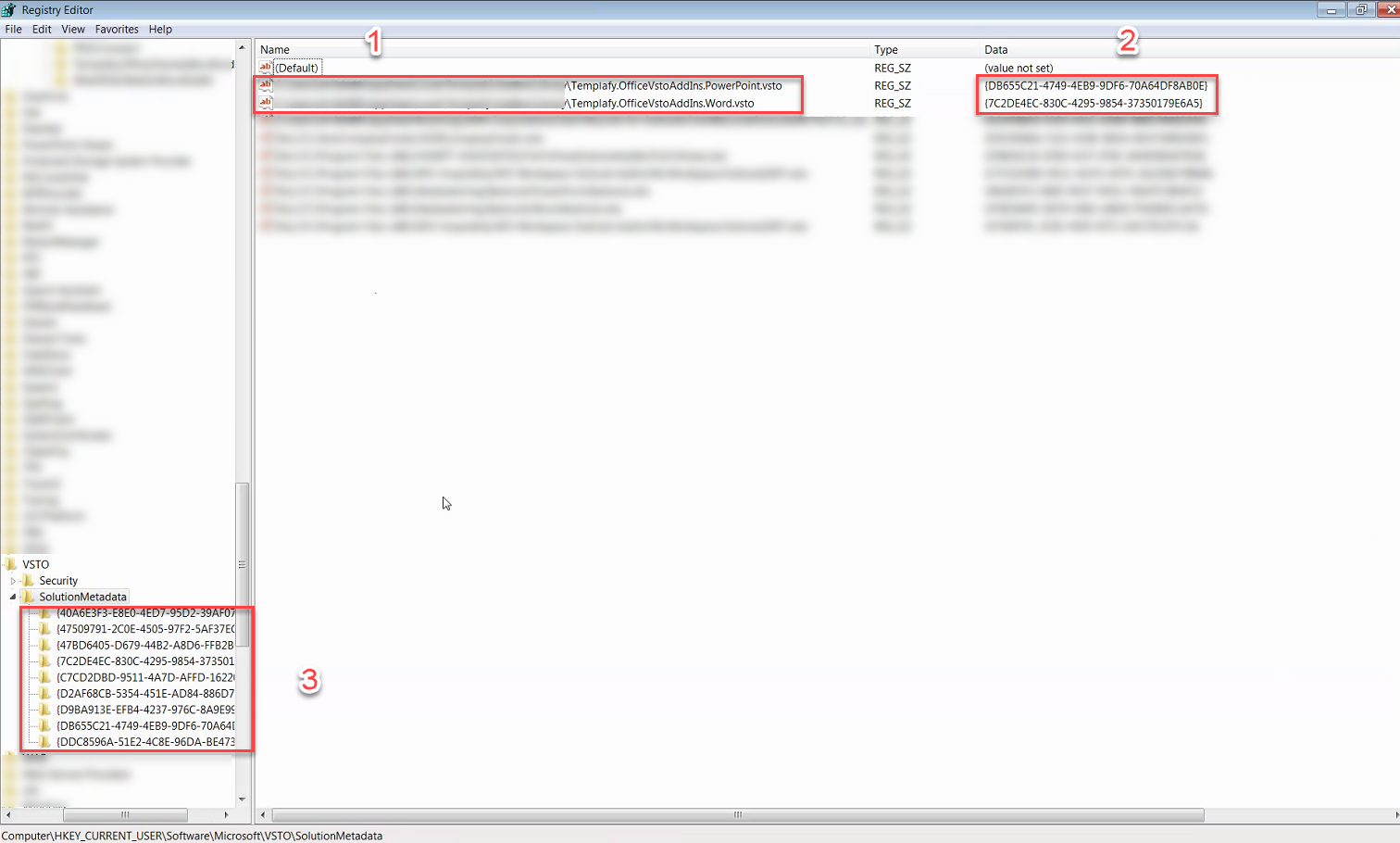
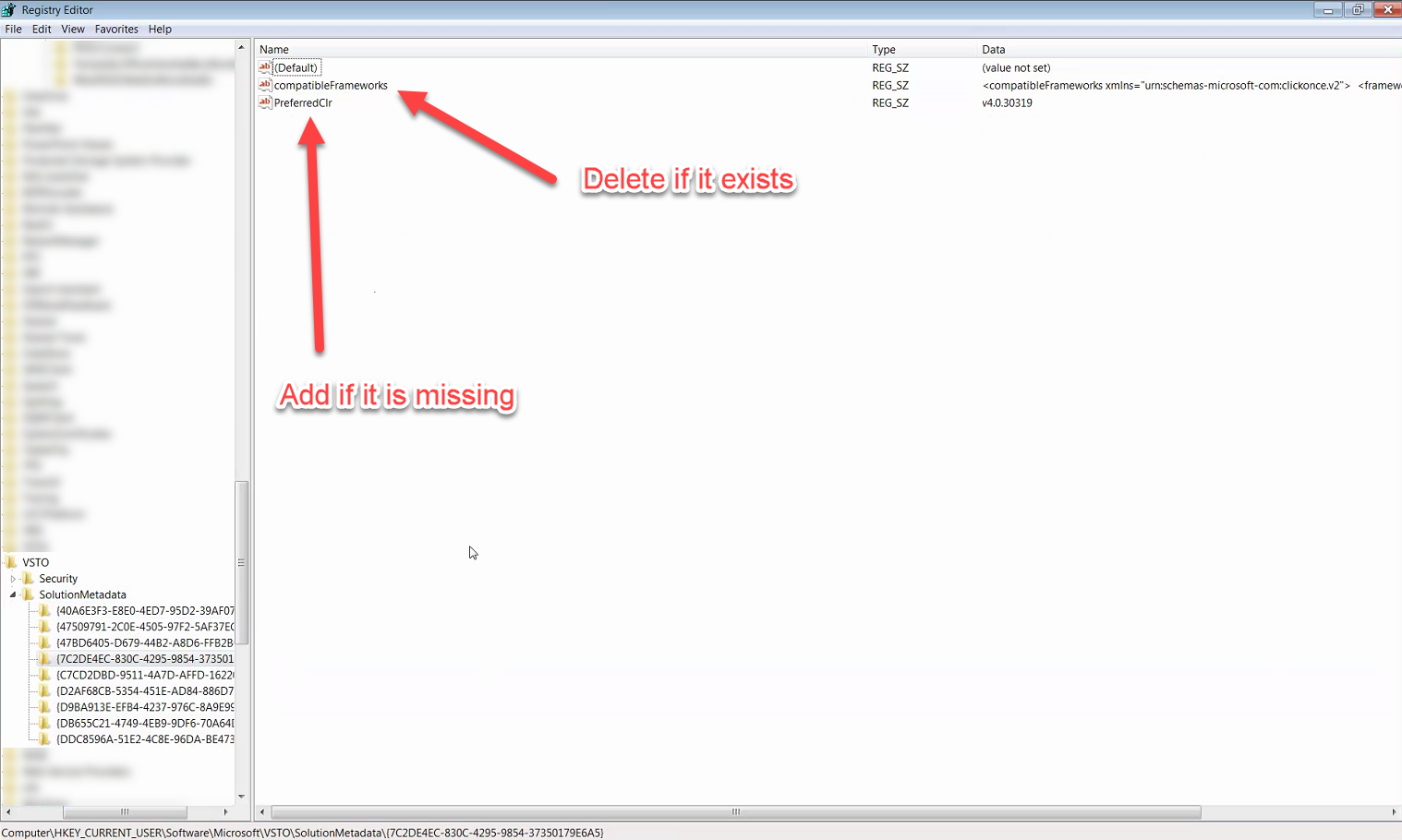
**Templafy add-in not loading in Office application**

**Resolution steps**

Please ensure the respective Office application(s) are closed before continuing with the below steps.

1. Open Registry editor
2. Navigate to HKEY\_CURRENT\_USER\Software\Microsoft\VSTO\SolutionMetadata
3. For each Templafy add-in vsto file (1), make a note of the Data GUIDs (2).
4. Under the SolutionMetadata Registry Key, click on the corresponding GUIDs from step 3 (3).



1. For each Templafy GUID, ensure **PreferredClr** string value exists. If it does not, right click in the Registry Editor and create the String Value. If a string value **compatibleFrameworks** exists, right click on the name, and delete.
2. Ensure **LoadBehavior** DWORD is set to 3 for the Templafy add-in in Word and PowerPoint. Navigate to the below registry paths to check and change this.

Computer\HKEY\_CURRENT\_USER\Software\Microsoft\Office\PowerPoint\Addins\Templafy.OfficeVstoAddIns.PowerPoint

Computer\HKEY\_CURRENT\_USER\Software\Microsoft\Office\Word\Addins\Templafy.OfficeVstoAddIns.Word

1. Close Registry Editor.
2. Start Word and PowerPoint to confirm the Templafy add-in loads.