

Troubleshooting - Letters - permission denied / Letters module flickering

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Overview

In this article, we briefly cover two of the most frequently experienced error in the Letters module of TDO.

If you have ever opened up the Letters Module in TDO and the Microsoft Word window behaves erratically (either by flashing, flickering, or blinking) it means that the Microsoft Word process (Winword.exe) is open more than once on your computer.

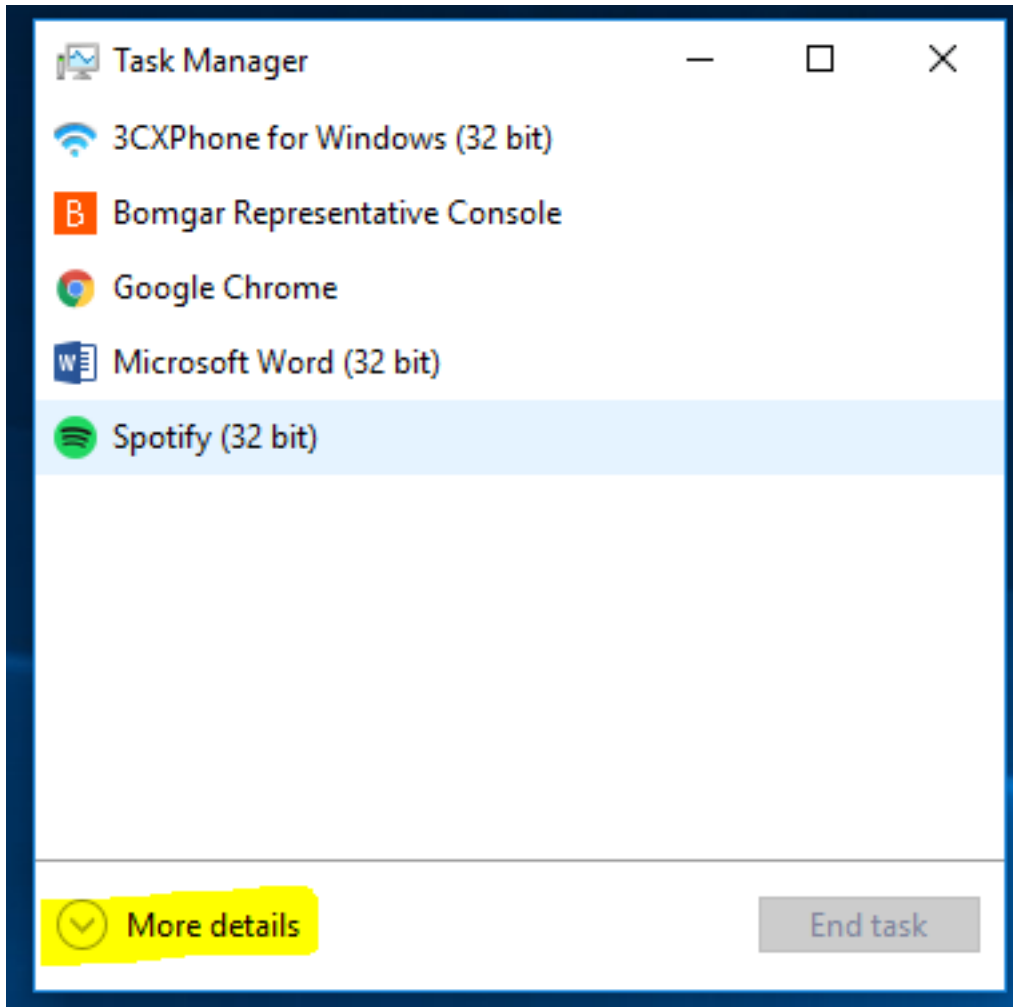
Or an alternate issue occurs when trying to Save and Send a letter in the Letters module, and a "Permission denied" error appears.

To resolve either of this situations, you must end the Microsoft Word processes in your Task Manager. See the detailed instructions below

Detailed Instructions

Start Windows Task Manager by pressing the **CTRL + ALT + DELETE** keys on your keyboard at the same time and selecting **Task Manager** or **Start Task Manager**

- For Windows 7 Machines, click on the **Processes** Tab near the top of the Task Manager.
- For Windows 8 and newer machines, click on the **More Details** arrow on the Task Manager.



- For Windows 7 Machines, click **Image Name** (to sort processes alphabetically), scroll until you find **WINWORD.exe** there will be more than one running.
- For Windows 8 and newer machines, scroll through the **Background Processes** area until you see **Microsoft Word (32 bit)** there will be more than one running.

Processes	Performance	App history	Startup	Users	Details	Services
^		10%	54%	0%	0%	
Name	CPU	Memory	Disk	Network		
Apps (7)						
> 3CXPhone for Windows (32 bit) ...	0%	74.5 MB	0 MB/s	0.1 Mbps		
> Bomgar Representative Console	0.3%	25.2 MB	0 MB/s	0 Mbps		
> Google Chrome (4)	0.3%	105.5 MB	0.1 MB/s	0 Mbps		
> Microsoft Access (32 bit) (3)	1.9%	89.5 MB	0 MB/s	0 Mbps		
> Microsoft Word (32 bit) (2)	0.5%	28.6 MB	0 MB/s	0 Mbps		
> Spotify (32 bit)	0.5%	29.0 MB	0 MB/s	0 Mbps		
> Task Manager	1.2%	14.0 MB	0 MB/s	0 Mbps		
Background processes (73)						
Application Frame Host	0%	4.3 MB	0 MB/s	0 Mbps		
COM Surrogate	0%	0.7 MB	0 MB/s	0 Mbps		
Cortana	0%	0.1 MB	0 MB/s	0 Mbps		
ESET Main GUI	0%	5.2 MB	0 MB/s	0 Mbps		
> ESET Remote Administrator Ag...	0%	6.8 MB	0 MB/s	0 Mbps		
^ Fewer details						
End task						

- Right Click on **WINWORD.EXE** or **Microsoft Word (32 bit)** and "end process". Do this for all open Word processes.

> Microsoft Windows Search Inde...	0%	10.3 MB	0 MB/s	0 Mbps
Microsoft Windows Search Prot...	0%	1.8 MB	0 MB/s	0 Mbps
Microsoft Word (32 bit)	0%	31.6 MB	0 MB/s	0 Mbps
Microsoft Word (32 bit)	0%	31.6 MB	0 MB/s	0 Mbps
Photos	0%	154.2 MB	0 MB/s	0 Mbps
> PresentationFontCache.exe	0%	0.1 MB	0 MB/s	0 Mbps
Print driver host for applications	0%	2.4 MB	0 MB/s	0 Mbps
Runtime Broker	0%	9.0 MB	0 MB/s	0 Mbps
Settings	0%	0.1 MB	0 MB/s	0 Mbps

- Reopen the **Letters** module, and those issues should now be resolved

Online URL: <https://kb.tdo4endo.com/article.php?id=286>