

MCC EMail - Outlook crashes if you start typing in a reply too soon

PROBLEM

When an agent using Outlook 2007 replies to an MCC EMail, and begins typing too quickly it causes the Outlook plugin to crash, requiring Outlook to restart itself.

WORKAROUND

1. Download the attached registry key to the affected client computer.
2. Run the registry key by double clicking.

This will override the timeout value for resizing the form down to 0.5 seconds (500ms), which should prevent the window from crashing.

RESOLUTION

A code fix for this issue is pegged for 6.0.2.1.

Internal reference number (TFS) 95457

APPLIES TO

MCC all versions, Outlook 2007

Keywords: Outlook 2007 MCC EMail e-mail crash crashing

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