

## Solution for the Outlook 2000/2003 error “load.dll is not a valid office add-in”

### The Problem

You open Outlook 2000 or Outlook 2003 and you get prompted with the following error message :

**“C:\Document & Settings\<user>\Application data\Microsoft\Addins\load.dll is not a valid office add-in”**

When the warning window appears you click **OK** to clear the error, and Outlooks works fine. The trouble is, this error message appears every single time you open Outlook.

Running the Outlook repair tool does not work, renaming various Outlook files does not work, removing all Outlook add-ins does not work, and removing the email account altogether and re-creating it also does not work.

### The Solution

The following steps solve the “Load.dll is not a valid Office Addin” problem :

- Close **Outlook**.
- Click on **Start \ Run**.
- Type **REGEDIT** and click on **OK**.
- Make your way to the following key and select it :  
[HKEY\\_CURRENT\\_USER\Software\Microsoft\Office\Outlook\Add-ins\Load.Permission](#)
- On the right-hand screen you should see a registry key called **Load.dll**. **Delete** this registry key.

- Close the Registry Editor.**
- Re-start **Outlook**.
- That's it. You're done !**

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