

Changing the Default Microsoft Mail (MAPI client) in Windows

1 Symptoms

When installing the PQF Viewer under Microsoft Outlook (Outlook Professional) the installation test email message attempts to mail out using **Outlook Express**.

2 Validation Test

Under Word or Excel, when activating the "File | Send To | Mail Recipient (File Attachment)" function, it will also use Outlook Express, NOT Microsoft Outlook.

3 The Fix

To change the default Mail client (MAPI client) for Windows, open Internet Explorer and go to either:

- "Tools | Internet Options | Programs" OR
- "View | Options | Programs" (for earlier versions).

In the "E-mail" box click "Microsoft Outlook", click Apply and then click OK.

4 Additional troubleshooting

When you view the "E-mail" program settings under "... Options | Programs", Microsoft Outlook (Outlook Professional) may not be able to be specified as your mail program (see Outlook Express related Microsoft Knowledge Base Article 176571).

To remedy this problem you may need to follow Microsoft's advice and reinstall Microsoft Outlook.