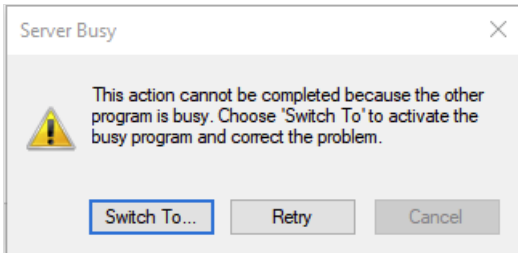


Sending Emails Produces a "Server Busy" Error Message

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Some Microsoft Outlook users encounter an error message when sending emails from aACE:



Clicking Switch To... or Retry may cause FileMaker to crash. This is a [known issue in FileMaker](https://support.filemaker.com/s/answer/view?language=en_US&anum=14500) (https://support.filemaker.com/s/answer/view?language=en_US&anum=14500). The problem typically arises from a [bit mis-match between FileMaker and Outlook](https://support.filemaker.com/s/article/FileMaker-Pro-Advanced-and-Windows-64-bit-operating-systems-1503692926871?language=en_US) (https://support.filemaker.com/s/article/FileMaker-Pro-Advanced-and-Windows-64-bit-operating-systems-1503692926871?language=en_US).

Resolving the Issue

To avoid this error, ensure that your Outlook bit-version matches the version of FileMaker you use for aACE.

- The 64-bit version of FileMaker works with the 64-bit versions of Microsoft Office (e.g. Outlook).
Note: FileMaker Pro 19 *only* comes in the 64-bit version. If you have been using the 32-bit version of MS Office, you must uninstall that version, then install the 64-bit version to sync up both applications.
- The 32-bit versions of FileMaker and Microsoft Office/Outlook also appear to work, but are not guaranteed.
Note: If you are currently running 32-bit versions of FileMaker and Microsoft Office applications, and the error persists, your installation of FileMaker may have been corrupted and need to be re-installed.
- If you are running the "New Outlook" 16 for Mac and aACE will not open draft emails, try downgrading your version of Outlook to the previous version.