

Error: "Error Retrieving the COM Class Factory for Component with CLSID {741BEEFD-AEC0-4AFF-84AF-4F61D15F5526} failed due to the following error: 80040154"

-1. Question:

You attempt to open ACT! E-mail or click on an E-mail address when you receive the following error:

"Error Retrieving the COM Class Factory for Component with CLSID

{741BEEFD-AEC0-4AFF-84AF-4F61D15F5526} failed due to the following error: 80040154"

Answer:

This issue is caused by an unregistered .dll file. Please use the following steps to resolve this issue.

Click the Windows® Start button and select Run. Run dialog box appears. Type cmd in the Open field and click OK.

The DOS Prompt window appears. Type cd c:\Program Files\ACT\ACT for Windows and press Enter. The file directory path will display C:\Program Files\ACT\ACT for Windows. Type regsvr32 redemption.dll and press Enter.

The following RegSvr32 dialog box appears. Click OK to complete the registration of the file. Close the the DOS Prompt window.

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<http://kb.actforadvisors.com/questions.php?questionid=114>