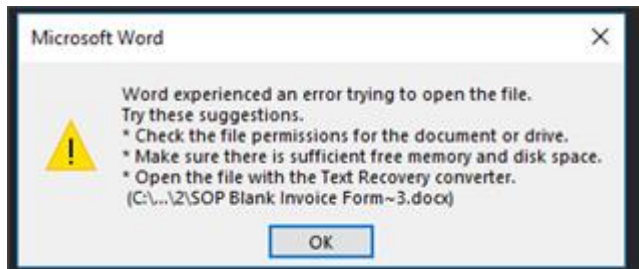# Issue Rendering Documents in Dynamics GP using Word Templates

An issue has come to our attention when rendering documents using Microsoft Word Templates.

The Issue:

When Word Templates are opened either to screen, to file, or in an email, users will report the error below when they attempt to open it:


The Cause:

An incompatibility between Dynamics GP Word Templates and a recent Microsoft Office Security update

Affected Users:

1. Users running GP Versions: 2013, 2013R2, 2015, 2015R2, 2016, 2016R2, 2018, 2018R2 and using Word Templates in conjunction with following Microsoft Office Versions:

2. Users running the following versions of Microsoft Office

   - Office 365 - Version 1811 (Build 11029.20079) or newer - Standard
   - Office 365 - Version 1811 (Build 11029.20045) or newer - Insider Edition
   - Office 2019 - Version 1811 (Build 11029.20079) or newer

To check what version of Microsoft Office that you have:

1. Open an Office application (outlook, word, etc)

2. You should see About Outlook if you go to **File -> Office Account**
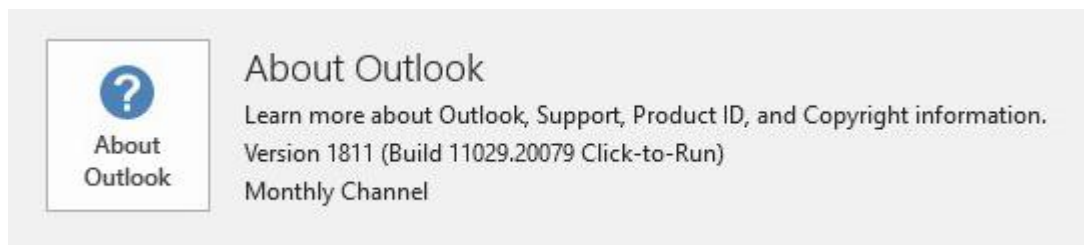
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Option #1 - Rollback Microsoft Office (temporary workaround)

1. **Disable office updates ****

   File-> Office Account-> Update Options-> Disable Updates

2. Open an elevated command prompt:

   1. Start-> type: cmd

   2. Right click on: Command Prompt

   3. Choose: Run as administrator

   4. Provide your administrator credentials or confirm the User Account Control dialog when prompted.

3. Type: cd %programfiles%\Common Files\Microsoft Shared\ClickToRun\

4. You can specify the built number to return to in the following way:

   O365 Standard use: **OfficeC2RClient.exe /update user updatetoversion=16.0.11001.20074**

   O365 Insiders use: **OfficeC2RClient.exe /update user updatetoversion=16.0.11001.20038**

   Office 2019: **OfficeC2RClient.exe /update user updatetoversion=16.0.11001.20108**

5. Replace <build number> with the build number that you want to return to.

   Here are the links to find update builds for Office 2016, Office 2019, Office 365

6. After pressing ENTER, a "Checking for updates" dialog will open shortly followed by a "Downloading Office updates" dialog. Once this dialog closes, the rollback has been completed.

7. Open Outlook and go back to: **File-> Office Account**

8. In the Office Updates section, it should now list the version that you specified.

IMPORTANT This is a temporary fix, as it does leave Microsoft Office on an older Security Update and

Option #2 – Additional Microsoft Program (temporary workaround)

At this time, we have confirmed that this issue is due to a security update on the Office side that flipped the order of some parts of the XML that make up Word documents. As this is a security update, the Office team is not going to roll back this change. This means that we will need to update how GP creates templates to resolve this issue. We will work on doing this as quickly as possible, but other workarounds will need to be used in the meantime.

If you are emailing, we still recommend that you swap over to sending PDFs for emailing rather than DOCX. This will avoid issues completely with your emails. If you wish to go this route you can update the SY04905 to set all DOCX emails to PDF, this will not update other document types (such as HTML). **Note: This functionality works with O365 and Exchange.**

UPDATE SY04905 SET EmailDocumentFormat = '3' WHERE EmailDocumentFormat = '1'

If your company is setup to not allow PDF's then you will want to update the Company E-mail Setup window (Tools -> Setup -> Company -> E-mail Settings). This setting is stored in the SY04900 table if you would rather go that route.

If you want documents locally, you can use the following steps/tool to fix templates as you generate them on your Workstation:

NOTE: Print to Screen will NOT work. All printing will need to be done to file per step 5 below.

1. Download Office.File.Explorer.zip from our Microsoft Dynamics File Exchange System website.
2. Extract the contents of the Office.File.Explorer.zip file to a easy to access location like the desktop
3. Create a folder on your desktop (or other easily accessible location) and name it something that notes it as the template folder.
4. In Microsoft Dynamics GP print Word Template document(s).
5. When prompted for the printer options, make sure you mark the 'File' option and point to the file from step 3.

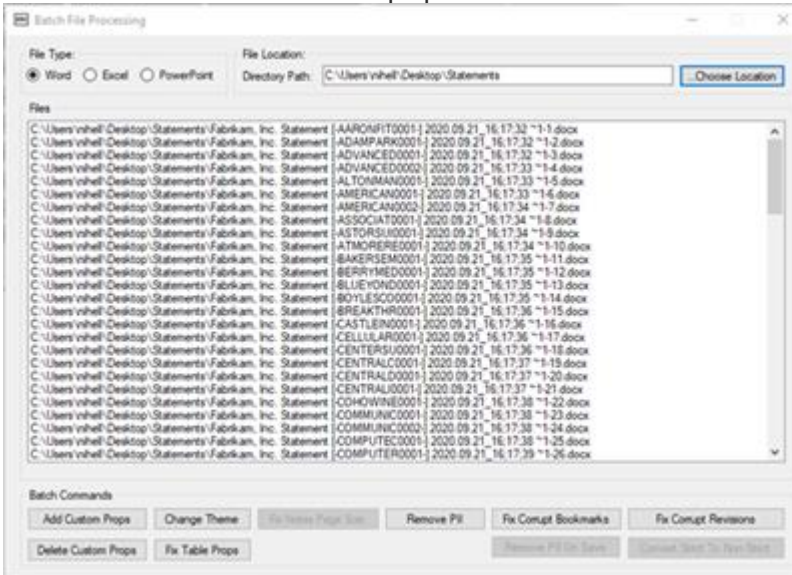6. Click OK

7. Launch Office.File.Explorer.exe from the location in step 2.

8. In the File menu, Select Batch Processing
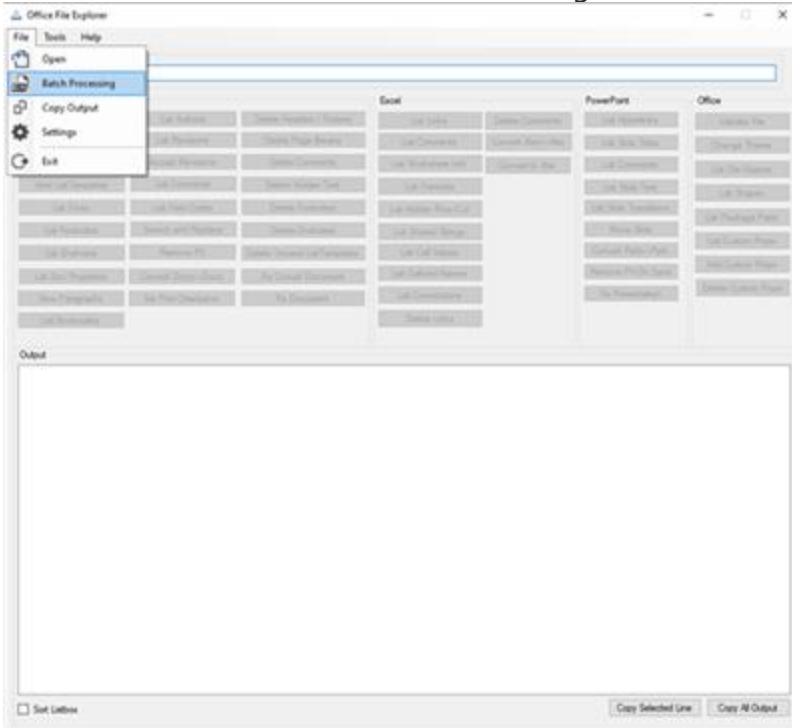
9. In the Batch File Processing window click ...Choose Location and select the folder from your Desktop (from step 3 and 5) and click OK.

10. All the .docx files should populate the Files window as shown below:

11. Click Fix Table Props. The Files list will refresh and after each file you will now see : Table Fix Completed
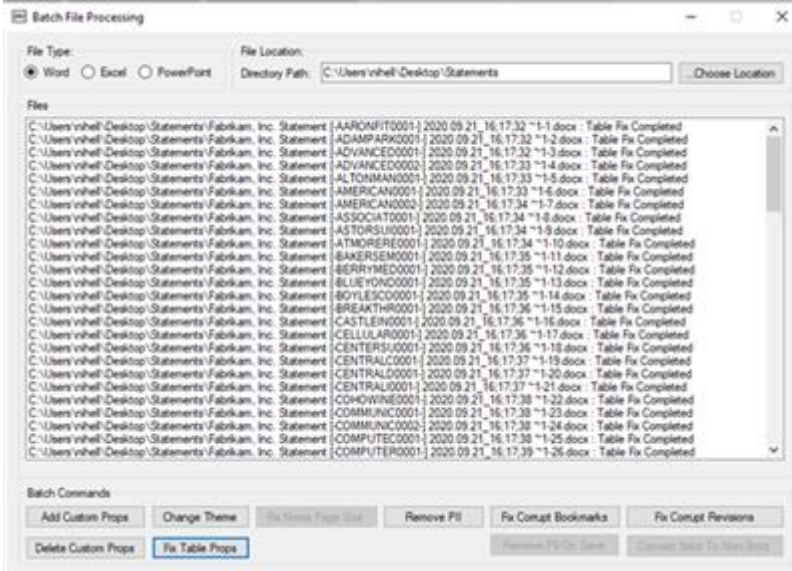
12. Navigate back to the folder on the Desktop and open one of the files listed as Table Fix Completed. You should now be able to open without the **"Word experienced an error trying to open the file."** Error.

This process will need to be completed each time you process Word Templates, so batches are highly recommended.

We will be updating this article again with news on an update fix for GP.

Option #3 - Upgrade

- Customers on 2015 or earlier
    - You will need to upgrade to the latest GP and Service Pack (18.3.1173).*
- Customers on GP 2016
    - You will need to either upgrade to the latest GP and Service Pack (18.3.1173) or you will need to apply the 2016 Year End Update set to be released at the end of this year.*
- Customer on GP 2018 or above
    - Apply the latest GP service pack (18.3.1173)*

* Notes
As always, there may be necessary updates to any 3rd party products.

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