

## KnowledgeBase Article 2022

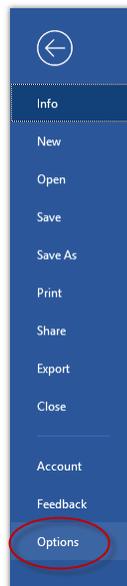
### Outlook Email Error when sending from Guardian

#### also Programmatic Error

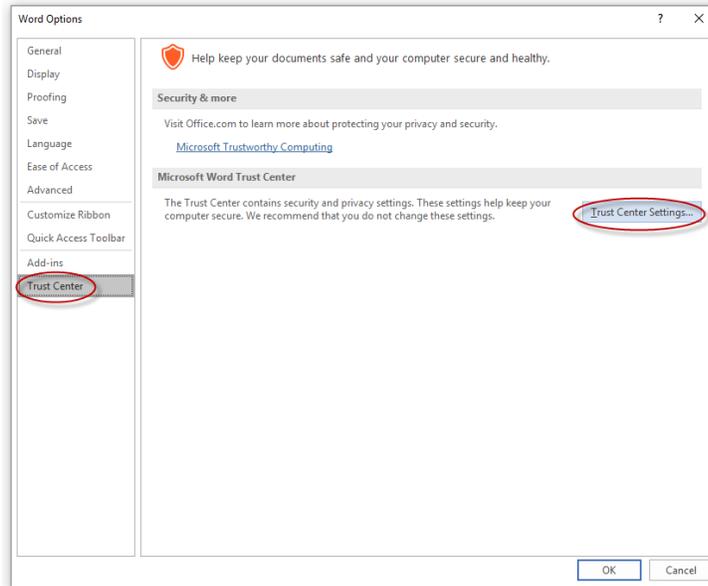
When attempting to send an email in Guardian, Outlook errors indicating a VB error. Often, this error is the result of a security trust relationship with Microsoft Office 2013/365 applications.

To correct this issue...*(the procedure below **MUST** be performed on each Office product)*

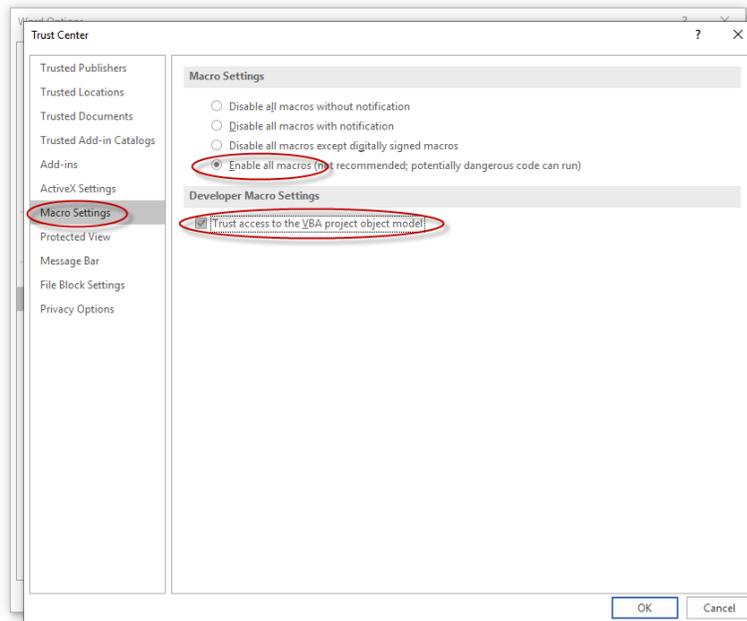
1. In Microsoft Word, Excel, and Outlook, go to the File menu and click Options



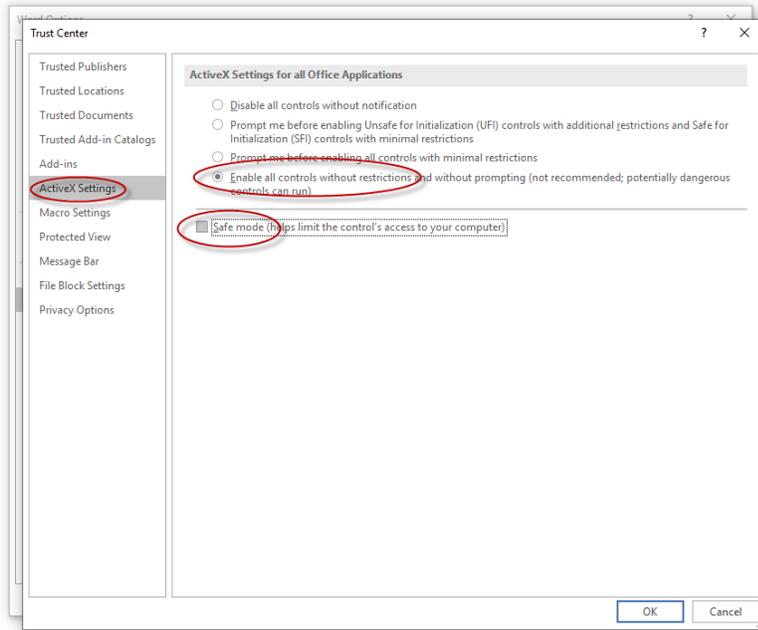
2. Select Trust Center under Options
3. Click the Trust Center Settings... button



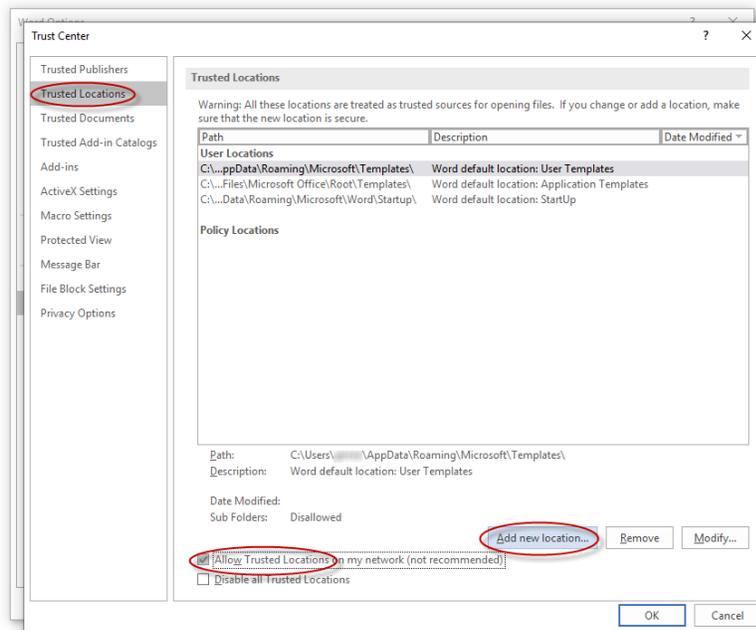
4. Select Macro Settings on the left and check Enable all... and Trust access to the VBA...



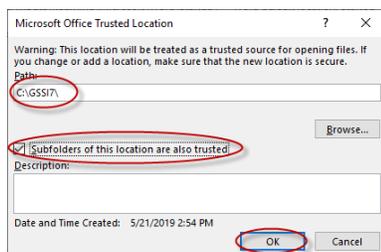
5. Select ActiveX Settings on the left and Enable all...and uncheck Safe Mode



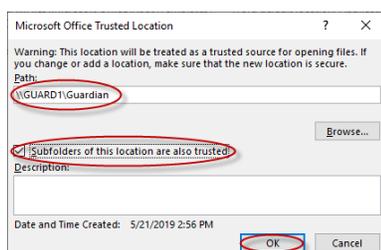
6. Select Trusted Locations on the left, check the box to Allow Trusted Locations...and Add new location on the bottom right



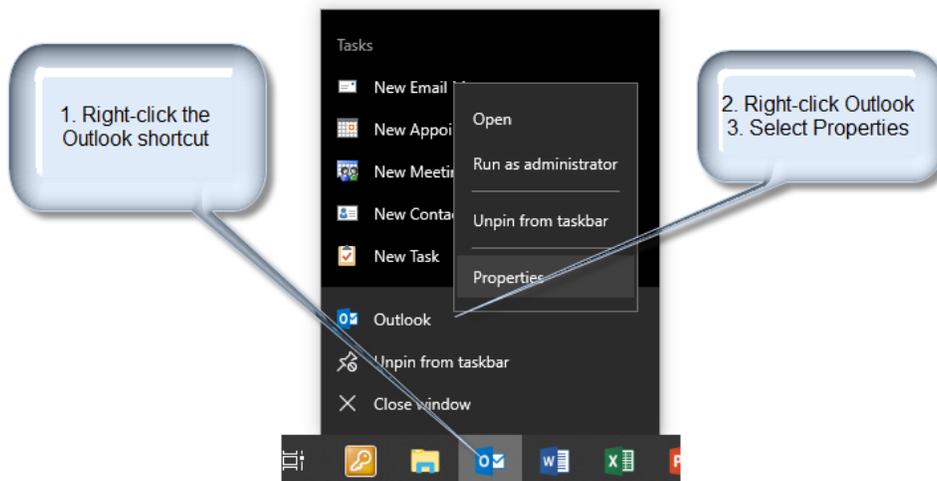
7. Change the Path to C:\GSSI7\ and select Subfolders of this location...click Ok



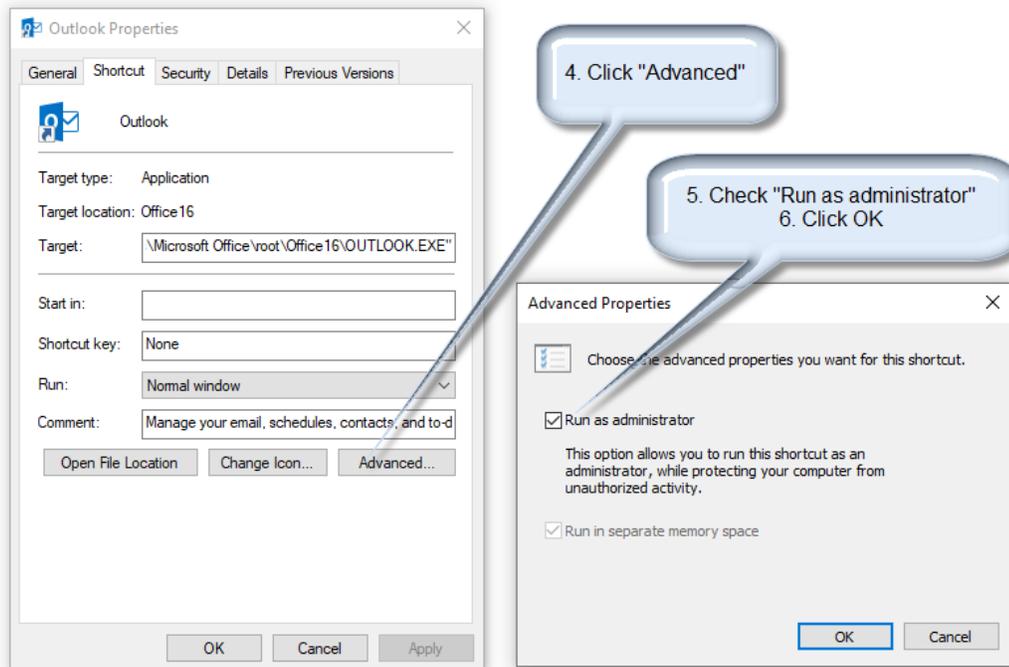
8. Select Add new location, enter \\Guardian -Server\Guardian\ (using your company's Guardian Database Server Name)
  - a. Select Subfolders of this location
  - b. Click Ok
  - c. Click OK in the bottom right
  - d. Restart Word.



9. Run Outlook as Administrator
  - a. Right-click the Outlook shortcut
  - b. Right-click Outlook
  - c. Select Properties



- d. Click the "Advanced" button
- e. Check "Run as administrator"
- f. Click OK, OK



- g. Restart Outlook