Technical Advisory – PKZIP Attachments Is Disabled in Outlook 2013

Date issued:	10-10-2013	**Advisory sent to:**	PKWARE Technical Support, Sales Engineers; Customers
Effective date:	Immediately	**Products affected:**	• All PKZIP/SecureZIP for Windows Desktop
Technical Support Ticket ID:		**Location of completed fix:**	
Severity	**Low-Moderate**		

Short description of issue: Customers installing PKZIP Attachments onto Windows Desktops running Outlook 2013 may find that integration with Outlook is silently disabled by Windows.

Problem Description: After installation of PKZIP and SecureZIP for Windows Desktop onto a Windows Desktop running Outlook 2013, customers may no longer see PKZIP Attachments within their Outlook mail editor and PKZIP Attachments may not appear in the Outlook Add-Ins list. A change in Outlook 2013 by Microsoft can silently disable third-party Add-Ins on program startup causing the add-ins to stop operating. The information that follows discusses how to re-enable the operation of PKZIP Attachments with Outlook 2013.

Resolution:

Customers may resolve this issue by completing the steps that follow. To complete this, they should be familiar and comfortable with viewing and editing Windows registry settings.

1. Close Outlook

2. Open the Windows Registry and view the following entry

\\HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\AddIns

If there is an entry here called PKZC.PKOutlookAddn, this entry should be deleted.

Note, there IS a similar entry under HKLM, this should not be changed, only the entry under HKCU is to be deleted.

3. Close the Windows Registry and restart Outlook.

4. On start, the customer should see a dialog from Outlook that appears as shown below and that asks to disable Add-Ins:
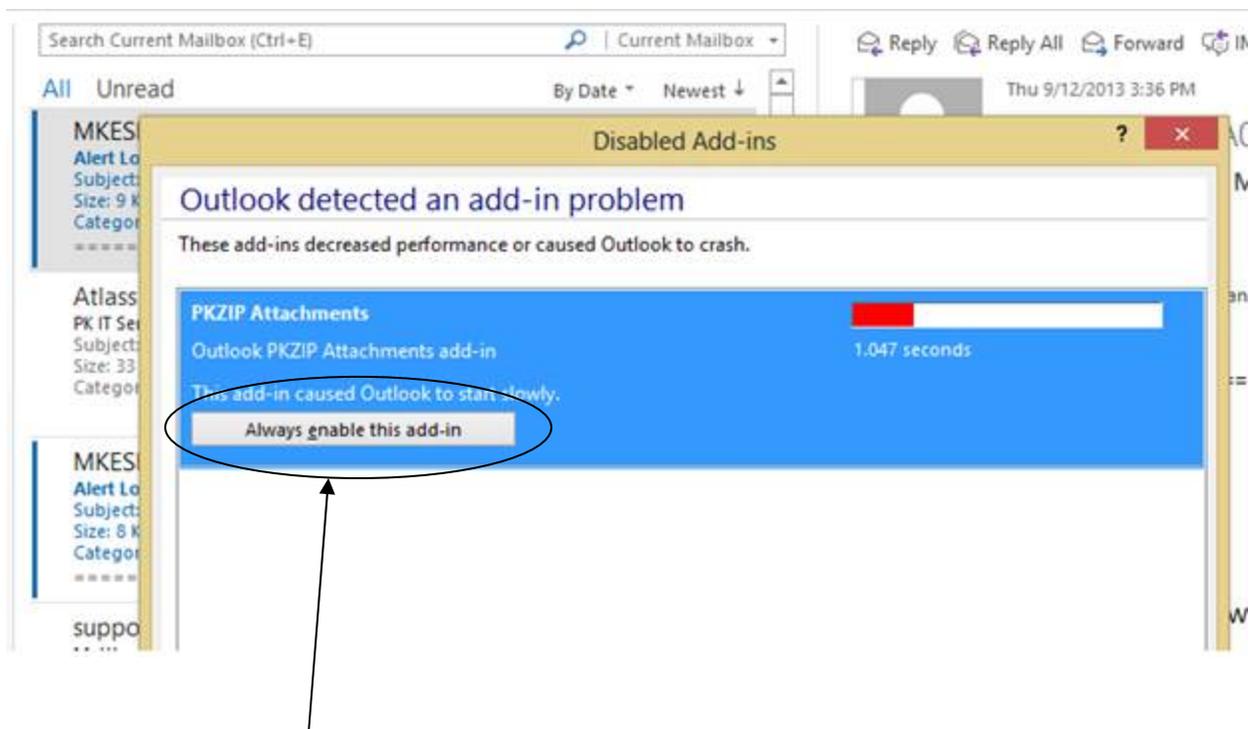
5. Choose "**Always enable this add-in"** for "PKZIP Attachments".

Contact PKWARE:

The information documented in this advisory is based on interoperability testing performed by PKWARE, using PKWARE products. For questions or additional information regarding this issue please contact PKWARE Product Support by phone +1.937.847.2687 or on the web at http://www.pkware.com/support/, for more information.