LoadBehavior: Not Loaded. A runtime error occured during the loading of the COM Add-in

Fri, 08/14/2009 - 16:02 — Chris

A few folks have been running into a 'run-time' error when the Add-in loads, here's a few things to try:

1. Make sure the PC has all of the latest updates from Microsoft
2. Make sure the .Net 3.5 [1] framework is installed properly, should have installed with the add-in, however, there may have been an issue or an incompatibility
3. Make sure the Office PIAs [2] (2007 Microsoft Office System Update: Redistributable Primary Interop Assemblies) are installed properly, should have installed with the original Office install and/or add-in, could have encountered an issue. If using Outlook 2010 be sure the 2010 Office PIAs [3] are installed.
4. The add-in needs to be installed by the PC administrator or the user account used needs to have administrator rights.
    1. If your running Vista, Try turning on UAC if it's turned off - the assemblies require full trust for each user, so may have a security mismatch.
    2. Do not just run the Setup.exe as administrator - the user account needs full trust access.
5. Make sure the Outlook Shortcut is not being "Run as Administrator"

If all that fails, then do this:

1. Start a command prompt, i.e. run 'command' or 'cmd'
2. In the DOS window at the prompt, type
    1. set VSTO_SUPPRESSDISPLAYALERTS=0
    2. For Windows 32 bit and Outlook 2007, type
       c:\Program Files\Microsoft Office\Office12\Outlook.exe
       For Windows 32 bit and Outlook 2010, type
       c:\Program Files\Microsoft Office\Office14\Outlook.exe

       For Windows 64 bit and Outlook 2010 32 bit, type
       c:\Program Files (x86)\Microsoft Office\Office14\Outlook.exe
3. This will set an environment variable so that when Outlook is started it will display any startup error messages.
4. Capture the error messages, e.g. copy/paste into a text document
5. Submit the error log via the contact form [4]
6. We will get back to you within 48 hours, usually sooner

‹ Project Explorer - Reports [5] Organizer fails after sync'ing with my Palm Centro › [6]

- Organizer Forum [7]

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Links:

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[1] http://msdn.microsoft.com/en-us/netframework/default.aspx
[2] http://www.microsoft.com/downloads/details.aspx?familyid=59DAEBAA-BED4-4282-A28C-B864D8BFA513&displaylang=en
[3] http://www.microsoft.com/download/en/details.aspx?id=3508
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