



## **How to fix issues with Add-Ins after Office or MindManager update**

- MindManager

After updating Office or/and MindManager application, one of the Add-Ins cannot be loaded or doesn't work at all.

Example: Upon starting MindManager, the following message appears "Unable to load the "Mindjet.MmHtmlViewer.21" Add-in. This Add-in will be disabled."

## **Resolution**

There are two troubleshooting steps that should help to resolve this issue, repair Microsoft Office installation or/and MindManager. We recommend repairing both applications.

### **Repair Microsoft Office**

For complete instructions on how to repair the Office applications, visit the [page](#) and select the corresponding operating system, then follow the instructions on the screen to complete the repair.

After repairing the Office, try using the Add-In.

### **Repair MindManager**

To fix this issue do in-place MindManager repair:

1. Right-click on the **Start** menu and select **Apps and Features**

2. Scroll down the list of applications to locate the MindManager application, then press the **Modify** button

3. Click the **Next** button, then select **Repair** and click **Next** again. Follow on-screen instructions to finish the repair process.

4. Once the repair process is finished, restart Windows to complete the operation. Then start the MindManager application and try using Add-in.

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