

Error when sending email using Outlook Add-In

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express, all versions

SYMPTOM

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RESOLUTION/WORKAROUND

Removing the duplicate contacts so that only one remains allows the email to be processed as expected. If this doesn't work, remove the contact from all Outlook contact lists and then recreate it if needed.

MORE INFORMATION

The Mail Express Outlook Add-In queries Outlook for the recipient's [display type](#) when sending packages. If this property has become corrupted within Outlook, an exception is passed to the Add-In instead of the expected information. When the Add-In receives the exception, it stops processing and gives the user the option to send without Mail Express or save the message as a draft to send later.

Mail Express Outlook Add-In users may see errors similar to the one listed below when sending messages with Mail Express. The user is prompted that there is an error and to click **Yes** to send without Mail Express or **No** to save as a draft.

```
10/30/2012 13:17:48 ERROR Preprocessing email with subject
```

```
System.Runtime.InteropServices.COMException (0xA9340201): An internal support function returned an error.
```

```
at
```

```
Microsoft.Office.Interop.Outlook.AddressEntry.get_DisplayType()
```

```
at
```

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```
SharedAddin.Entity.Recipients.IsDistributionList(AddressEntry
pAddressEntry)

at
SharedAddin.Entity.Recipients.GetEnumeratedAddressesHelper(AddressEntry
pAddressEntry, Recipient pRecipient, List`1 pRecipients)

at SharedAddin.Entity.Recipients.GetEnumeratedAddresses()

at SharedAddin.Processors.Preprocessor.IgnoreEmail(Email
pEmail, PackageSettings pPackageSettings)

at
SharedAddin.Processors.Preprocessor.InitiateProcessing(MailItem
pMailItem)
```

GlobalSCAPE Knowledge Base

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