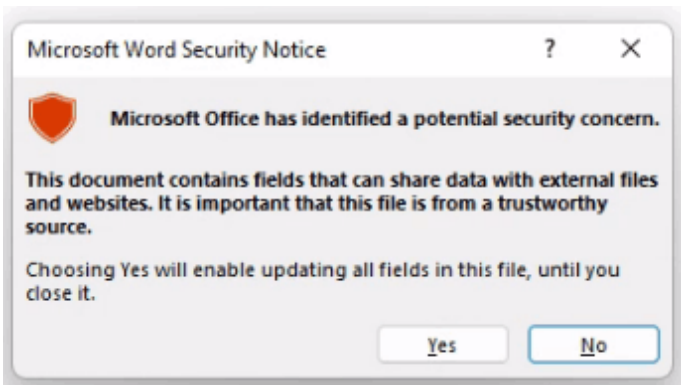# Word Security Issue bug

Issue:

When generating some letters from SettsPlus the following error message is displayed:

Clicking "Yes" will continue generating the letter but some Error Prompts will appear **"Field Calculation Error in Record 1"** or **some documents will not merge at all**, displaying "Read Only" on the top of the word window.

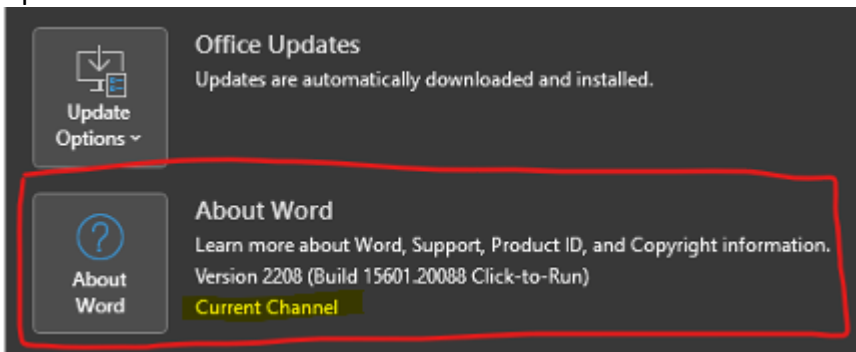## Cause:

This was caused by a bug in a Microsoft office Update. Reported in
Version 2207 (build 15427.20210) or GREATER, including Version 2301

How to Check Version and Update Channel:

Open Word > File > Account > About Word section

How to Fix It:

This is an issue created by a Microsoft Office 365 update, all releases since have been tested since this was first reported and none have fixed the issue.

As per their instructions on the forums, reverting the update is the only current options and the only option that we that we are aware of that will address this issue. Please seek advice from your IT Support.

Please contact your IT support to perform these steps.

1. Download Office Deployment Tool
    *   https://www.microsoft.com/en-us/download/confirmation.aspx?id=49117
2. Run > Click Accept > Continue
3. Select where the Deployment tool is going to be extracted too.
    *   E.g. **C:\temp\Office Revert**

4. **Download the Config.xml** File and past it in the Previously created Directory **C:\temp\Office Revert**
    *   Download Config File   **www.settsplus.com.au/Release/OfficeRevert/Config.xml**
    *   Or manually create it

```
<Configuration>
    <Updates Enabled="TRUE" TargetVersion="16.0.15330.20264" />
</Configuration>
```

Please note the Office update channel you have will change the version to revert too.

(**Semi-Annual Enterprise Channel**) Version 2202 (Build **14931.20660**)
(**Current Channel**)   Version 2206 (Build **15330.20264**)

5. Open a Command Prompt running as Administrator
6. Change to the correct Path Type: `CD C:\temp\Office Revert` > Press Enter
7. Type: `setup.exe /configure config.xml`
8. Open Word > File > Account > Update Options > Click Update Now
9. This will download the specified version 2206, should take around **5-10 minutes.**
10. Once its installed please **disable automatic updates** until further notice
11. Open Word > File > Account > Update Options > **Click Disable Updates**

Follow the Microsoft Guide on how to revert the Office Version

https://support.microsoft.com/en-us/topic/how-to-revert-to-an-earlier-version-of-office-2bd5c457-a917-d57e-35a1-f709e3dda841

Information about the Bug raised by us

https://answers.microsoft.com/en-us/msoffice/forum/all/microsoft-office-has-identified-apotential/7c077007-76a1-4311-a155-977e34d422bd