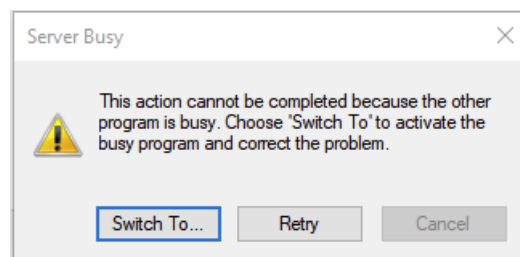# Sending Emails Produces a "Server Busy" Error Message

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> This guide provides details about resolving a 'program is busy' error message when sending emails from aACE. It is intended for general users.

Some Microsoft Outlook users encounter an error message when sending emails from aACE:

Clicking Switch To... or Retry buttons may cause FileMaker to crash. This is a known issue in FileMaker (https://support.filemaker.com/s/answerview?language=en_US&anum=14500). The problem typically arises from a bit mis-match between FileMaker and Outlook (https://support.filemaker.com/s/article/FileMaker-Pro-Advanced-and-Windows-64-bit-operating-systems-1503692926871?language=en_US).

Resolving the Issue

To avoid this error, ensure that your Outlook bit-version matches the version of FileMaker you use for aACE:

- The 64-bit version of FileMaker works with the 64-bit versions of Microsoft Office (e.g. Outlook).
  Note: FileMaker Pro *only* comes in the 64-bit version. If you have been using the 32-bit version of MS Office, you must uninstall that version, then install the 64-bit version to sync up both applications.
- The 32-bit versions of FileMaker and Microsoft Office/Outlook also appear to work, but this pairing is not guaranteed.
  Note: If you are currently running 32-bit versions of FileMaker and Microsoft Office applications, and the error persists, your installation of FileMaker may have been corrupted and should be re-installed.
- If you are running the "New Outlook" 16 for Mac and aACE will not open draft emails, try downgrading your version of Outlook to the previous version.