

Unable to drag and drop attachments into Ignite.

PROBLEM

Users are unable to drag and drop files onto the Desktop Ignite window in order to attach them to an email.

WORKAROUND

Click the **Add attachment** button and select the file manually.

RESOLUTION

In order to use the drag and drop functionality in Ignite you must ensure that:

- The client computer has Internet Explorer 10 or newer.
- You are running Ignite as a normal user (This functionality does not work if you run Ignite "as administrator")

APPLIES TO

MiCC Version 7.1.3 and newer

Keywords: drag and drop ignite email attachment file

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