

# Automation error library not registered" when trying to send an email

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This error is caused by a particular library not being installed on the workstation that is required to send email. Please follow these steps.

For users with Office/Outlook not installed at all:

Follow this link and download and install the the library.

<http://www.microsoft.com/en-us/download/details.aspx?id=1004>

For users with Outlook 2007 and later:

Follow this link and download and install the library.

<http://www.microsoft.com/en-us/download/details.aspx?id=3671>

For users with Outlook 2003 and earlier:

The library may not have been installed by default when Outlook was installed but it can be added to your installation easily.

-Open Control Panel -> Add/Remove Programs or Programs and Features

-Find and highlight the Outlook/Office install and select to change/modify it. In the wizard select to Add or Remove Features, click Next and make sure the box for choosing Advanced Customization is checked.

-In the screen on the wizard that offers a list of features to add or remove locate the Data Collaboration Objects feature, right click it and select Run All From My Computer.

-Finish the wizard and it should install the missing library.

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