

# Outlook 2003 Error: There was an error locating one of the items

While trying to add an exchange server account the following message appeared:

“There was an error locating one of the items needed to complete this operation. It might have been deleted”

All you need to do is so a search for ‘mapisvc.inf’ on your C: drive. It will find 2 files, one in C:\Windows\System32, one in C:\Program Files\Common Files\System\MSMAPI\1033

Rename both of them to mapiscv\_old.inf – call it what you like, delete it if you are feeling in the zone. Then run Outlook 2003, it will configure and put the file back there for you, and allow you to setup your account.

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