

## Allied Financial Software Knowledgebase

**Can't create file: VoiceMessage.wav. Right-click on the folder you want to create the file in, and then click Properties on the shortcut menu to check your permissions for the folder.**

**Step 1: Locate the folder** The folder location is stored in the registry in the following key;

Outlook 97	HKEY_CURRENT_USER\Software\Microsoft\Office\8.0\Outlook\Security
Outlook 98	HKEY_CURRENT_USER\Software\Microsoft\Office\8.5\Outlook\Security
Outlook 2000	HKEY_CURRENT_USER\Software\Microsoft\Office\9.0\Outlook\Security
Outlook 2002/XP	HKEY_CURRENT_USER\Software\Microsoft\Office\10.0\Outlook\Security
Outlook 2003	HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\Security
Outlook 2007	HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Outlook\Security

## **Step 2: Get to the folder**

Open the OutlookSecureTempFolder registry key from the location provided in Step 1. Copy the path from the key. Open Explorer Paste the address in the Address Bar and press Enter Select all and delete items in the folder. (Do not delete the folder)

<http://kb.actforadvisors.com/questions.php?questionid=182>