EAS Client troubleshooting tips

If you or any user you support cannot access your archived email and/or attachments from Outlook, please follow the steps below exactly as they are written before contacting the Helpdesk and opening a Service Desk Ticket.

1. **Verify the EAS client is loaded and running.**
   
   a. From the System Tray on your PC, verify the EAS Client 📥️ is present. **If the EAS Client is present in your System Tray, skip the remainder of this step and proceed onto Step 2.**
   
   b. If the EAS client is not present in your System Tray, perform the following steps.
      
      i. Click on Start, Settings, Control Panel, Add/Remove Programs.
         
         1. If the EAS Client is present as a loaded application, highlight it and select **Remove**.
      
      
      iii. Click on **Archive Client** to install the latest EAS Client.
      
      iv. Once complete, restart Outlook.
      
      v. If you cannot access your archived email after step # 1, proceed onto step # 2.

2. **Verify EAS has not been disabled within Outlook.**
   
   a. From Outlook toolbar, click on **Help**, **About Microsoft Office Outlook**, **Disabled Items**.
      
      i. If there is anything listed in the Disabled Items window, highlight it and select **Enable**.
         
         1. If you enable items here that are disabled, restart Outlook afterward.
      
      ii. If it says “**There are no disabled items**”, or if this does not resolve your issue, proceed onto step # 3.

3. **Verify Advanced EAS Extensions have been enabled.**
   
   a. From Outlook toolbar, click on **Tools**, **Options**, **Other** (tab), **Advanced Options**, **Add-In Manager**.
   
   b. Verify there is a checkmark in Advanced EAS Extension.
      
      i. Restart Outlook if modifications are made.
   
   c. If this does not resolve your issue, proceed onto step # 4.

4. **Reinstall the EAS Client.**
   
   a. Right-click on the EAS Client 📥️ in your system tray and select Exit.
   
   b. Click on Start, Settings, Control Panel, Add/Remove Programs.
      
      i. Locate the EAS Client application and select Remove.
   
   
   d. Click on **Archive Client** to install the latest EAS Client.
      
      i. Once complete, restart Outlook.

If none of the above steps resolve your issue, please contact the Helpdesk and have them open a Service Desk ticket and assign to the **Collaborative Messaging Team**.