Mail Inbox User Unable to accept attachments

This can be caused when a PC loses it's extended MAPI settings.

The easiest way to do this is to check the Desktop inbox; if the newest items are at the bottom then only Simple MAPI is used.

The User needs to go to Internet Explorer, Tools, Options and choose Outlook Express, then press SAVE go back to IQX and select Outlook, close and restart IQX. Go back to the Desktop Inbox and check that the newest events appear at the top of the list - this indicates that extended MAPI is now activated.

Go back to

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