

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

General			ſ	×
Display	Help keep your documents safe and your computer secure and healthy.			
Proofing	Security & more			
Save	Visit Office.com to learn more about protecting your privacy and security.			
anguage	Microsoft Trustworthy Computing			
Ease of Access	Microsoft Word Trust Center			
Customize Ribbon Quick Access Toolbar Add-ins Invat Center	The Trust Center contains security and privacy settings. These settings help keep your computer secure. We recommend that you do not change these settings.	Irust Centr	er Setting	J2

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

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Trust Center		?	×
Trusted Publishers	Macro Settings		
Trusted Publishers Trusted Locations Trusted Locations Trusted Add-in Catalogs Add-ins Add-ins ActiveX Settings Protected View Message Bar File Block Settings Privacy Options	Macro Settings Disable all macros without notification Disable all macros weth notification Disable all macros weth notification Enable all macros content of the content		

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

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unteral Ducklink and			
usted Publishers	Trusted Locations		
usted Locations	Warning: All these locations are treated as trust	ed sources for opening files. If you change or ad	d a location, mak
usted Documents	sure that the new location is secure.		
usted Add-in Catalogs	Path	Description	Date Modified
	User Locations		
d-ins	C:\ppData\Roaming\Microsoft\Templates\	Word default location: User Templates	
tiveX Settings	C:\Files\Microsoft Office\Root\Templates\	Word default location: Application Templates	
	C:\Data\Roaming\Microsoft\Word\Startup\	Word default location: StartUp	
cro Settings	Policy Locations		
tected View	roncy cocations		
ssage Bar			
Block Settings			
or Ontions			
acy options			
	Dathy Cillings \ AppData\P	anaina Missasaft\ Tamulatas\	
	Patri: C: (Osers) (AppData (M	Templates	
	Description: Word default location: User	Templates	
	Date Modified:		
	Sub Folders: Disallowed		
		Add a sur la artista	A A A A A
		Add new location	i <u>M</u> odily
	Allow Trusted Locations on my network (no	t recommended)	
	Disable all Trusted Locations		

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

Microsoft Office Trusted Location	?		×
Warning: This location will be treated as a trusted source for op you change or add a location, make sure that the new location i path C\GSSI7\	ening is seci	j files ure.	. If
Subfolders of this location are also trusted Description:	B	rows	e
Date and Time Created: 5/21/2019 2:54 PM) <u> </u>	Canc	el

- 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.

Microsoft Office Trusted Location	?	×
Warning: This location will be treated as a trusted source for you change or add a location, make sure that the new location Path:	opening fil on is secure	es. If
(\GUARD1\Guardian		
	Brow	vse
Subfolders of this location are also trusted		
Date and Time Created: 5/21/2019 2:56 PM		
OK		ncer

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

	Tasks
1. Right-click the	New Email Open 2. Right-click Outlook 3. Select Properties
Outlook shortcut	New Meetin Run as administrator
$\overline{}$	New Contac Unpin from taskbar New Task Proporties
	0 Outlook
	Close vindow

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

Image: Outlook Properties X General Shortcut Security Details Previous Versions Image: Outlook Outlook	4. Click "Advanced"
Target type: Application Target location: Office 16 Target: \Microsoft Office \voot \Office 16\OUTLOOK.EXE''	5. Check "Run as administrator" 6. Click OK
Start in:	Advanced Properties × Image: Choose the advanced properties you want for this shortcut. Image: Run as administrator This option allows you to run this shortcut as an administrator, while protecting your computer from unauthorized activity.
OK Cancel Apply	Run in separate memory space OK Cancel

g. Restart Outlook