

Classifier Frequently Asked Questions

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1 INTRODUCTION

This document provides answers to some commonly asked questions on the Classifier suite of products.

2 FREQUENTLY ASKED QUESTIONS

Topic	Entries relate to:
Applications (FAQ)	User applications that support Classifier
Platforms and Environment (FAQ)	Windows environments and platforms

2.1 Applications (FAQ)

Question: Why don't replies to my labelled messages from outside my organisation have a marking?

Answer: If you send a message to another organisation your marking is usually only transmitted as an x-header value. This value is available to the recipient and software in the recipient's environment. A reply (or forward) by the recipient does **NOT** propagate the x-header value. Additional software such as Classifier is required at the receiving end to achieve the propagation and/or application of a marking. Exchange Classifier with the optional Message Tracking service deployed can be of use in these circumstances.

Question: Why is the Classifier Office add-in being disabled under Office 2013/2016/2019?

Answer: This may be down to "Performance criteria for keeping add-ins enabled" whereby Office considers the Classifier add-in is taking too long to complete initialisation. You can control these effects as detailed under Performance criteria for keeping add-ins enabled on http://msdn.microsoft.com/en-us/library/office/jj228679.aspx#ol15WhatsNew_Add-inDisabling.

The user can manually choose to 'always enable' the add-in, or this option can be configured by Group Policy via the Office Administrative Template files (see <http://technet.microsoft.com/en-us/library/cc178992.aspx>) by adding the Classifier Add-in ("BoldonJames.SAFEoffice.Add-in.Connect") to the Managed Add-in List.

Question: How do I stop users disabling the Classifier Add-in?

Answer: Hide the Classifier Add-in from the 'Add-Ins' section of the Office application.

The **DontDisplayHKLMAdd-ins** registry entry can be used to hide Add-ins that are registered under the HKLM key. When this entry is set, users cannot unload the Classifier Add-in (or any other Add-in registered under HKLM). To add the **DontDisplayHKLMAdd-ins** registry entry, follow these steps:

1. Open the registry editor
2. Locate the subkey
HKEY_CURRENT_USER\Software\Microsoft\Office\xx.0
3. **officeapp\Security** where xx is the version number of Office (12 for Office 2007, 14 for Office 2010, 15 for Office 2013, 16 for Office 2016) and officeapp is the relevant Office application (e.g. Word, Excel, Outlook)
4. Add a new DWORD value called **DontDisplayHKLMAdd-ins** and set the value to 1 to hide the Add-ins that are registered under HKLM.

The registry setting(s) can be rolled out via Group Policy.

Question: Why are Classifier features not available when running Microsoft Office applications?

Answer: Classifier features are not available unless Classifier software is installed, licensed and can find valid configuration information. Check that:

1. The Classifier software is installed.
2. The Classifier Configuration has been successfully published and is accessible via file store or Active Directory.
3. The relevant Label Configuration Registry settings are defined correctly
4. (Check for extraneous spaces and use of case). In particular, the correct Configuration and Policy in that configuration must be defined.
5. The deployed configuration in use includes valid Classifier Licences for the applications in question.

Question: Why are Office applications using the wrong Classifier Policy?

Answer: This is probably down to the registry keys actually being used for the user / environment in question. Check the actual Label Configuration Registry settings set under the various registry locations supported and whether behaviour can be explained by the **Registry Search Algorithm** precedence defined under that topic.

Question: How do I enable Labelling for all supported Applications?

Answer: In Classifier Administration, select Global Settings and then **Open** Application Settings. Set each of the relevant application entries (Excel / Outlook / PowerPoint / Project / Visio / Word / Notes) to **Enabled**. Suitable Classifier licences must have been applied.

Question: Why can't I get Classifier to work on my **Project** 2007 or **Visio** 2007 applications?

Answer: Classifier only supports **Project** and **Visio** 2010 and later versions.

Question: Why Is Excel slow?

Answer: Applying headers and/or footers in Excel via Classifier rules can have a performance impact. This is because each time the header/footer is changed for each Worksheet, Excel communicates with the default printer. Updating of headers/footers can be enabled or disabled via the **Apply Headers/Footers when label is changed** and **Apply Headers/Footers when workbook is saved**.

NB: When printing a workbook, the headers/footers will always be updated (according to any applicable rules), there is no configurable option for disabling this

Question: Why does Excel show the wrong label when I have multiple workbooks open?

Answer: When you have multiple workbooks open in Excel 2013 or later, the ribbon for any non-active workbooks displays the label of the active workbook. When you select one of these non-active workbooks, the ribbon will update itself to show the correct label.

Question: What causes Microsoft Office applications to offer users an option to "disable Classifier Add-in"?

Answer: This can arise if Microsoft detects a problem (e.g. application not-responding) whilst Classifier code is deemed to be active; for example if an attempt to close the application is having no effect due to system or network issues and the closure is forced.

If the user does disable the Classifier Add-in, it can be re-enabled using the Microsoft application specific mechanisms. If an add-in is disabled multiple times, Microsoft may choose to remove this means of enabling and specific registry key activity may then be required.

Question: Why does Visio crash when Classifier is disabled?

Answer: Visio may crash if Classifier is disabled via the 'Add-Ins' dialog from within the Visio application. To use Visio without Classifier you should run Visio in 'safe mode' or disable the Classifier Add-In by setting its 'LoadBehavior' to '0' in the registry. Refer to msdn.microsoft.com/en-us/library/bb386106.aspx for further information

2.2 Platforms and Environment (FAQ)

Question: What things should I consider if updating to a later version of Classifier, especially if I plan to configure features provided by the later version?

Answer: Classifier clients generally ignore features in the configuration that it does not understand, and later versions will operate happily on configurations produced by the previous version (e.g. 3.5 and 3.4). It is recommended that you update Email Classifier and Office Classifier on clients before you add new features into the configuration via Classifier Administration.

Always check the Release Note supplied with each release of Classifier applications for any release specific instructions.

Question: Why does my Outlook Classifier Add-in keep getting disabled?

Answer: This is a feature of Office that automatically disables Add-ins that take longer than 1000ms to start on five successive occasions (see http://msdn.microsoft.com/en-us/library/office/jj228679.aspx#ol15WhatsNew_AddinDisabling for further information).

“The user can manually choose to ‘always enable’ the add-in, or this option can be configured by Group Policy via the Office Administrative Template files (see <http://technet.microsoft.com/en-us/library/cc178992.aspx>) by adding the Classifier Add-in ("BoldonJames.SAFEoffice.Addin.Connect") to the Managed Add-in List”.

Question: Why are (some) users not seeing the expected OWA Classifier features after OWA Classifier has been installed or upgraded?

Answer: Check that the affected user's Internet cache has been properly cleared thereby ensuring that the correct OWA Classifier files are in use. Each Browser has its own mechanisms. For example if the **Preserve Favorites website data** button in the Internet Explorer **Internet Options** (Delete) dialog is checked relevant files may not be cleared from the cache during a Delete operation.