TDO Letters not loading data

1011 TDO KB August 18, 2025 TDO software 2.37K

Overview

The issue occurs when the user attempts to load a letter in TDO. The user will select a template. It will not load the letter data and instead paste whatever is currently on the computer's clipboard.

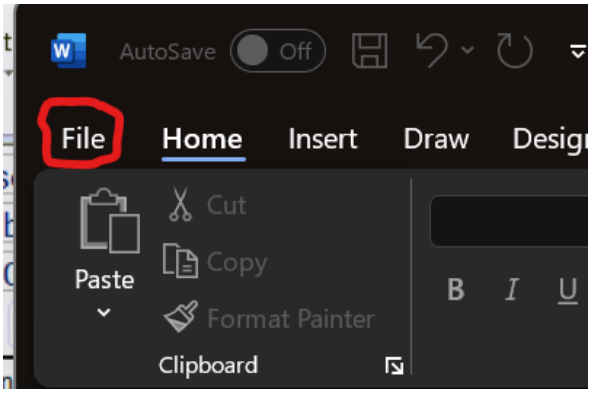
There is a reg file attached to this KB article that can be utilized to set these settings instead of manually following these steps.

Detailed Instructions

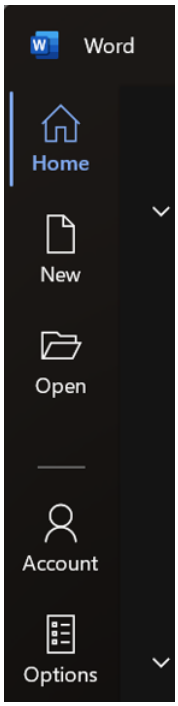
Steps to resolve this issue:

1) Open Microsoft Word

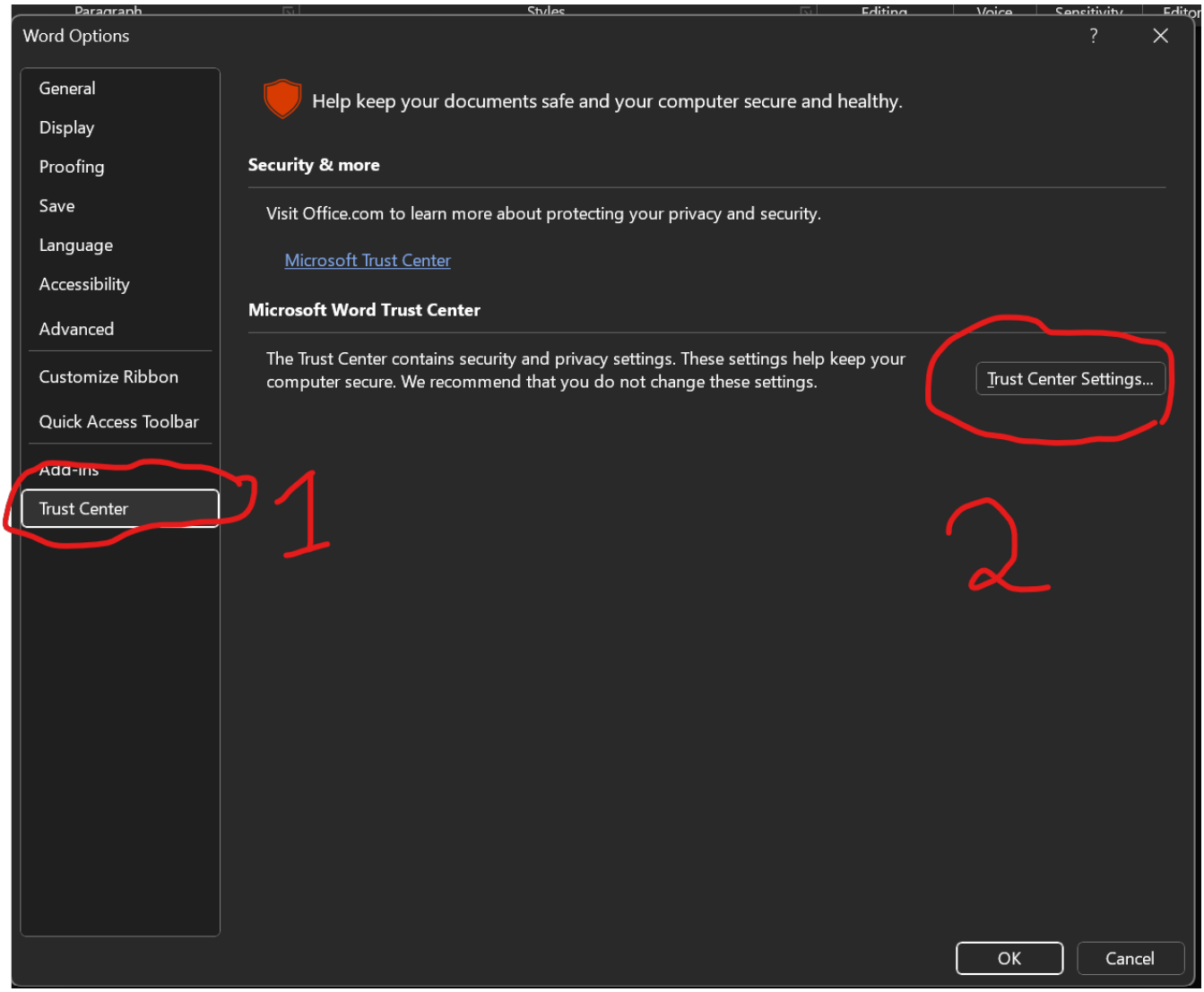
2) Click 'File'



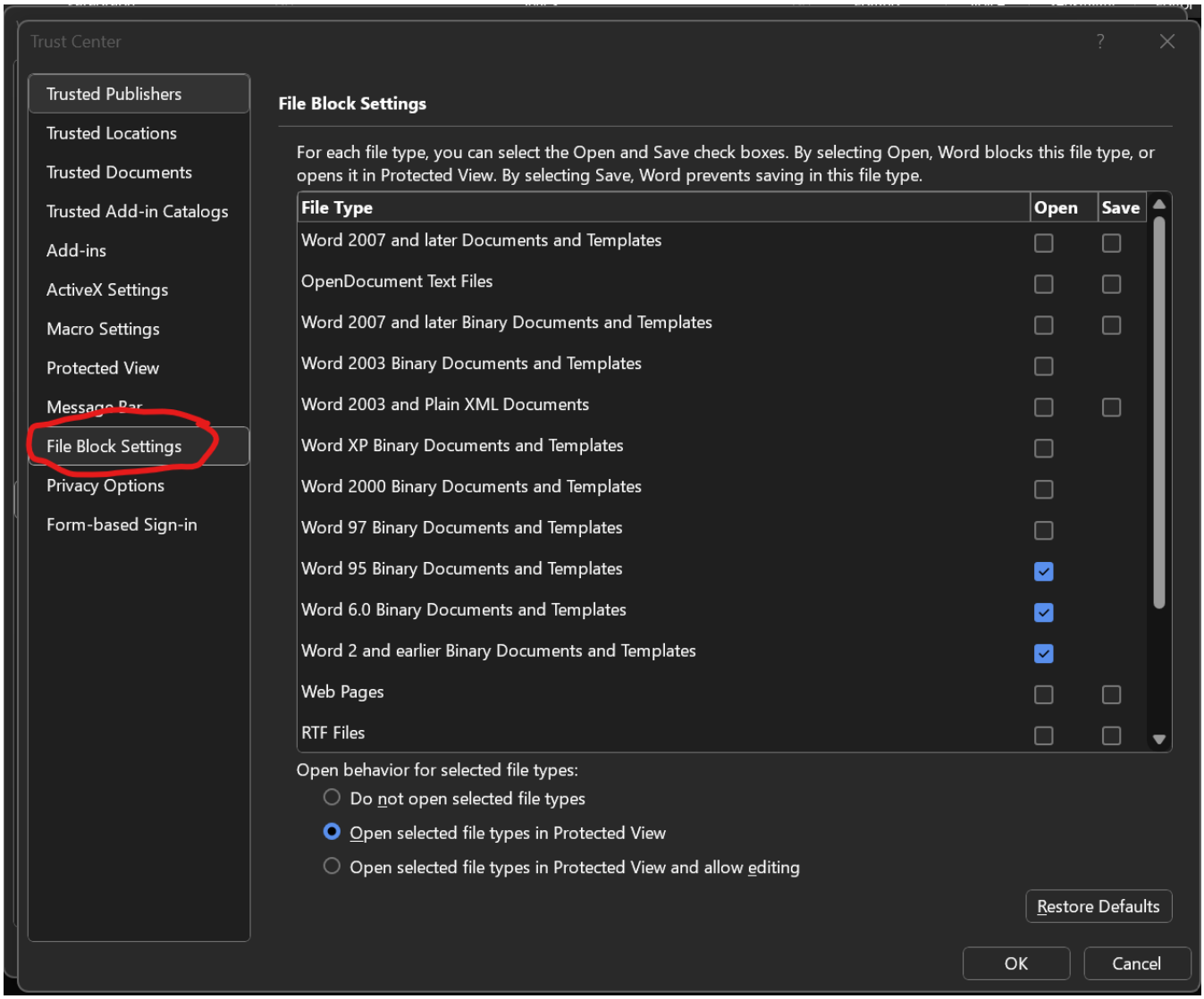
3) Click Options



4) Click 'Trust Center' and then click 'Trust Center Settings'



5) Click 'File Block Settings' and then ensure at least Word 2007 and later Documents and templates are unchecked. (TDO recommends utilizing the 'Restore Defaults' button)



6) Now TDO Letters should load correctly.

Online URL: https://kb.tdo4endo.com/article.php?id=1011