

## **Allied Financial Software Knowledgebase**

### **Error: "RPC Server not available." When Attempting to Send an E-mail Using Microsoft? Outlook?**

#### Question

You are attempting to send an e-mail from ACT! (with Outlook as your mail client) when you receive the following error message: "RPC Server not available."

#### Answer

There is more than one possible cause of this issue. The issue may result from a damaged normal.dot template --or-- incompatible or a damaged installation of Microsoft Outlook. Rebuild the damaged Normal.dot template, and then test ACT!. If needed proceed to the Damaged Microsoft Outlook Application section. Damaged Normal.dot File:

Renaming the normal.dot file to force Microsoft Word to create a new normal.dot file has been known to resolve this issue. Follow the steps below:

Exit both ACT! and Microsoft Word. Right-click the Windows® Start button, and then click Search on the shortcut menu. A window opens. Windows Server 2003 and Windows XP: In the Search Results window, enter normal.dot in the All or part of the file name box. Click Local Hard Drives in the Look in drop-down list. Expand More Advanced Options by clicking it. Select the Search system folders, Search hidden files and folders, and Search subfolders check boxes. Clear the Case sensitive and Search tape backup check boxes. Click Search Now. Windows 2000: In the Search Results window, enter normal.dot in the Search for files or folders named box. Click Local Hard Drives in the Look in drop-down list. Click Search Now. In the search results pane, right-click on each Normal.dot file, and then click Rename on the shortcut menu. Rename the file to normal.old. Press ENTER when finished. Repeat steps 3 and 4 for each Normal.dot file found. Close the search results window. Launch Microsoft Word; this forces Word to recreate the Normal.dot file. Exit Word. Launch ACT!.

Damaged Microsoft Outlook Application: All Microsoft Office applications come with a Detect and Repair feature that can be accessed under the Help menu. You must have the Microsoft Office (or Microsoft Outlook) installation CD to complete this process.

For additional details on repairing or reinstalling Microsoft Outlook, please contact Microsoft.

<http://kb.actforadvisors.com/questions.php?questionid=50>