

TRIM (HPE Content Manager) – Troubleshooting Guide – June 2018

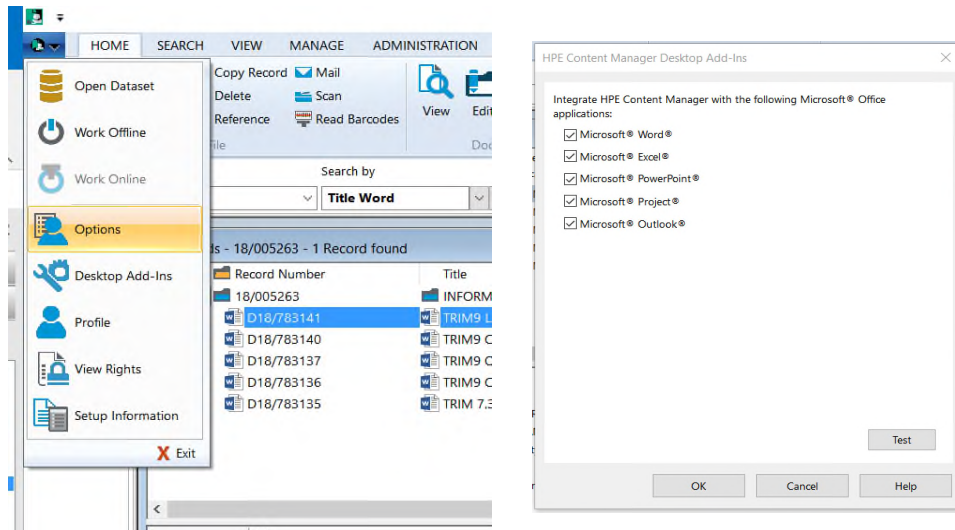
Table of Contents

Issue	Page No.
Outlook - TRIM (HPE Content Manager) Tab missing	2
Connecting to TRIM - No Dataset	2
Outlook – TRIM Links – Unable to open links in email (.tr5)	3
Desktop – Right-click – Send to TRIM missing	5

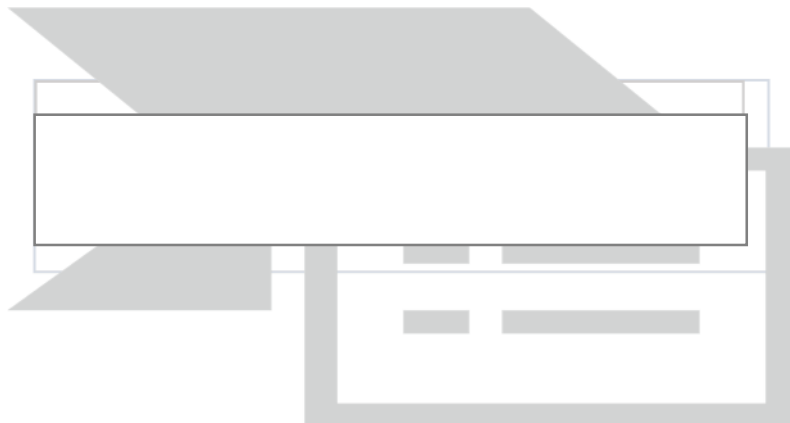
TRIM (HPE Content Manager) – Troubleshooting Guide – June 2018

HPE Content Manager tab missing from Outlook

MS Outlook not enabled on Desktop Add-ins – ensure all boxes are ticked



No Dataset set



Click Add – type in trimserprod.uws.edu.au



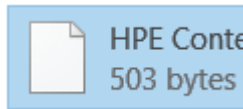
Click Next, then Default or Finish

TRIM (HPE Content Manager) – Troubleshooting Guide – June 2018

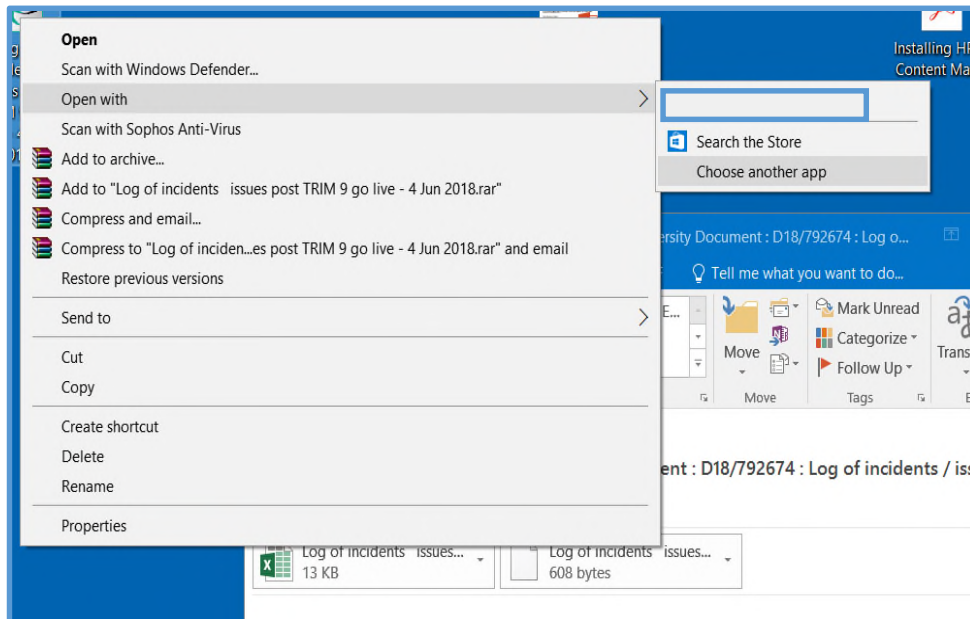
TRIM links – unable to open links sent via email

Link extension .tr5 not associated with TRIM

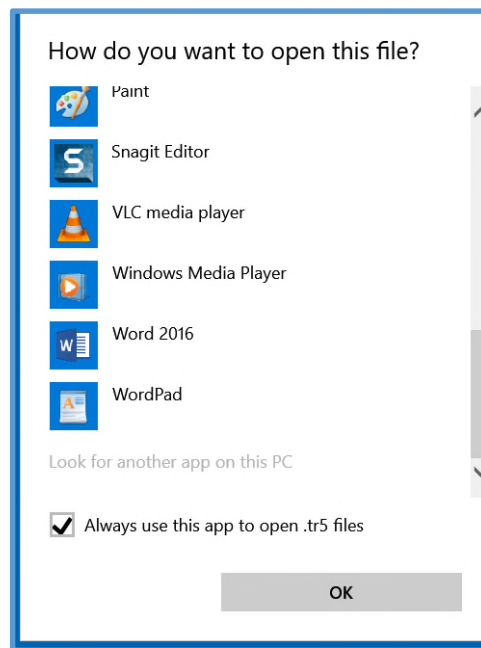
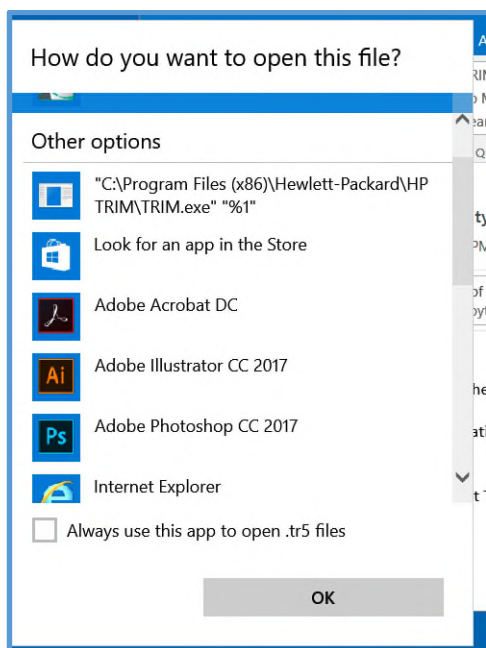
Drag link from Outlook email to Desktop



Right Click – Open with – Choose another App

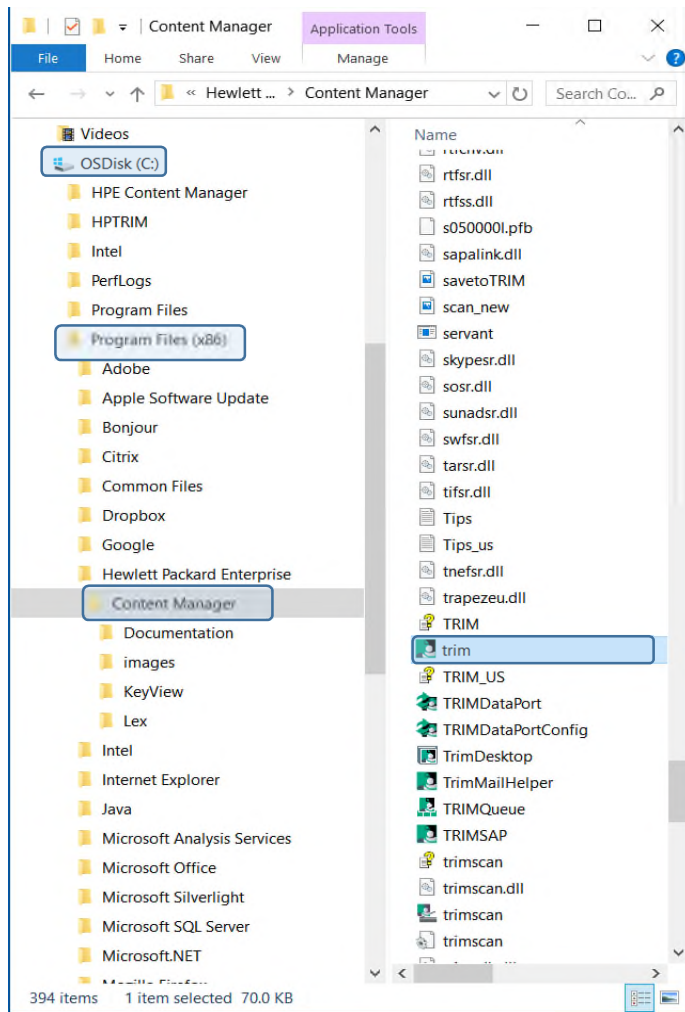


Scroll down to Other options, then Scroll down to Look for another app on this PC – Tick Always use this app to open .tr5 files



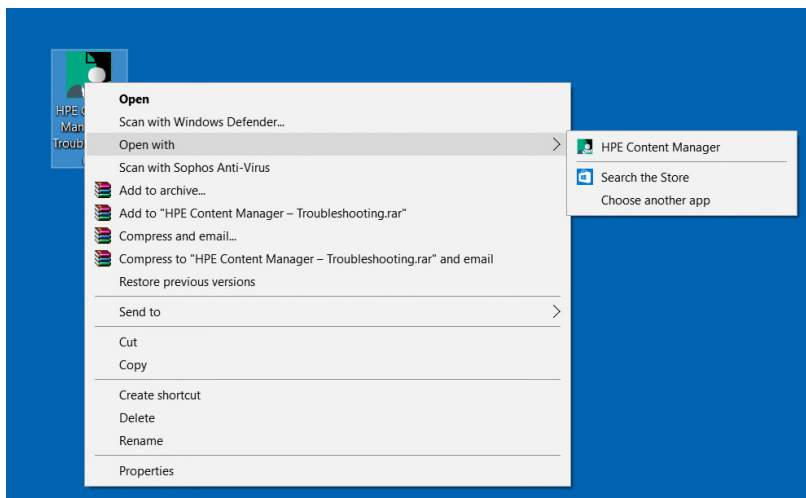
TRIM (HPE Content Manager) – Troubleshooting Guide – June 2018

Navigate to C:\Program Files (x86)\Hewlett Packard Enterprise\Content Manager\  trim




Click OK

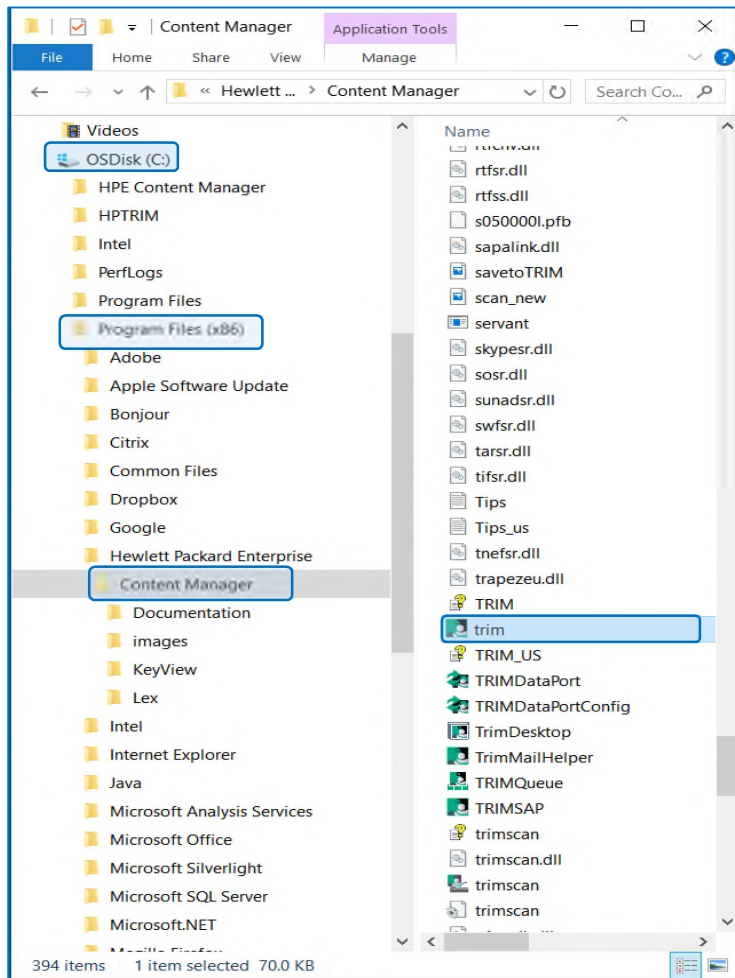
HPE Content Manager will now be used to open TRIM links



TRIM (HPE Content Manager) – Troubleshooting Guide – June 2018

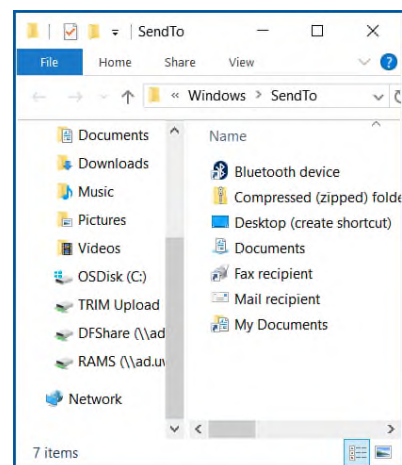
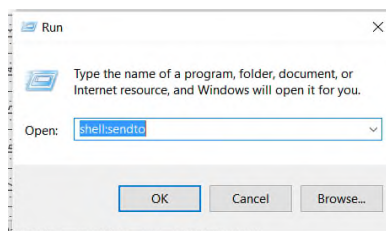
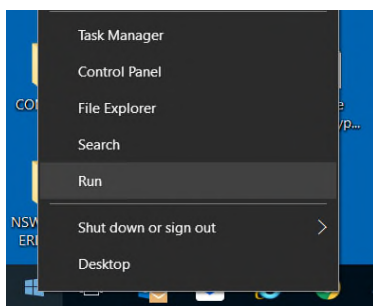
Desktop – Right Click - Send to HPE Content Manager missing....

Navigate to C:\Program Files (x86)\Hewlett Packard Enterprise\Content Manager\  trim




Leave this window open, and move to the next step...

From the **Windows Start** button, select **Run**, then type in shell:sendto and click **OK**



TRIM (HPE Content Manager) – Troubleshooting Guide – June 2018

Copy/paste  trim to the SendTo folder

