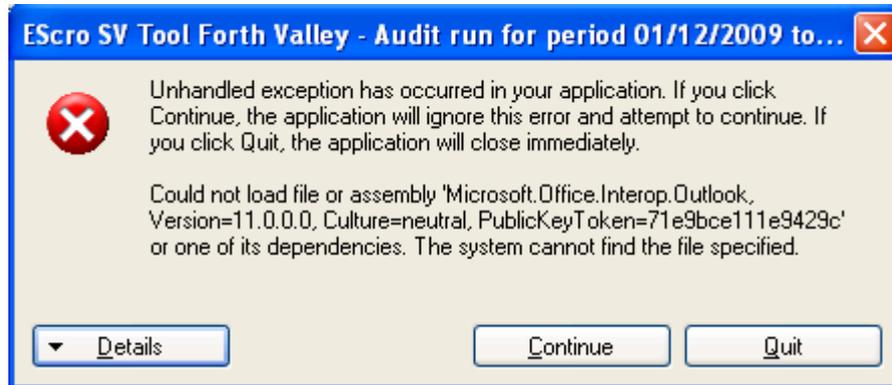NOTE: This will apply to all NHS boards having this problem.

If practices receive the following error when they attempt to send an email

Click on quit and close the SV tool.

Go to add/remove programs in the control panel. Locate the entry for the EScro SV Tool and click where it says "Click here for support information" the following box will appear

Click on the repair button and the problem should be fixed.