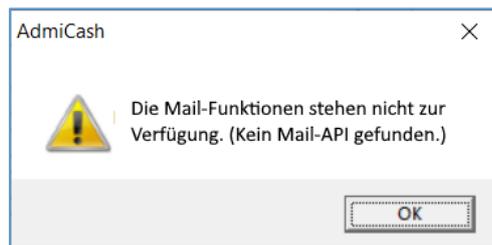
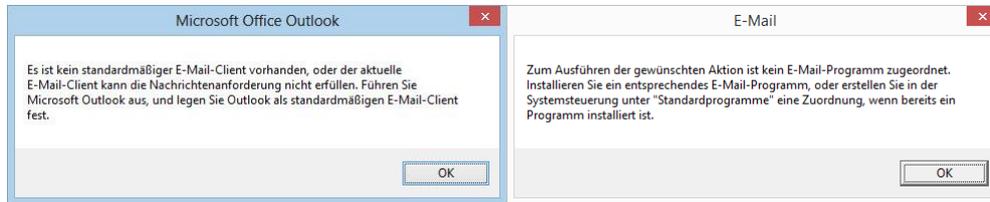


## AdmiCash: It is no longer possible to send email

When transferring data to the trust office by email, since Windows 10 one of the following error messages is displayed in some cases:



These messages are mostly displayed after a PC change or after an update to Windows 10.

However, it worked on the previous PC or the previous version of Windows.

These error messages therefore mean that there is an error in the email program, the system settings of Windows or during the system installation. **It is definitely not an AdmiCash error.**

There are several options for these error messages. Here are some examples:

- The email program was installed as a 64-bit version (e.g. MS Office 365).  
Solution: Install the 32-bit version of the email program.
- The email program was not set as the "standard program".  
Solution: Set the email program in the control panel as the standard program for sending emails.
- There are old or invalid registry entries for the email program.
- An anti-virus program prevents AdmiCash from accessing system processes (MAPI32.DLL).
- The computer has a virus, AddBlocker, unnecessary utilities or other processes that prevent AdmiCash from calling the standard mail API.

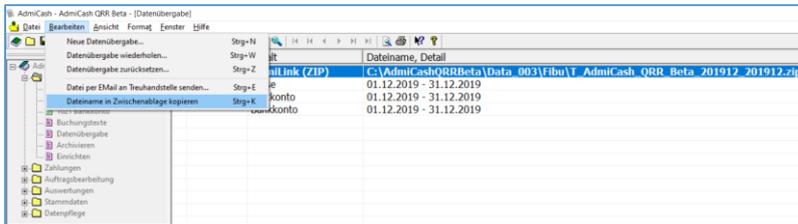
If you want to resolve the problem, search with Google or another search engine for: "Error mapi32.dll" or "no standard mail client" or contact your system administrator

**It is also possible that the problem cannot be solve. In this case, just send a normal email to your trust office.** The procedure is the same as if you are using a webmail (Bluewin, Hotmail, Gmx) and is documented in the manual (function key F1).

Below you will find a somewhat more detailed description of how you can simply send the data transfer file to your trust office with a normal email.

## Send data transfer with normal email

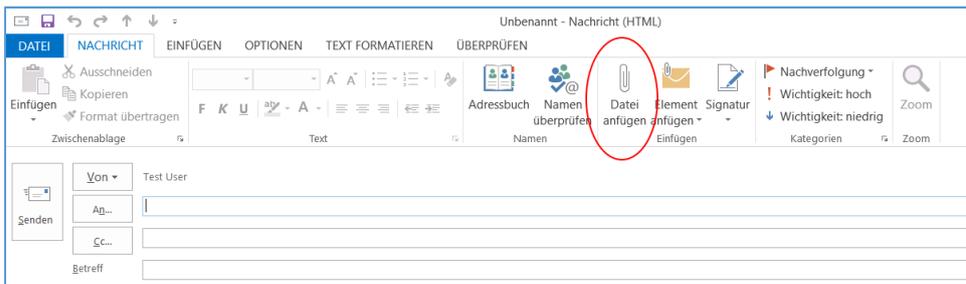
Click once on the highlighted line that contains the file name. Select the menu "Edit - Copy file name to clipboard".



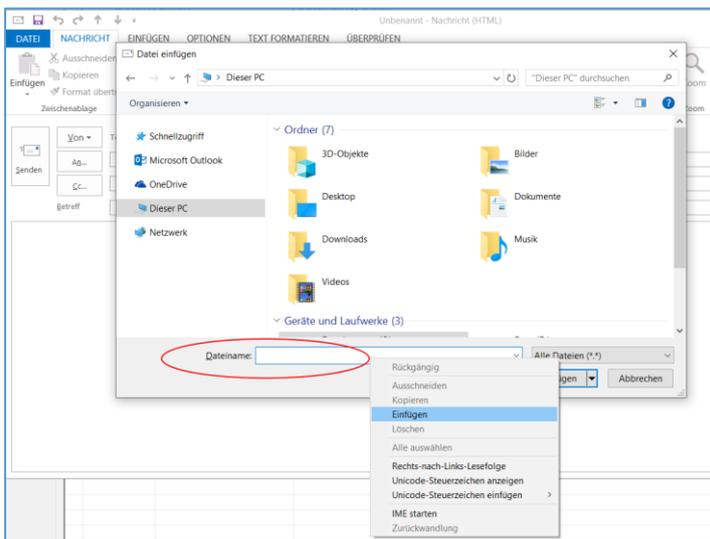
Click OK.



Start your email program, create a new email and select "Attach file".



The dialog for inserting files is displayed.



Right-click in the "File Name" field and select "Paste" in the menu that appears. The transfer file is now inserted. Then click on the "Insert" button. Then enter the email address, email subject and text and send the email.