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"There is no email program associated..." error when launching OmniPage or PaperPort

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"There is no email program associated..." error when launching OmniPage

Problem:

When launching OmniPage or PaperPort, one of the following messages may appear:

Either there is no default mail client or the current mail client cannot fulfill the messaging request.

There is no email program associated to perform the requested action, please install an email program.

Cause:

This may occur if there is no default e-mail client configured on the system, or if there is a problem with the link files used to detect the email client applications on the system.

Solution 1:

We recommend configuring a compatible e-mail client when OmniPage or PaperPort is required to export processed files to e-mail recipients.

To configure the e-mail client, please follow the steps below:

1. Click "Start > Control Panel".
2. Double click on the "Mail" icon (on Windows Vista or Windows 7, double-click "Default Programs" and then select "Set program access and computer defaults").
3. Follow the steps to configure the "E-mail Accounts" option (the "Choose a default e-mail program" option on Windows Vista or Windows 7).

Note: The configuration dialog will depend on the e-mail client being used. The e-mail client has to be MAPI-compliant (Messaging Application Programming Interface).

Solution 2:

Rename the corresponding email link files to allow OmniPage or PaperPort to launch properly. To rename the files, use the following steps:

For OmniPage:

1. Open Windows Explorer.
2. Browse to the following location:
 - OmniPage 15: "C:\Program Files\Scansoft\OmniPage 15.0".
 - OmniPage 16: "C:\Program Files\Scansoft\OmniPage 16".
 - OmniPage 17: "C:\Program Files\Nuance\OmniPage 17".
 - OmniPage 18: "C:\Program Files\Nuance\OmniPage18".
3. Locate the "mapilink.olk" file.
4. Right-click on the file and select "Rename".

5. Rename the file from "mapilink.olk" to "mapilink.old".

6. Launch OmniPage.

For PaperPort:

1. Open Windows Explorer.
2. Browse to the following location:
 - PaperPort 10 or 11: "C:\Program Files\ScanSoft\PaperPort".
 - PaperPort 12 or 14: "C:\Program Files\Nuance\PaperPort".
3. Locate the two files named "ccMail.g32" and "exmapi.g32".
4. Right-click on the file(s) and select "Rename".
5. Rename the "ccMail.g32" file to "ccMail.old", and then rename the "exmapi.g32" file to "exmapi.old".
6. Launch PaperPort.

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