

Problem with Outlook 2000 crashing with Runtime error when Accepting Appointments.

Problem: When you send a calendar appointment to another user, and they try to accept it they find that when they click ok to accept the appointment Outlook crashes. They find that they get a Runtime error message. **Note:** For the whole error message see the attached document. You may also find that the user can send and receive e-mail fine and also will notice that when the user re-opens Outlook the event actually gets added to their calendar. However, you notice that the next time they try to accept another appointment the exact same thing happens. This problem is due to the add-in that Adobe installs when you install the full version of Adobe. **Note:** That even though it is an add-in it will not show up in the add-in list or the com-add-ins. It actually shows up right-beside help on the toolbar in Outlook.

Solution: The first thing that you will need to do is close out of Outlook and any other programs that may be open. Now go to Start, Run, and type in regedit. Click on ok. Now go to the following registry key. HKEY_LOCAL_MACHINE\Software\Microsoft\Office\Outlook\Addins\PDFMOutlook, and then click on the word PDFMOutlook and on the right-hand side of the screen find the word LoadBehavior. Double click on it with your mouse and change the value from 3 to 0. Now click on ok. Close the registry, and re-open Outlook. You should notice that the Adobe add-in that was beside the help menu is now gone. Have some-one resend the user a test calendar event and then have them accept it. You will notice now that Outlook doesn't crash. That is all you have to do.