

'Could not access 'CDO.Message' object' error

In Prinergy Diagnostics, the message Error: Could not access 'CDO.Message' object.' appears.

McAfee VirusScan software prevents AutomationApp.exe from accessing port 25, which causes RBA to fail.

Solution:

Configure the VirusScan software to allow AutomationApp.exe to use port 25 to send outbound e-mail.

For instructions, see the VirusScan documentation.