

Sharpdesk drag to email functionality is no longer working

June 01, 2011

Do the following first to determine if the issue is Sharpdesk or Windows related:

Click Start > Programs (All Programs) > Accessories > Right-click Notepad (or similar program) and select: Send To > Mail Recipient.

If Outlook (or your default email program) opens up, then the problem is Sharpdesk related. It is recommended that you uninstall Sharpdesk and reboot the PC before reinstalling the latest version of Sharpdesk (currently 3.3). Be sure to have the necessary rights to install Sharpdesk.

If you receive an error message or Outlook (or your default email program) does not open up, then it is Windows related. It is usually do to the following:

- The default mail client is not set
- The MAPI DLL registry path for your mail client is missing

You can set the default email program in the Internet Options dialog box.

Open Internet Explorer and click the Tools menu, choose Internet Options. Click Programs tab and select your email client from the drop-down list. Once selected, click OK button and close the dialog.

Symptom: No email icon in the Sharpdesk Output Zone.

Cause: Missing file or operating system issue.

Solution: Edit the Win.ini file to correct the issue.

Check the setting value concerning MAPI on the problem PC like below:

Note: Be very careful when changing the Win.ini file.

1) For the [Mail] section in the Win.ini file, it should be MAPI=1. If it's set to MAPI=0, change the value to MAPI=1. If MAPI=1 does not exist, please add MAPI=1.

2) MAPI32.DLL should exist (if your PC is Windows XP, it is usually in C:\WINNT\System32).

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If MAPI32.DLL does not exist, the operating system might be corrupted.

Les Olson Company Knowledge Base

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