

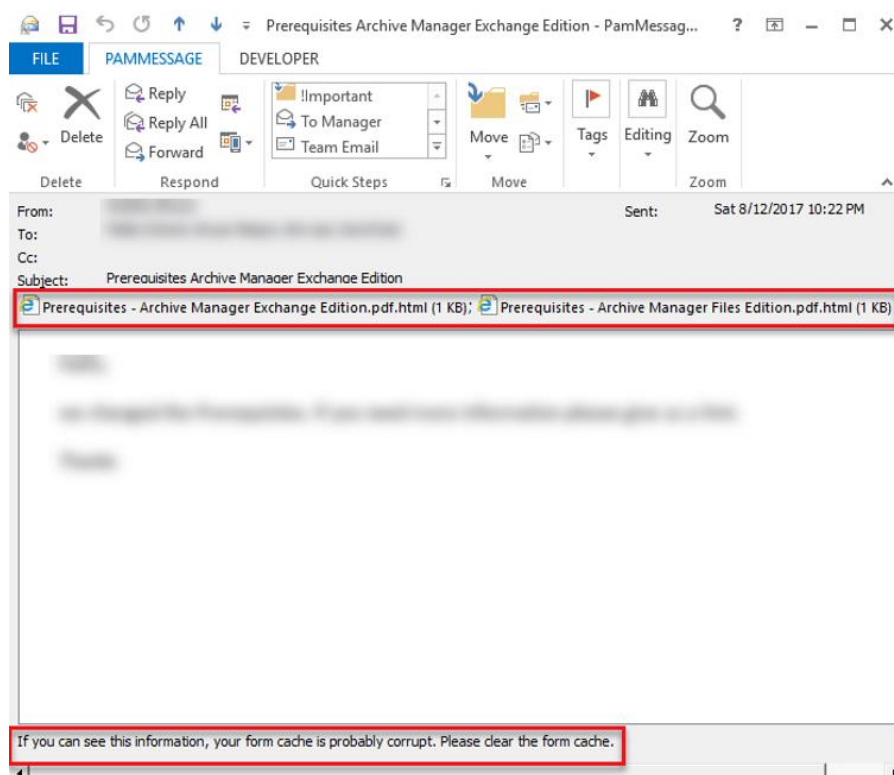
Metalogix

SYMPTOM

Archive Manager users will see the following warning when attempting to open an archived email in Outlook:

If you can see this information, your form cache is probably corrupt. Please clear the form cache.

The attachments are retrieved successfully and the user is only able to open the shortcut, but not the complete email, as illustrated by the following screenshot:



CAUSE

Recent Microsoft updates for Outlook have resulted in the prevention of opening archived emails. This issue appears to be impacting multiple third-party products in Outlook.

Microsoft made these changes to protect users from a possibly security flaw that could result in malicious code running on their client machines. As a result certain functions within multiple third party products now have to be explicitly enabled to allow them to run correctly.

The following Microsoft updates change the Outlook behavior:

[KB4011098](#)

[KB4011090](#)

[KB4011086](#)
[KB4011089](#)

Metalogix is continuing to work with Microsoft and have received the following **feedback from Microsoft**:

There was a change in the September updates that now requires setting registry key(s) for the form to run.

1. Custom form script is, by default, now disabled across the board. The following registry key has a default value of 1, which indicates form script should not run:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\16.0\Outlook\Security:  
:DisableCustomFormItemScript
```

To enable custom form scripts, this registry key must be created and set to 0.

2. Once custom form scripts have been enabled at all, they must then be enabled per form message class. For instance, if you have a form with the message class IPM.Note.Custom, we must register "IPM.Note.Custom" as a trusted form message class. To do this, first create this key:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\16.0\Outlook\Forms\Tru  
stedFormScriptList (Use this path if you have a 32-bit version of Office installed on a 64-bit  
version of Windows.)
```

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\16.0\Outlook\Forms\TrustedFormScript  
List (Otherwise, use this path for 32/32-bit or 64/64-bit.)
```

RESOLUTION

The registry settings must be adapted to all clients who need access to archived e-mails. We recommend deploying the required registry changes through group policy. The configuration for distributing via GPO is described in the article below:

[Deploying Custom Registry Changes through Group Policy](#)

You may download the required registry files [here](#) and below is a list of the required registry settings for all Outlook versions.

Outlook 2010 (32-bit)

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\14.0\Outlook\Forms\Tru  
stedFormScriptList]  
"IPM.Note.PamMessage"=""  
"IPM.Note.PamMessage.Forwarded"=""  
"IPM.Note.PamMessage.Replied"=""  
"IPM.Note.PamMessage.Post"=""  
"IPM.Note.PamMessage.Document"=""  
"IPM.Contact.PamMessage"=""  
"IPM.Appointment.PamMessage"=""  
"IPM.Task.PamMessage"=""
```

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\14.0\Outlook\Security]  
"DisableCustomFormItemScript"=dword:00000000
```

Outlook 2010 (64-bit)

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\14.0\Outlook\Forms\TrustedFormScriptList]

"IPM.Note.PamMessage"=""
"IPM.Note.PamMessage.Forwarded"=""
"IPM.Note.PamMessage.Replied"=""
"IPM.Note.PamMessage.Post"=""
"IPM.Note.PamMessage.Document"=""
"IPM.Contact.PamMessage"=""
"IPM.Appointment.PamMessage"=""
"IPM.Task.PamMessage"=""

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\14.0\Outlook\Security]
"DisableCustomFormItemScript"=dword:00000000

Outlook 2013 (32-bit)

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\15.0\Outlook\Forms\TrustedFormScriptList]

"IPM.Note.PamMessage"=""
"IPM.Note.PamMessage.Forwarded"=""
"IPM.Note.PamMessage.Replied"=""
"IPM.Note.PamMessage.Post"=""
"IPM.Note.PamMessage.Document"=""
"IPM.Contact.PamMessage"=""
"IPM.Appointment.PamMessage"=""
"IPM.Task.PamMessage"=""

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\15.0\Outlook\Security]
"DisableCustomFormItemScript"=dword:00000000

Outlook 2013 (64-bit)

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\15.0\Outlook\Forms\TrustedFormScriptList]

"IPM.Note.PamMessage"=""
"IPM.Note.PamMessage.Forwarded"=""
"IPM.Note.PamMessage.Replied"=""
"IPM.Note.PamMessage.Post"=""
"IPM.Note.PamMessage.Document"=""
"IPM.Contact.PamMessage"=""
"IPM.Appointment.PamMessage"=""
"IPM.Task.PamMessage"=""

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\15.0\Outlook\Security]
"DisableCustomFormItemScript"=dword:00000000

Outlook 2016 (32-bit)

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\16.0\Outlook\Forms\TrustedFormScriptList]

"IPM.Note.PamMessage"=""
"IPM.Note.PamMessage.Forwarded"=""
"IPM.Note.PamMessage.Replied"=""
"IPM.Note.PamMessage.Post"=""

"IPM.Note.PamMessage.Document"=""
"IPM.Contact.PamMessage"=""
"IPM.Appointment.PamMessage"=""
"IPM.Task.PamMessage"=""

[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\16.0\Outlook\Security]
"DisableCustomFormItemScript"=dword:00000000

Outlook 2016 (64-bit)

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\16.0\Outlook\Forms\TrustedFormScriptList]

"IPM.Note.PamMessage"=""
"IPM.Note.PamMessage.Forwarded"=""
"IPM.Note.PamMessage.Replied"=""
"IPM.Note.PamMessage.Post"=""
"IPM.Note.PamMessage.Document"=""
"IPM.Contact.PamMessage"=""
"IPM.Appointment.PamMessage"=""
"IPM.Task.PamMessage"=""

[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\16.0\Outlook\Security]
"DisableCustomFormItemScript"=dword:00000000

If you have any further questions, please get in touch with the [Metalogix Support Team](#).