

TECHNICAL SERVICE BULLETIN

19-008



Date Issued: March 1, 2019

Subject: General MAPI Failure errors during MSDRx[®] Emailing Function

Explanation: This Technical Bulletin provides information concerning the emailing functionality of LGC Maine Standards' MSDRx[®] software and General MAPI Failure error messages when using Microsoft[®] Windows[®] Vista or newer operating systems.

MSDRX[®] emailing functionality:

The MSDRx[®] software includes functionality that allows the user to email data files and peer setup files generated by the software to LGC Maine Standards through Microsoft[®] Office Outlook[®] or other email programs.

General MAPI Failure error message:

When using the MSDRx[®] software, you may receive a "**General MAPI failure**" error message if Microsoft[®] Office Outlook[®] is open and the user clicks the Email button in the "E-mail data" section in MSDRx[®] after data files are selected. This error is caused by a Microsoft[®] security feature that was introduced with Windows[®] Vista operating system.

Resolution:

There are two options that will allow you to continue utilizing the MSDRx[®] software's emailing functionality if you receive the error mentioned above.

1. Close Outlook[®] before attempting to use the email functionality.
2. Open Outlook[®] with Administrator permissions before attempting to use the email functionality.

If these options fail, you can manually generate an email through Outlook[®] and attach the data files.

Please call LGC Maine Standards' Technical Support if you have additional questions regarding the emailing functionality of the MSDRx[®] software.

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