TDO Freezes Before and after Saving/Sending/Printing a Letter - Due to Recent Microsoft Office Update (7/30/2020) FIXED

830 TDO KB October 2, 2023 TDO software, Troubleshooting 11.07K

Overview

A recent update, in late June and early July, to Microsoft Office 365 and Microsoft Office 2019 desktop products can cause a compatibility issue with TDO that will result in Microsoft Word freezing after using Letters Module to Save, Send, or Print a Letter. Users of these Office products should disable automatic updates for the Office suite if they aren't already having the problem listed above.

This fix was released by Microsoft on 7/30/2020\

If your Word is on version 2006 (Build 13001.xxxxx Click-to-Run) that will need to be updated.

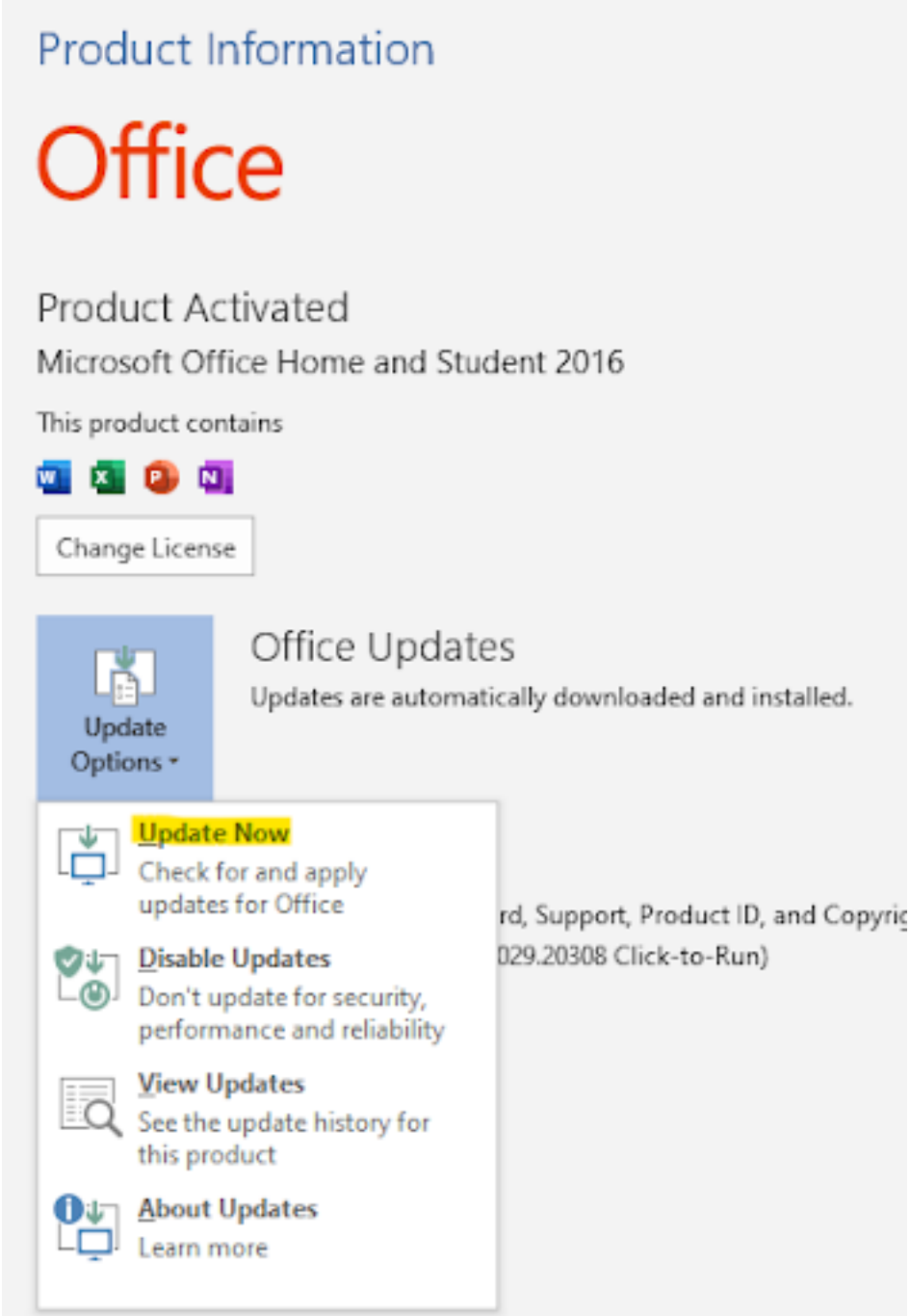
Update to word Version 2007 (13029.20308)

More can be found on this External Link

A New Update has arrived from Microsoft that resolves this issue.

Detailed Steps

Microsoft Office released a fix the freezing of 30-45 seconds opening letters and closing letters after sending. The user has to Open word Outside of TDO>Click on account > Update options > Update now. It takes about 5 minutes. It does NOT update through the windows updates. This will need to be done on all affected workstations



Clarifications

This problem results from an issue with Microsoft Word, not an issue with TDO. As such, we ask that you please try the steps listed above **BEFORE** contacting TDO support. If you have followed the steps above exactly and still find that you can't solve this problem, we recommend that you contact your IT Professional for assistance.

Online URL: https://kb.tdo4endo.com/article.php?id=830