



Microsoft Outlook issues

Emailing from a program that uses Outlook 2016/19

This applies to a number of programs that use Outlook 2016/19 to email invoices and documents from within a program.

You can test if Outlook 2016/19 is working properly by going into Windows Explorer, find any small file, right-click on it then choose Send To -> Mail Recipient. It should open Outlook 2016/19 as a draft email and the file attached. If it opens a different version of Outlook, Microsoft Mail or other email client then it's set up wrong.

It seems that Outlook 2016/19 has a problem with certain Sage products, Quickbooks and other programs that use MAPI and MAILTO functions i.e. any program that asks Outlook to perform emailing. Earlier versions of Outlook may work fine and you may not have an issue using a different email client program such as Thunderbird.

A lot of programs use simple MAPI to send emails, this is part of Outlook and most email clients. If you cannot email out of the program then got into Control Panel/Default Programs and choose the button that says 'Reset to Microsoft recommended defaults'.

Run Outlook as an Administrator and go to the Trust Centre. Find the Programmatic Access Security section and set to 'Never warn me about suspicious activity'. Exit Outlook to stop Admin mode.

Test again and check that the functions now work.

You should seek any further technical assistance from your original supplier of Office 365/Outlook 2016/19.

Emailing from TPN Invoicing

We have tested the Outlook that comes with Microsoft Office 2019 and TPN Invoicing in a normal scenario. Provided Outlook is set as the Default Email Program it works seamlessly. We also tested it using remote access with Splashtop and again it worked normally.

TPN Invoicing uses a system called Simple MAPI to send emails. There are **no settings** in the program at all and in fact none are needed. In our tests we did not modify any settings in Outlook either.

Please note that other uses of Outlook in non-standard conditions such as working through Exchange Server have not been tested due to the technical difference between every single site. You should seek help from your I.T. supplier in the case that you experience problems sending emails as the cause will lie within that system.

If you add new Windows 10 computers running Office 2019 to your network and then cannot send invoices from TPN Invoicing using the new computers then the logic is that something is blocking the action. In this case existing computers continue to work without issue.

If you have Sage installed then try to send out using this program instead as it also uses MAPI. If this fails then the problem lies with MAPI. If Sage works then the problem is connected directly with TPN Invoicing and the most likely cause is direct blocking by your anti-virus or Firewall.

It may help diagnose the problem if you download and run our Outlook Reporter program :-

<https://www.zipzap.co.uk/downloads/Shop/OutlookReporter/OutlookReporter.EXE>

Just complete the three input boxes and then click on the MAPI send button. This confirms whether MAPI is operating. You can also test using the Outlook button.

The most likely causes of a send failure seem to be :-

1. Blocked by firewall or anti-virus (this is the commonest cause)
2. Blocked by Outlook settings
3. Using remote desktops that are not 100% configured or fully compatible
4. Using remote profiles in Exchange Server that again are not properly configured

If using Exchange Server then you should consult the available logs in Windows. There are a number of security implications when running Exchange Server and it may be that these are simply not permitting the use of Outlook in this way. Adjusting these is an expert job.

Please note that Outlook cannot connect to the Exchange Server by using MAPI over HTTP when a proxy is enabled that has your own domain listed as an exception.

We have supplied TPN Invoicing to the AVAST Whitelisting program to avoid this being an issue with AVAST/AVG.

We recommend the use of the free Belarc Advisor program to ensure that your system is fully up to date and not missing critical Windows updates.

If you continue to have issues then we recommend installing another email client program, setting this as the default email program, then testing with this. If this works then the problem lies totally within Outlook and your settings. At least this will give you time to track down the cause of the issue and will immediately eliminate TPN Invoicing as the cause.