

**Banner Issue:**

We receive the following error when an instructor clicks on the "Email Class" link on the Summary Class List or Detail Class List, for larger rosters:

**"Could not perform this operation because the default mail client is not properly installed"**

OR

Absolutely nothing happens.

**Explanation:**

This is a Microsoft known issue. When the length of characters in the email addresses is greater than 2024 this error will occur. The error will only occur when using Internet Explorer as your browser. If you specify Netscape as your email client within IE the error may not occur in some instances, or if you use Netscape, FireFox, Safari, etc. as your browser, the error will not occur.

**Workaround:**Workaround A

You should try using a different browser such as FireFox, Netscape, etc.

Workaround B

1. In Internet Explorer, click Source on the View menu.
2. In the Hypertext Markup Language (HTML) source code, locate the list of e-mail recipients. For example :< A HREF="mailto: student1@mail.buffalostate.edu, student2@mail.buffalostate.edu..... ">...</A>
3. Select the e-mail addresses.
4. Copy the e-mail addresses to the Clipboard by clicking Copy on the Edit menu.
5. Quit Notepad.
6. In your email client, click Compose Message.
7. Click the "Bcc" box, and then click Paste on the Edit menu.