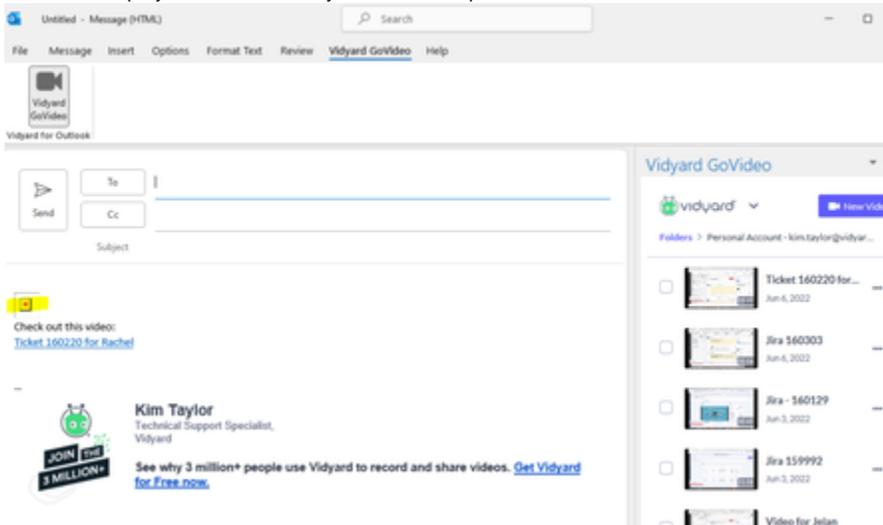


Resolving the Outlook Thumbnail Display Issue

A recent Outlook (desktop) update (both 365 and non-365 versions) has resulted in our thumbnails being stripped when imported with our Outlook add-in (both COM and 365). The issue does not occur in macOS with Outlook, nor does it happen with Outlook on the web.

When an affected user attempts to insert a video, the thumbnail does not display in the body of the email. However, this does not impact the thumbnail display when received by the email recipient.



Solution:

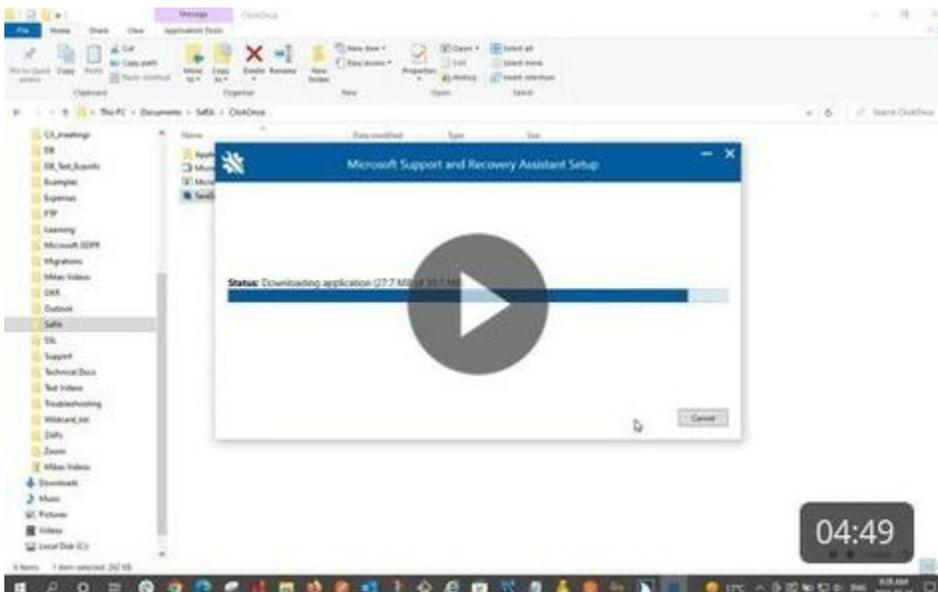
As this issue is the result of a Microsoft Update, it cannot be resolved by the Vidyard Development Team. The only solution is to uninstall Outlook and then reinstall using an MS app called [SaRA](#). This will change the build and resolve the issue.

Step 1: Downloading SaRA

Download [SaRA](#) - SaRA is a desktop client that enables Microsoft customers to troubleshoot and diagnose their issues

Step 2: Uninstalling Outlook

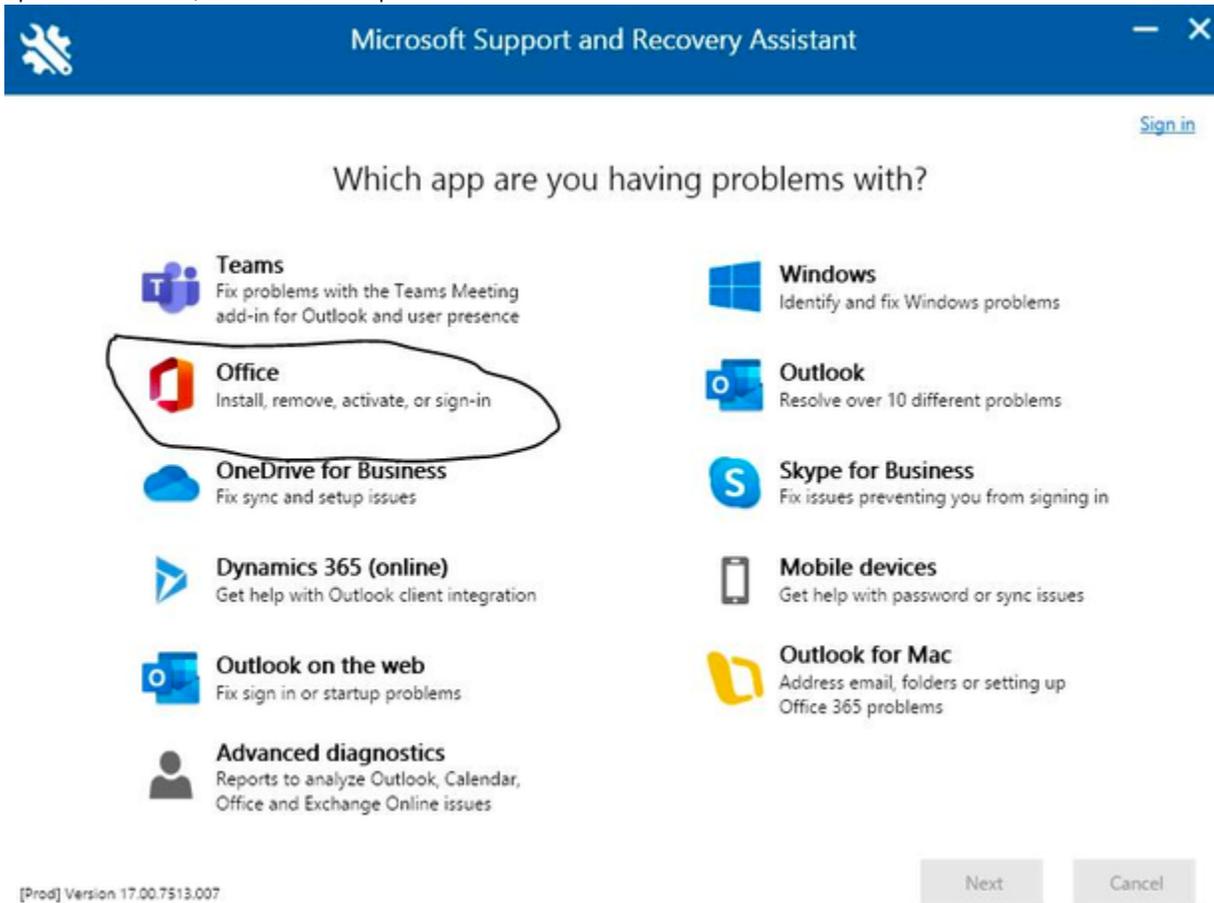
This video will walk you through the uninstall process.



[Uninstalling Outlook with SaRA](#)

You can also follow along with the screenshots below.

Open the SARA tool, select the **Office** option



Select "I have Office installed, but I'm having troubles uninstalling it"



[Sign in](#)



Select the problem you're having

I have an Office 365 subscription, but I'm having trouble installing it.

I've installed a subscription version of Office, but I can't activate it.



I have Office installed, but I'm having trouble uninstalling it.

I have a Project Online plan and I'm having trouble installing Project.

I have a Visio Online plan and I'm having trouble installing Visio.

I want to setup Office with shared computer activation on a computer or server in my organization.

I am unable to sign-in to activate or use Office apps. **NEW**

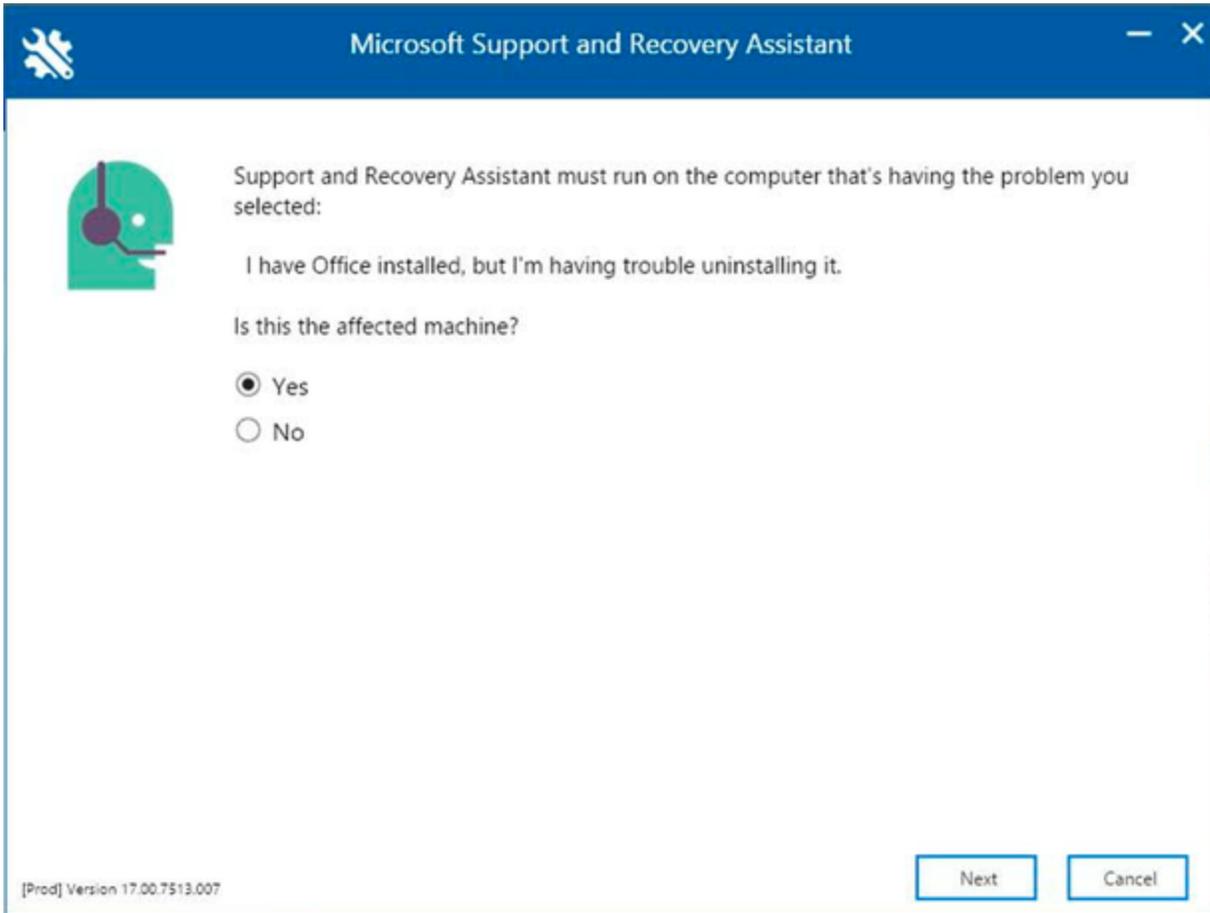
[Prod] Version 17.00.7513.007

Back

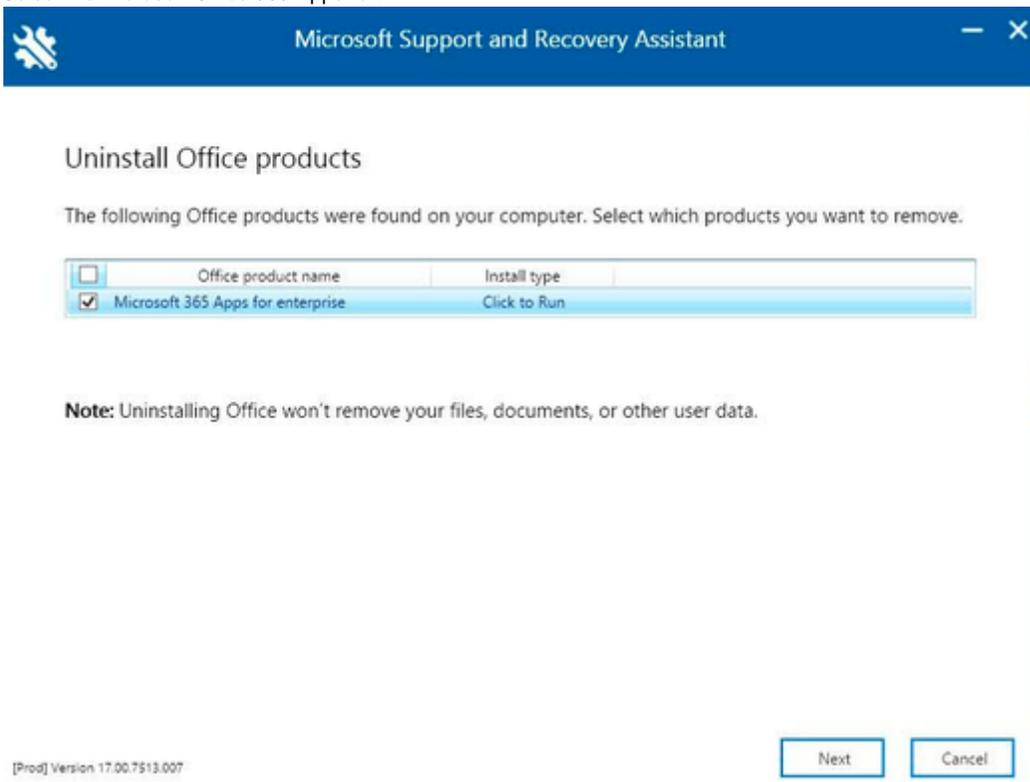
Next

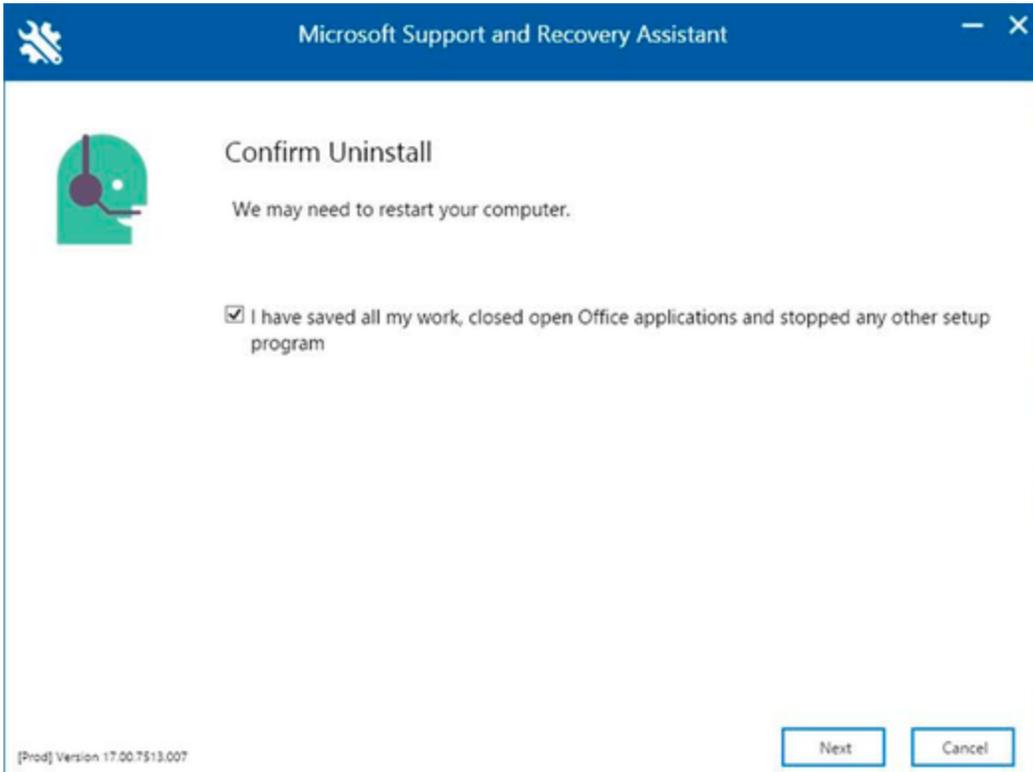
Cancel

Click Yes

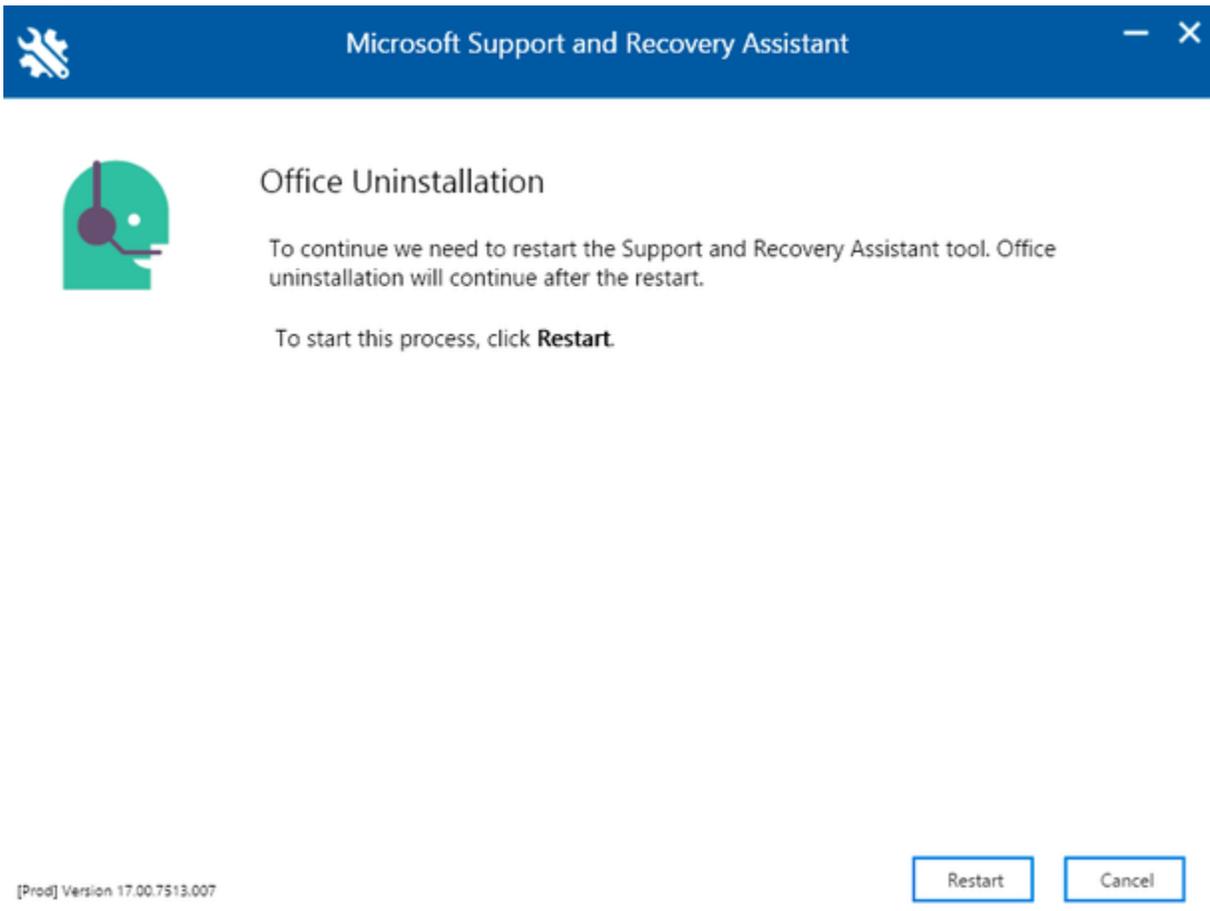


Select the Microsoft Office 365 Apps row

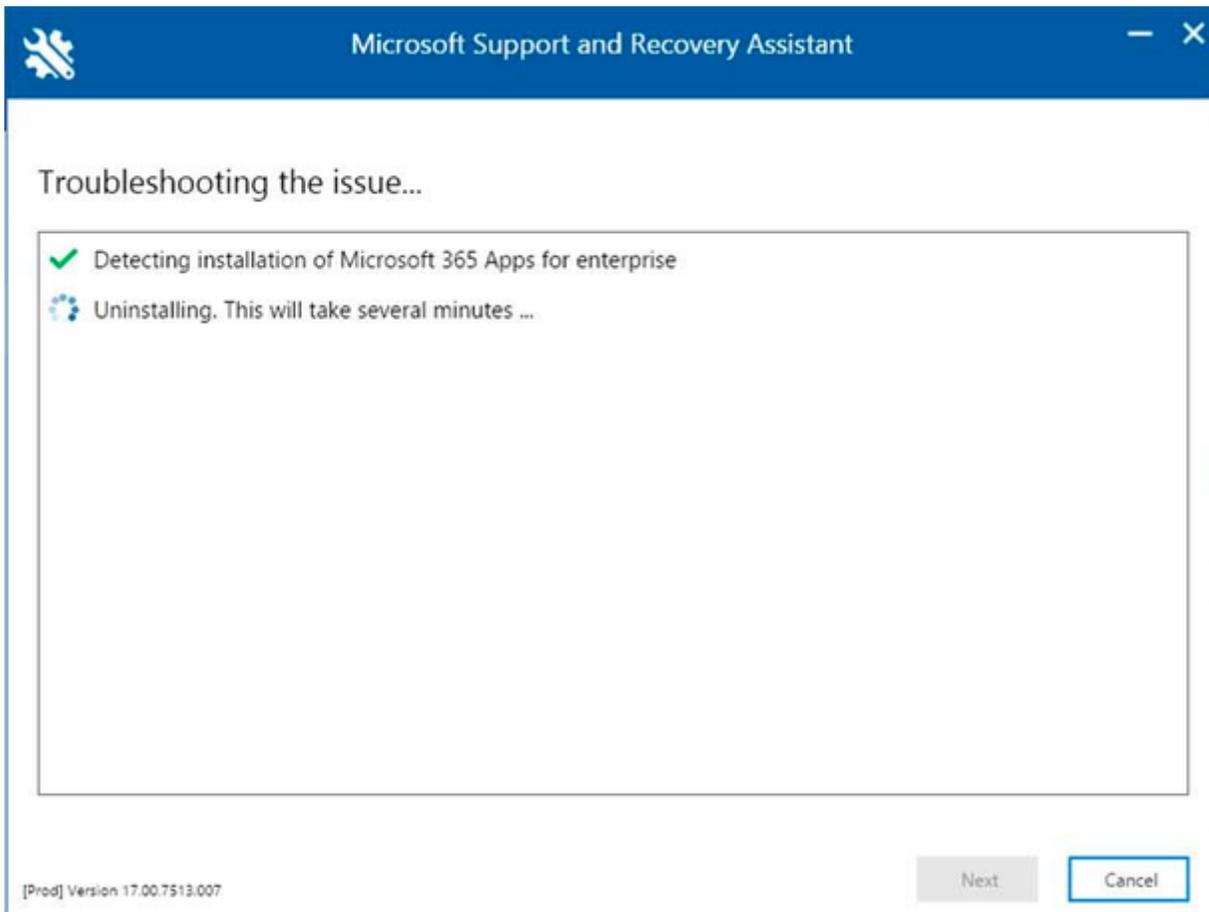




Click Restart



It will take some time to uninstall Office



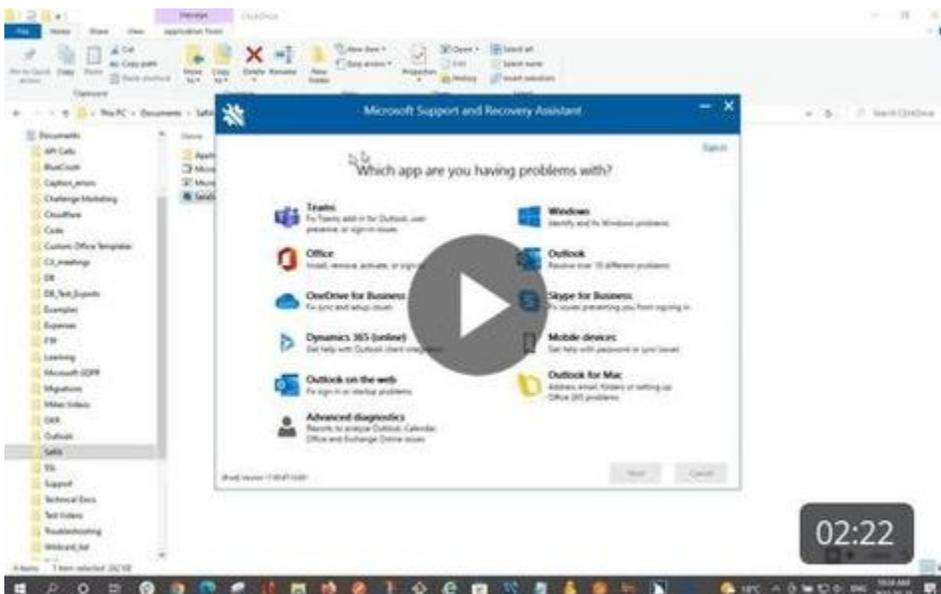
Once the process is completed, Click **Restart** to restart the computer.

After rebooting it will ask to re-install **Office**

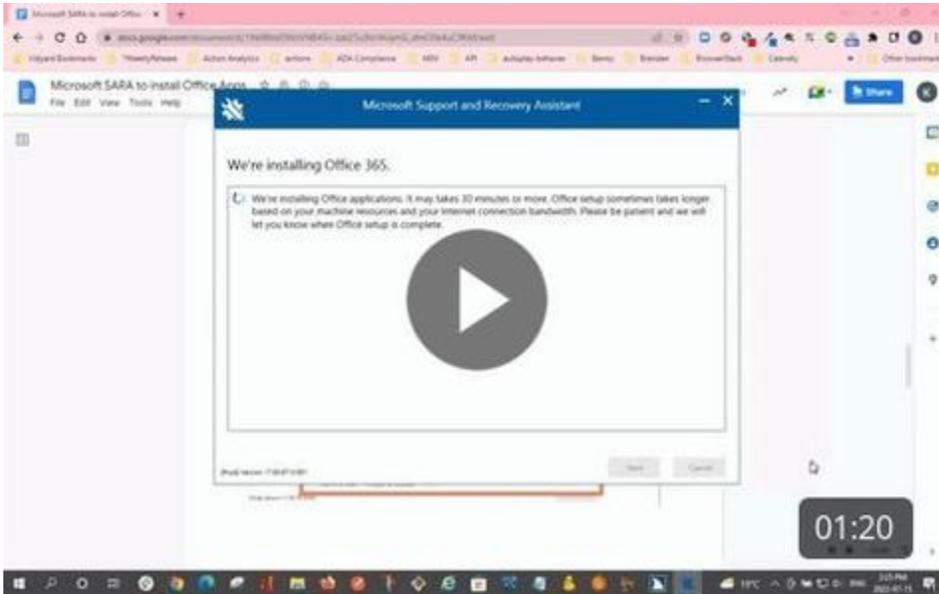
Steps to install **Office** will be next.

Step 3: Reinstalling Outlook

As the reinstallation process includes restarts, there are two videos Part 1 and 2 for reinstalling Office.

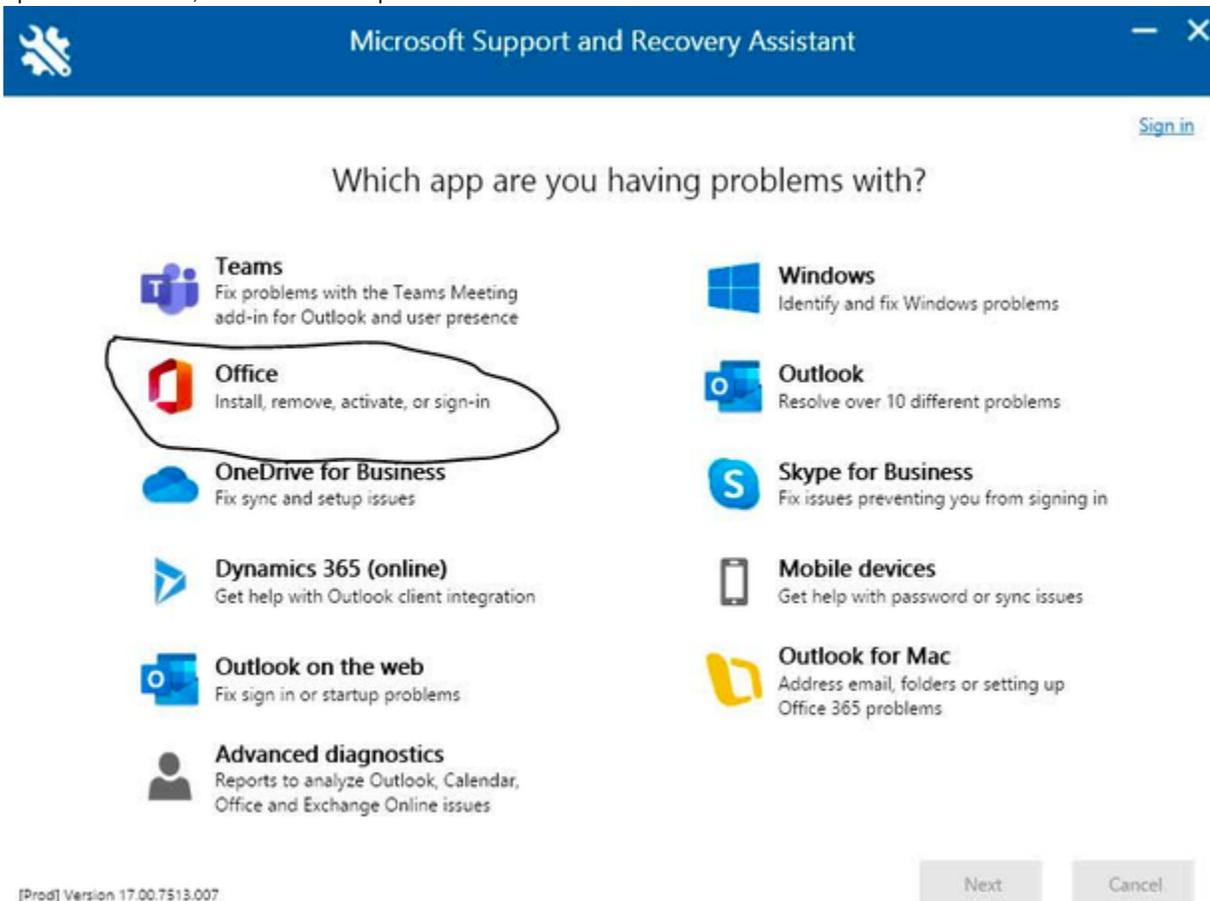


[Reinstalling Outlook Part 1](#)



[Reinstalling Outlook Part 2](#)

Open the SARA tool, select the **Office** option



Select the **First** option



[Sign in](#)



Select the problem you're having

- I have an Office 365 subscription, but I'm having trouble installing it.
I've installed a subscription version of Office, but I can't activate it.
- I have Office installed, but I'm having trouble uninstalling it.
- I have a Project Online plan and I'm having trouble installing Project.
- I have a Visio Online plan and I'm having trouble installing Visio.
- I want to setup Office with shared computer activation on a computer or server in my organization.
- I am unable to sign-in to activate or use Office apps. **NEW**

[Prod] Version 17.00.7513.007

Back

Next

Cancel

Select or add the user account

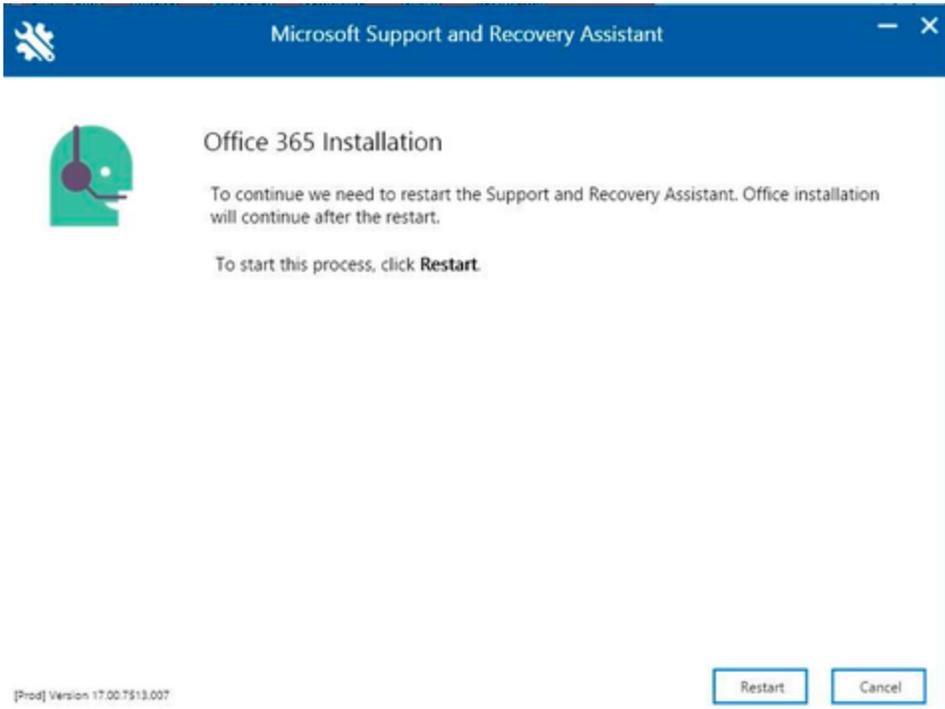
Microsoft

Pick an account

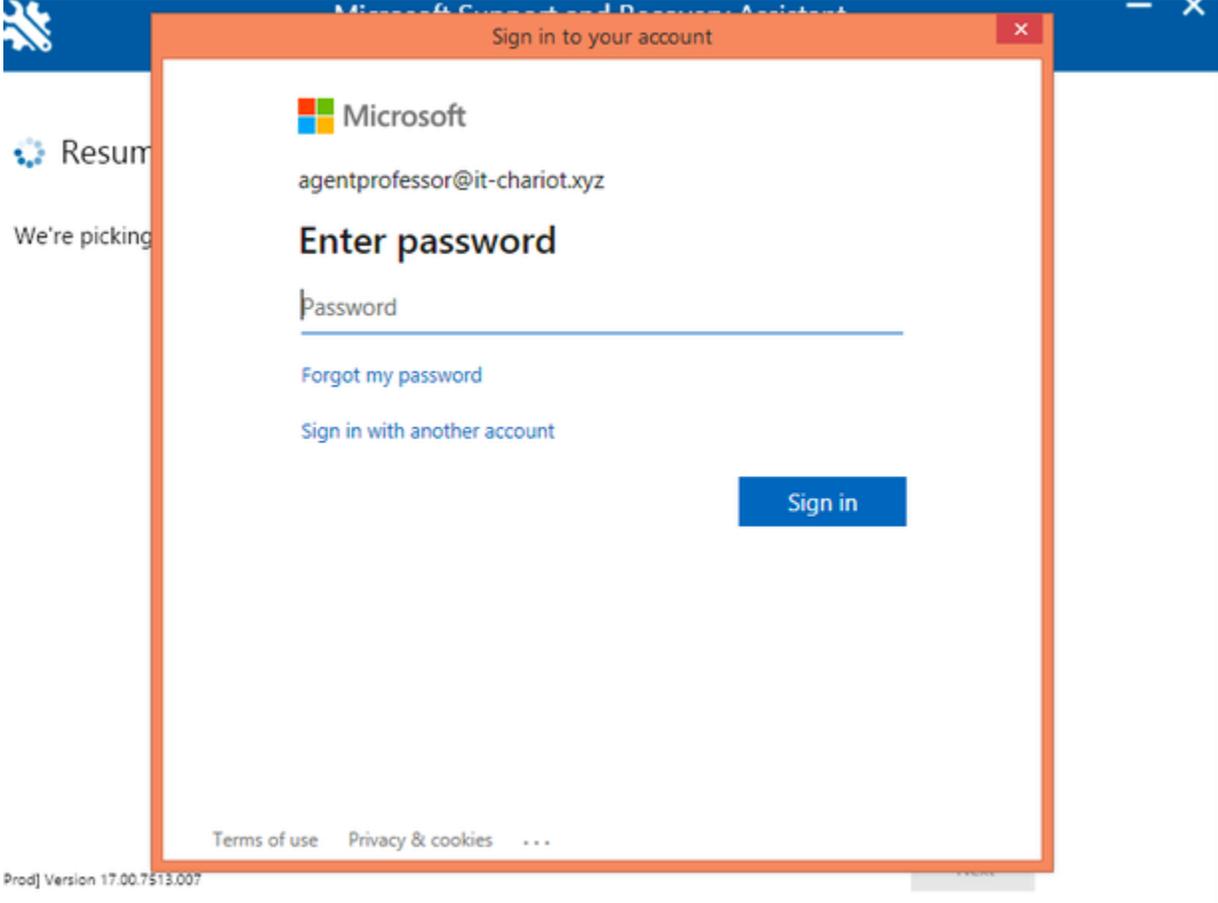
- daqshvashisht@dvshield.onmicrosoft.com
- agentprofessor@it-chariot.xyz
- Use another account

[Terms of use](#) [Privacy & cookies](#) ...

Cancel



Enter your password in again



Follow the image below and click install



Installing Office 365 ProPlus: Select your language and platform

Language

English (United States) ▾

Don't see the language you want? Install one of the languages in the list above and then install a [language accessory pack](#).

Version

64-bit ▾ [Which version is right for me?](#)

Note

1. You can't exit Support and Recovery Assistant while Office is being installed.
2. During installation, click **Yes** when the User Account Control (UAC) dialog box appears.

I have saved my work, closed open Office applications and stopped any other setup programs.

Install

Cancel



We're installing Office 365.



We're installing Office applications. It may take 30 minutes or more. Office setup sometimes takes longer based on your machine resources and your Internet connection bandwidth. Please be patient and we will let you know when Office setup is complete.

[Prod] Version 17.00.7513.007

Next

Cancel

Once Office has been installed, open Outlook and check linking thumbnail behavior.