How do I fix and error when printing in ILLiad mentions setting up a table?

Last updated: Fri, 08 Nov 2019 19:54:59 GMT

Symptom

• When merging a Word Document with the Data source, you are seeing an error message that says, "Error has occurred. The table is not in the expected format."

Applies to

• ILLiad

Resolution

There is a problem with Microsoft Word. You will need to Repair Microsoft Office. These steps will set Microsoft Office back to its default settings:

1. Go to the Control Panel
2. Select programs, then Programs and Features.
3. After all the Programs show up, you right-click on Microsoft Office and choose "Change."
4. This process will run the Microsoft Office installer. When asked, you will select Repair.
5. The repair will take about 8-10 minutes, and then the computer will need to be restarted.
6. After the computer restarts, Open up Microsoft Word.

Here are the steps you need to make in Microsoft Word:

For Office 2010 and above permissions:

There are some configurations you will need to have:

There are some sites reporting issues, but they are not related to ILLiad specifically, but to Office 2010 and Word Macros in general. As Word macros have been the source of some security concerns over the years, Microsoft decided to 'lockdown' their usage in the latest version.

To enable the ILLiad template macros, check these settings in Office 2010 and above:

Select "Options" located towards the bottom of the left-hand menu

Select "Trust Center" located at the bottom of the left-hand menu

Select "Trust Center Settings" located at the bottom far right.
Select Macro Settings on the left side.

Then click on the "Enable Macros" bottom.

Choose OK.

Choose OK again.

To disable the "enable printing" and "enable editing" macros in Office 2010 and above, follow the directions below.

In Microsoft Word (or Excel), select the "File" tab located at the top left-hand side.

Select "Options" located towards the bottom of the left-hand menu

Select "Trust Center" located at the bottom of the left-hand menu

Select "Trust Center Setting" located at the bottom far right

Select "Protected View" located at the bottom of the left-hand menu

Uncheck the following three options located under "Protected View."

- Enable Protected View for files originating from the Internet
- Enable Protected View for files located in potentially unsafe locations
- Enable Protected View for Outlook attachments

Select OK

Select OK again

Also, when you are using Office 2013, and above, you need to do this:

Word 2013 has a new feature call reading view, and it uses this view for any uneditable files. Word will open the template documents as "Read Only."

Word initially displays the document in this view which has the unfortunate side effect of disabling mail merge operations. To work around the issue:

1. You open the options in Word

2. On the General tab, there is a section for Startup options which includes a setting with "Open e-mail attachments and other uneditable files in reading view." Make sure that it is unchecked, and it will correct the issue.

If you still have an issue with the table, you will need to Repair Microsoft office. After the Repair, you will have to restart your computer. Open up Microsoft Word and make sure the settings are still there after the repair. You should be able to print after this is done.