



MAPI issues after loading Microsoft Office (All versions)

MAPI is used in a number of our programs to send emails. In fact it is commonly used by most software suppliers to send emails. It is part of the Windows Operating System. It is included as part of Office.

After loading Office you may find that either your emails out of our programs may no longer work or you may get a message that says NO MAPI.

If using Office 2016 or earlier versions then it may be using the wrong MAPI file which was loaded with it.

In the case of Office 2016 go into this folder :-



Here you will find a file called MSMAPI32.DLL which you should rename to oldMSMAPI32.DLL

Try the emailing again.

If this still fails then go into C:\Windows\System32 and locate the file mapi32.dll and alter the name of it to oldmapi32.dll then run the program fixmapi.exe, this is in the same folder.

Earlier versions of Office also work in this manner and load an incompatible version of the MAPI dll in C:\ProgramFiles (x86). You may need to search for this file in sub folders to find it. When you locate it you should simply rename it.