Errors using Excel / Office 2010 and higher or sending email from Outlook 2010 and higher

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Microsoft has made many changes to Office 2010 and higher. There are two things you need to check for to ensure that All Orders can communicate with any Office 2010 or higher application including Outlook and Excel:

1-Microsoft no longer allows 32 bit applications to communicate with the 64 bit version of Office. If you are running the 64 bit version of Office you will need to uninstall it and install the 32 bit version of Office. In most versions of Outlook you can go to the Help menu and then About to find out the version and bit type of your Outlook installation. In Outlook 2016 go to the File menu, Office Account, About Outlook to find out the version info.

For more information on this issue see these articles:

http://office.microsoft.com/en-us/outlook-help/choose-the-32-bit-or-64-bit-version-of-microsoft-office-HA010369476.aspx

http://msdn.microsoft.com/en-us/library/ee691831.aspx#odc_office2010_Compatibility32bit64bit_ActiveXControlCOMAddinCompatibility

2-Microsoft has a new version of Office 2010 called the Click To Run version. This version is a way of streaming the application from the cloud to you desktop so the full version does not have to be installed. Unfortunately for All Orders to be able to communicate with Office 2010 the full version must be downloaded and installed locally. For more information on this issue see this article:

http://support.microsoft.com/kb/982431

3-(Error 32026: Not Supported.)
It has become more common over time, and with multiple updates to Outlook clients, for a certain Outlook file required by All Orders to become corrupt or out of date. To resolve this the file can be renamed while Outlook is closed so when Outlook reopens it creates a new copy of it. Here are the steps:

Close out of Outlook. Check Task Manager if needed to make sure no copies of Outlook.exe are running. Reboot if you are still not able to follow the steps below.

Browse to the following folder on the workstation:

Files (x86)\Common Files\system\MSMAPI\1033\

Find the following file in the folder:

msmapi32.dll

Rename the file:

msmapi32.dll-OLD

Reopen Outlook. This will recreate a new copy of the msmapi32.dll that will resolve any corruption or out of date

issues.

**Check to make sure that Neither AllOrders of Outlook are running as administrator.

*** if the above does NOT work, the last option is to uninstall and reinstall Outlook.