

Kopano Outlook Extension

This section contains topics about troubleshooting the Kopano Outlook Extension. Whenever you are running into an issue, the following items are always good to quickly go through and include them in a support ticket if it is necessary to create one.

- Which version of KOE and Z-Push are you currently using?
- Do you see the Kopano Ribbon in Outlook?
- Does the Ribbon include the button you are searching for?
- Is there a visible error message in Outlook?
- Is there an error message in the [Z-Push error log](#)?
- Are there message in the Microsoft Event Viewer relating to Outlook?

Troubleshooting guides

- [Creating client side logs in Outlook over ActiveSync](#)
- [Global Address Book \(GAB\) unavailable in Outlook](#)
- [Outlook takes a long time to start and disables KOE](#)
- [Retrieving Kopano Outlook Extension logs](#)
- [The Kopano ribbon is not showing](#)
- [Unable to open shared folders using the Kopano Ribbon](#)