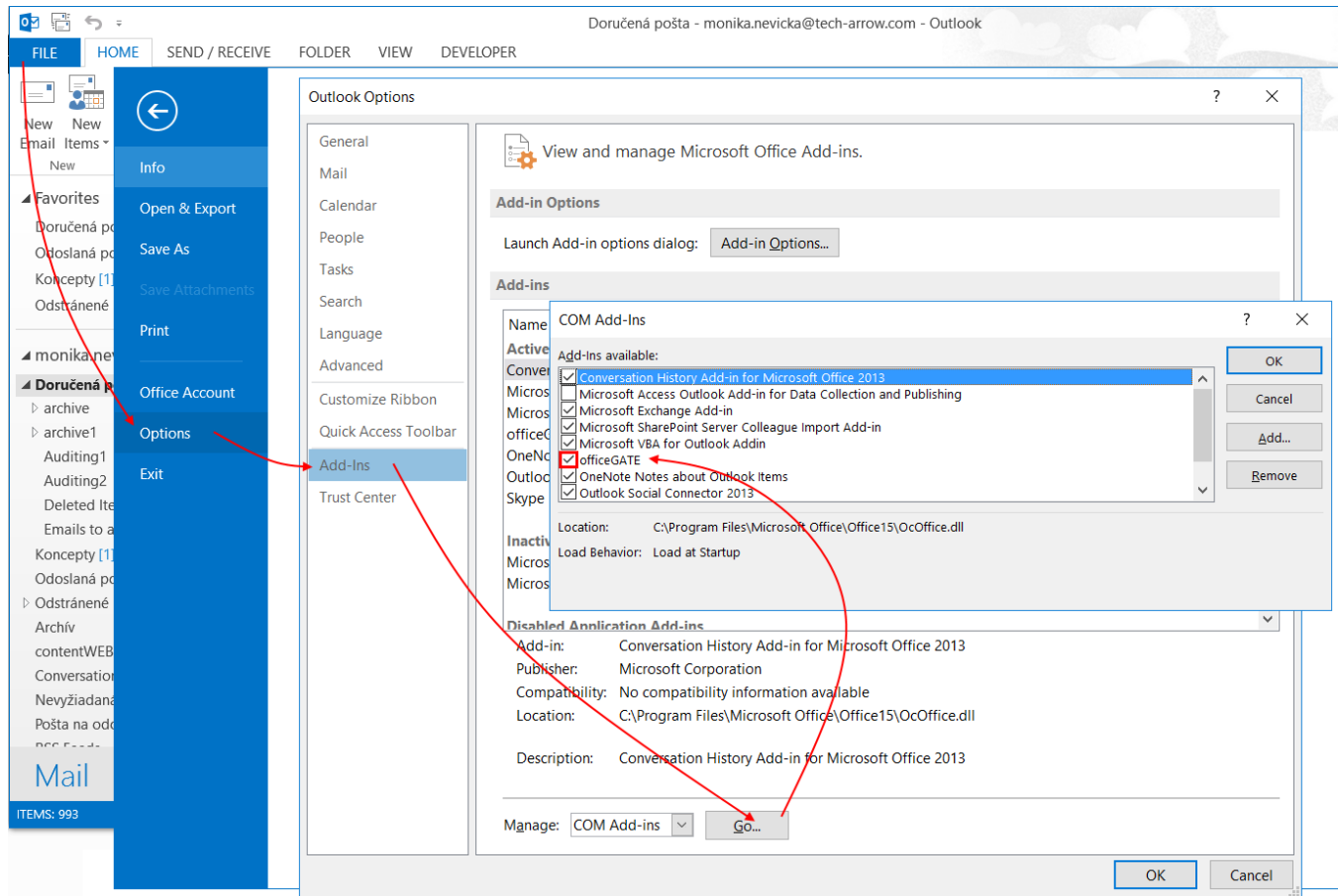
Here you can find some typical problems that might occur and the solutions to them:

### ➤ officeGATE add-in does not appear in the right hand panel

When you reopen your MS Outlook it might happen that your officeGATE panel becomes invisible. If you face with this problem, try out the following solution (for better understanding check the screenshot below).



Go to **File** → **Options** in you MS Outlook. In the **Outlook Options** window select **Add-Ins** from the left panel and then click **Go** at the bottom of the window. You need to make sure, that checkbox for officeGATE is checked in the **COM-Add-Ins** window, then click **OK**. Your provider should be visible now.



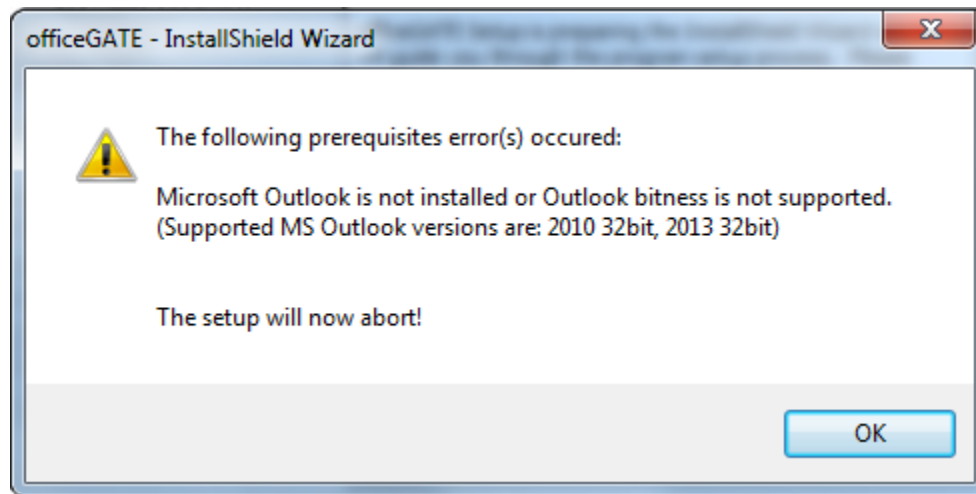
### ➤ SharePoint connection in officeGATE is not established

If the connection to SharePoint cannot be established one of the reasons for it could be that the SharePoint password has been changed on the server. The solution for this is to set this new password in officeGATE, too. For more information how to set SharePoint password in officeGATE click here: [Connecting to SharePoint site\(s\)](#).

### ➤ What to do if you officeGATE version is not supported by MS Outlook that you have on you PC

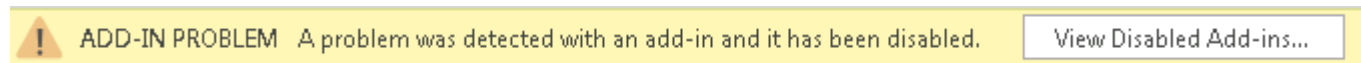


The message below that you get when trying to install the officeGATE on your PC means that this version of officeGATE is not supported by your MS Outlook:



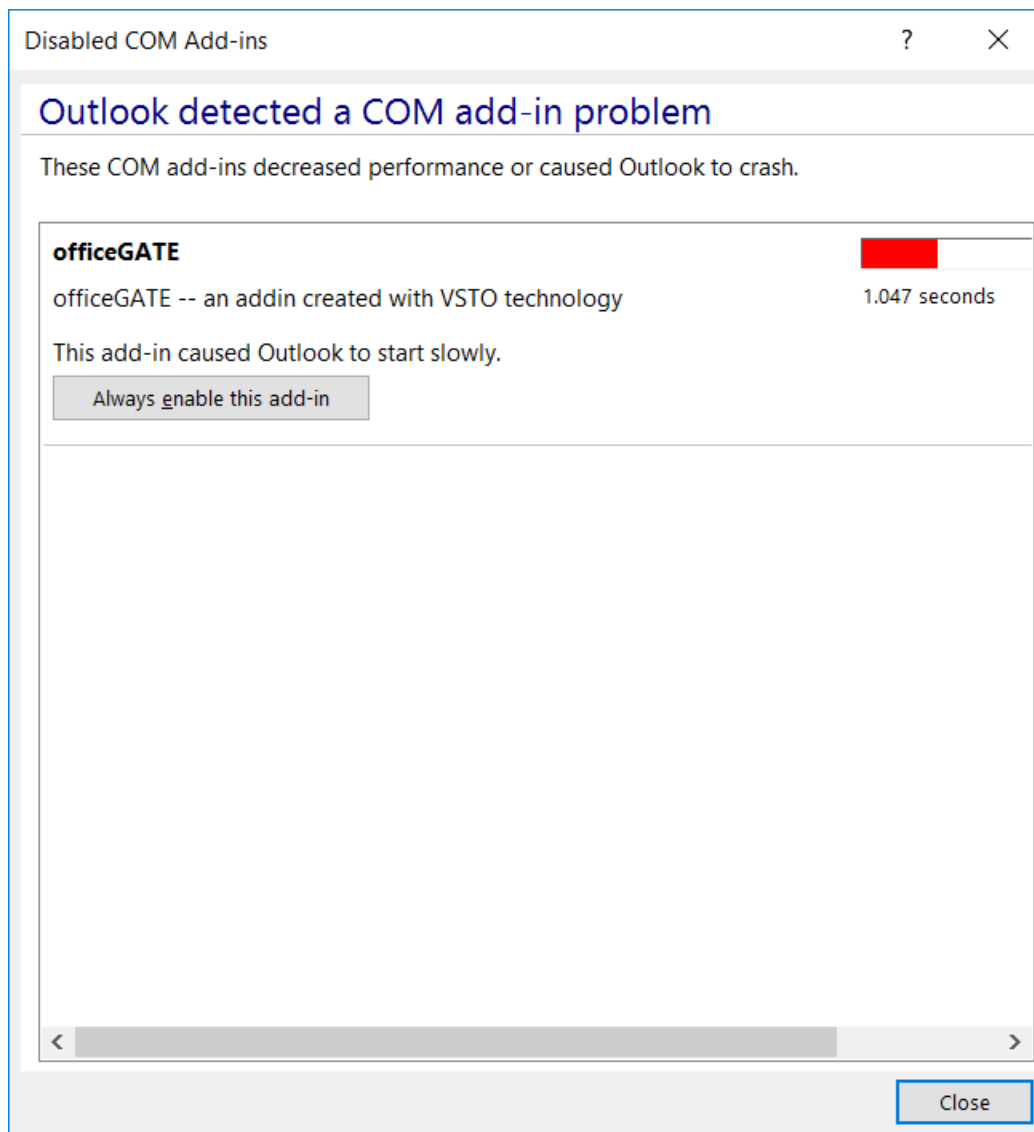
Please download the version of officeGATE which corresponds to the version of MS Outlook that you have installed on your PC.

➤ **What to do if the warning below appears in your MS Outlook?:**



If you get the warning above and the officeGATE pane does not appear at the right side of your MS Outlook follow these steps:

1) Click on the **View Disabled Add-ins...** button in the warning. **Disabled Add-ins** window will open as on the screenshot below:



Click on **Always enable this add-in** and click **Close** to close the window. Run you Outlook again and the officeGATE panel will be visible now.