

FREQUENTLY ASKED QUESTIONS

Question Now I've upgraded to Word 2010, it will not mail-merge, and keeps crashing. Why ?

Reason This version of Word is trying to do too many things between the various commands being sent to it, that it gets confused and basically can't keep up.

Solution We can amend the routine to send the various commands to put a slight delay between them, allowing Word to go whatever it does – just contact us and we'll amend your system FOC.

Question When running mail-merge, I get a message "Opening this will run the following SQL command...". Why ?

Reason This is a "feature" in later versions of Microsoft Word.

Solution This (<http://support.microsoft.com/kb/825765/en-us?FR=1&PA=1&SD=HSCH>) is a link to the Microsoft website, detailing the problem/feature and how to get around it

Question When printing letters/plates, the same information keeps appearing in the document once mail-merged. Why ?

Reason The Word document you are printing is linked to the wrong data-source. As the system prints, it recreates (overwrites) the relevant data source, and then instructs Word to retrieve the document.

Solution Make sure the document is attached to the correct data source. If necessary check the date/time stamps on the data source file, to make sure the correct file is being written.

Question Word reports "Ambiguous Name detected TEMPDDE".

Reason The normal Word template has been overwritten with temporary macros.

Solution Retrieve the normal template normal.dot, click on Tools | Macro | Macros, and you should see one or more macros called TEMPDDE. Delete these, and save the template back to disc. To prevent this happening again, click on Tools | Options | Save, and make sure the "Prompt to save normal template" option is ticked. In future, when Word tries to save the normal template,

it will show a message to this effect on the screen, to which you should answer NO.

Question When trying to print a letter/licence, I get a message “I/O Error 32”

Reason The system is trying to write to a data source which is already in use, usually because a mail-merge document is open, which is attached to the data-source being written.

Solution In Word, make sure all documents are closed.

Question When creating mail-merge documents, Word will not open a text file as the data-source.

Reason Depending upon the set-up of your machine, Word is not configured to allow text files as data-sources, although the files themselves may be viewed in Word, NotePad, etc.

Solution When locating the data-source to link to the document, before double-clicking on the file, tick the “Select Method” box on the right-hand side of the “Open” screen.

Question How can I create my own reports ?

Solution All data files are industry standard dBase files, which can be imported into a large number of external software packages (e.g. Access, Excel, R&R Report Writer, Crystal Reports, etc.), and reports can be produced from these.

NOTE : Before creating your reports, make a COPY of the data files to work on, to prevent any accidental corruption.