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## Why is the DESlock+ Outlook Add-in missing when using 64-bit Microsoft Outlook

Anish | ESET Nederland - 2018-02-16 - Comments (0) - ESET Endpoint Encryption

The DESlock+ Outlook Add-in will be missing when using 64-bit Microsoft Outlook if Microsoft Outlook is installed after DESlock+.

When the DESlock+ installation runs it detects whether the installed version of Microsoft Outlook is 32 or 64-bit. If 64-bit Microsoft Outlook is not detected the 32-bit DESlock+ Add-in is set up by default.

To resolve this follow the steps below:

Open an elevated command prompt. Then enter the command below:

```
regsvr32 /u "%PROGRAMFILES%\DESlock+\dlpol2k7.dll"
```

A dialog will appear explaining "*DllUnregisterServer in C:\Program Files\DESlock+\dlpol2k7 succeeded*", click **OK**.

Enter the following command:

```
regsvr32 "%PROGRAMFILES%\DESlock+\dlpol2k764.dll"
```

A dialog will appear explaining "*DllRegisterServer in C:\Program Files\DESlock+\dlpol2k7 succeeded*", click **OK**.



Open the Windows run prompt and type **regedit** then press **Enter**, click **Yes** to the UAC warning if shown.

Navigate the tree to the location

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\Outlook\Addins\DESlock Outlook2007Addin.COMConnect

Right click in the right hand pane and select **New\DWORD (32-bit) Value**.

Enter the new name as **LoadBehavior**.

Double click the new entry, change the value to **3** and click **OK**.

The DESlock+ Outlook Add-in should now be present when Outlook is launched.



Keywords: plugin plug-in