

COM class error 8007007e when starting the addon

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<http://confluence.coresystems.ch/display/support/COM+class+error+8007007e+when+starting+the+addon>

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1 issue description

error message when trying to start the coresuite addon:



Retrieving the COM class factory for component with CLSID 632F4591-AA62-4219-8FB6-22BCF5F60088 failed due to the following error: 8007007e.

Connection to SAP Business One failed. Please contact your SAP Partner.

Possible solutions are found on: www.coresystems.ch"

2 troubleshooting steps/tips

SAP automatically installs and updates the DI API directly with the SAP Business One client installation/update, but this process does occasionally fail.

The error message in general occurs if:

1. installation/update of DI API failed
2. on Server Installations where the DI API is installed as part of the Server Installation as well as the Client installation

3 solution

SAP automatically installs and updates the DI API directly with the SAP Business One client installation/update, but this process does occasionally fail.

The error message occurs if:

1. installation/update of DI API failed
2. on Server Installations where the DI API is installed as part of the Server Installation as well as the Client installation

To solve the issue, please uninstall the DI API via Control Panel/Add or Remove Programs (Programs and Features) and newly install the DI API via the Packages Folder ("Patch"\Packages\DI API) of the respective SAP Business One Patch.

4 remarks

[problem starting coresuite addon Version 2.8 or higher](#)