

PSIsafe: Drag-and-Drop from 64-Bit Outlook Is Not Supported

000045916 | General Info | Last updated 2026-09-01 | PSIsafe

When a user drags an email or attachment directly from the 64-bit version of Microsoft Outlook into PSIsafe, the operation may fail. The user may receive an error such as:

- Operation aborted
- COM error
- MAPI_E_CALL_FAILED
- TSafeMailItem error
- Unable to cast COM object

Cause

PSIsafe is a 32-bit application and has always been designed to integrate with other 32-bit applications.

Direct email drag-and-drop relies on communication between PSIsafe and Microsoft Outlook. Because 64-bit Outlook and 32-bit PSIsafe use different application architectures, direct drag-and-drop from Outlook into PSIsafe is not compatible.

This limitation applies specifically to integrations that require PSIsafe to communicate directly with another application, such as dragging emails from Outlook. It does not mean that every PSIsafe function is unavailable when 64-bit Office is installed.

Resolution

To use direct drag-and-drop from Outlook into PSIsafe, uninstall the 64-bit version of Microsoft Office and install the 32-bit version.

Before changing the Office installation, consult the customer's IT administrator. Reinstalling Office may affect other Office integrations, add-ins, settings, and business applications.

Workaround

If replacing 64-bit Office is not practical, use the following workaround:

- 1 Drag the email or attachment from Outlook to the Windows desktop or a temporary folder.
- 2 Confirm that the email or attachment was saved successfully.
- 3 Drag the saved file from the desktop or temporary folder into PSIsafe.
- 4 Complete the filing process in PSIsafe.
- 5 Confirm that the filed document can be opened successfully.
- 6 Retain the original email until the filed copy has been verified.

Saving the item first allows Windows to create a file that PSIsafe can import without communicating directly with 64-bit Outlook.

How to Check the Installed Office Version

In Classic Outlook:

- 1 Open Outlook.
- 2 Select **File**.
- 3 Select **Office Account**.
- 4 Select **About Outlook**.
- 5 Review the version information for either **32-bit** or **64-bit**.

Applies To

- PSIsafe 11.0 and later
- PSIsafe Desktop Client
- Microsoft Outlook and Microsoft Office 365
- Direct drag-and-drop of Outlook emails and attachments into PSIsafe

Additional Information

PSIsafe is a 32-bit application. Direct application-to-application integrations generally require compatible application architectures. For the Outlook drag-and-drop integration, customers must use 32-bit Office or save the item to a local folder before importing it into PSIsafe.

Related article: PSIsafe Troubleshooting: Error When Dragging and Dropping Outlook Email into PSIsafe Client

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