

Instructions for troubleshooting if the ClassicMenu is not visible in Word

We assume that the license has been correctly registered and accepted. The license is always in the following format: XXXX-XXXX-XXXX-XXXX-XXXX-XXXX-XXXX. (X is a number or a letter. 6 groups of 5 characters each).

1 Check whether the Classic Menu has been deactivated

Possibly you have only deactivated the ClassicMenu. If the AddIn has been loaded you will find the group *ClassicMenu* with the button *Settings* in the menu ribbon *View*. If you see this button the AddIn was found and loaded. You can then show or hide the Classic Menu via the dialog.

Review View	Q Tell me wł	at you want to do				
One Page Multiple Pages	New Arrange Window All	Split CD View Side by Side Split CD Synchronous Scrolling Window Window	Switch Windows •	Macros	Properties	Settings
	Sett	ings ihow / hide Classic Menu Show Classic Menu Leactivate the Classic Menu on the r b View / Classic Menu Settings)	× ibbon			

2 Check whether the AddIn is in the list of disabled items

Open the options dialog under File / Options



Word Options		?	×		
General	View and manage Microsoft Office Add-ins.				
Display	•• ?				
Proofing	Add-ins				
Save	Name A Location Type				
Language	Active Application Add-ins				
Ease of Access	dvwdTTAddin.dotm C:\dotm Tempi	ate			
Advanced	dvWord2016ClassicMenu.dotm C:\u.dotm Templ	ate	_		
Customize Ribbon	Publisher: Microsoft Corporation				
Quick Access Toolbar	Compatibility: No compatibility information available Location: C:\Program Files (x86)\Common Files\Microsoft Shared\Smart Tag\MOFL.DLL				
Add-ins	Description: Additional actions specified in list description files				
Trust Center	Description. Auditional actions specified in fist description files.				
	Manage: Uisabled Items				
L	ОК	Ca	ncel		

Click on *Add-ins* on the left and then choose *Disabled Items* under Manage. Now click the *Go* button.

Disabled Items	?	×
The items listed below are disabled because th Word from functioning correctly, or your syster has disabled them through Group Policy. Please note that you may have to restart Word changes to take place. Select the ones you wish to re-enable.	ey preve m admir for thes	ented histrator se
There are no disabled items.		~
		~
Enable		ose

The dialog **Disabled Items** should be **empty**. If you see the AddIn dvWord2016ClassicMenu.dotm select it and activate it with the **Enable** button.

3 AddIn is not in the startup folder of Word

During installation, the setup determines the startup path of Word and copies the AddIn there. This way it is loaded automatically every time Word is launched.

The **default** startup folder of Word is located here: C:\users\[YourLogin]\AppData\Roaming\Microsoft\Word\Startup\

Replace [yourLogin] with your own login.

Tip: If you enter **%appdata%** in the address bar of the Windows Explorer and then press **Enter**, you will be directed to the directory C:\users\[yourLogin]\AppData\Roaming. All you need to do is navigate to the Microsoft\Word\Startup subfolder.

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🗃 Videos	DeltaVision	3/16	/2017 6:51 PM File fol	der	
🟪 Win10 (C:)	Macromedia	3/27	/2016 11:29 AM File fol	der	
15 items					



Here you should find the AddIn. Maybe your Word is specially configured and the startup folder is somewhere else. You can look up your startup folder in Word as described below. Then simply copy the addin (dvWord2016ClaisscMenu.dotm) into your special startup folder. After the next start of Word the ClassicMenu should be visible.

To determine the configured startup folder goto *File / Options*. Navgiate to *Advanced* and scroll down to the section *General*. Click on the button *File Locations*.

Word Options		? ×
General		
Display	General	
Proofing	Confirm file format conversion on open	
Save	Update automatic links at open	
Language	Allow opening a document in <u>D</u> raft view Enable <u>b</u> ackground repagination	
Ease of Access	Show add-in <u>u</u> ser interface errors	
Advanced	Mailing a <u>d</u> dress:	
Customize Ribbon		
Quick Access Toolbar		
Add-ins	Eile Locations Web Options	
Trust Center		▼ ►
	OK	Cancel

Select the *Startup* entry and click the *Modify* button. A Windows Explorer window will open in your Startup folder. The AddIn must be located there.

If this is not the case, copy it manually into this folder and restart Word.

File Locations			?	×
[File Locations]				
<u>File types:</u> Documents Images User templates Workgroup templates AutoRecover files Tools Startup The default location is treated as change a location, make sure that	Location: C:\Users\dev\Documents C:\\Roaming\Microsoft\Templates C:\\Roaming\Microsoft\Word C:\\Microsoft Office\root\Office15 C:\\Microsoft\Word\STARTUP <u>Modify</u> a trusted source for opening files. If you the new location is secure.]		
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