

## KB40311: Multimedia outlook plug-in throws error 13 type mismatch

### PROBLEM

The Multimedia Outlook plug-in throws errors when using actions buttons on main toolbar.

### SYMPTOMS

When clicking on any of the MCC action buttons (such as No Reply needed, Junk mail, etc) on the main Outlook toolbar, the user may receive the following error:

Error 13 - Type Mismatch

### CAUSE

This is caused by having other Outlook windows opened that contains items other than mail items, i.e. Contacts, Meeting requests, tasks.

The plug-in iterates over those windows to see if the currently selected MCC mail item is currently opened and if so, stops the operation. If it encounters a non mail item, the error occurs.

### WORKAROUND

Make sure that no other Outlook windows are opened when using the MCC actions buttons on the mail Outlook window.

### RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

### APPLIES TO

CCM version 5.7 SP1

**Keywords:** 40311 mcc plugin error 13 type mismatch

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<http://micc.mitel.com/kb/KnowledgebaseArticle51022.aspx>

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