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Support Document #116

MS Word Error "Unable to run the specified Macro"

Program : WORDLETTER

Line : 36

Message() : OLE IDispatch exception code 0 from Microsoft Word: Unable to run the specified macro..

Message text:

Here are a few things to check that may resolve this issue ;

1. Verify wordcust.xls exists in the C:\ folder of the offending computer. If it does not, copy it from the CRM\DATA\ folder in your Riata installation folder (ie S:\Riata\CRM\DATA\)
2. Verify wordcust.xls is not marked as read-only
3. Verify scm97.dot exists in your Microsoft Office StartUp folder. This is usually found at C:\Program Files\Microsoft Office\Office11\Startup\
4. If you have multiple versions of Office, you will have Office & Office11 folders. Remove scm97.dot from the Office\Startup folder and only have it in the Office11\Startup folder.
5. Verify the date of scm97.dot is 10/25/04. If it is not, copy scm97.dot from the Riata\CRM\Data\ folder.
6. Download support document 101 from the riatacrm.com website. Read and follow the instructions.
7. If all of the above are done and the error is still appearing, go back to the Office startup folder and remove all files from the folder except for scm97.dot. Exit Riata CRM and all Office applications and then restart Riata and try again.