



GIFTS v5.0 - Support Bulletin

Potential Effects of Office XP on GIFTS v5.0

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If you are thinking about upgrading your current version of Microsoft Office to Office XP, or if you have already upgraded, you should be aware of several issues that preliminary testing with GIFTS v5.0 has encountered. Some of the effects are minor, while others have the potential to cause disruptions in your users' workflows.

We will be continuing to investigate the effects of Office XP on GIFTS functionality, and will offer workarounds and fixes whenever possible. For now, please take this information into account when deciding whether to install Office XP, as well as after the upgrade.

The following issues were encountered when running GIFTS v5.0 in conjunction with Office XP:

Outlook XP Issues

- **Outlook Pop-ups Do Not Always Open Automatically**—In some instances when Outlook is running in the background, its pop-ups do not open automatically. Instead, the application button in the taskbar flashes to indicate that you must click the button to see what Outlook is doing. There is currently no way to change this behavior.
- **Repeated Security Warnings**—Office XP installs security features by default. One of these features warns the user when a third-party application is trying to access Outlook. This will cause an on-screen warning to appear every time GIFTS attempts to interact with Outlook. For details on how to disable these security warnings, please contact Microsoft.

Word XP Issues

- **Norton Systemworks 2002**—When merging to a correspondence template with Word XP, clients using Norton Systemworks 2002 may encounter the following message:
[LaunchWP] Error #-2147417851
Method '- ' of object '- ' failed.

This error is due to an issue with Norton Systemworks 2002. To correct this issue, you should use LiveUpdate to download the latest updates for Norton Systemworks 2002.
- **New Limit on Length of Merge Field Names**—Word XP limits merge field names to 38 characters, a limit that did not exist in previous versions of Word. This new limit will cause Word to no longer recognize longer merge field names in your existing templates. If you have merge field names that exceed the new limit, you will need to revise every template in which the long merge field names appear.

To revise a template with a long merge field name:
 1. Open the Administrator and choose Setup → Correspondence Templates.
 2. Open the template to be revised and delete the long merge field.
 3. Click the Insert Merge Fields button. Reinsert the same merge field. (The merge field you deleted appears in the pull-down list, but it is abbreviated to 38 characters.)

Important: Once you revise a template for Word XP, the template will no longer function properly in Word 97/2000.

- **"Insert Merge Field" Button Missing on Default Installation**—The default installation of Word XP does not include the Insert Merge Field button on the Mail Merge toolbar.

To add the Insert Merge Field button to Word XP:

1. If the Mail Merge toolbar is not visible, choose View → Toolbars → Mail Merge from the main menu.
 2. Choose Tools → Customize from the main menu. A Customize window opens.
 3. In the Categories list on the left of the window, select Mail Merge. In the Commands list on the right of the window, find the Insert Merge Field button. Drag and drop this button onto the Mail Merge toolbar.
 4. Click Close.
- **Cannot Add Merge Fields to Some Existing Templates**—If you have any 97/2000 templates that were created solely for Printed Letters, you will not be able to add any merge fields to their headers in Word XP. The merge fields appear on the Merge Fields form, but when you open the template, they aren't available from the drop-down list. New templates created in Word XP do not appear to be susceptible to this behavior.

Resolved Issues

The following issues have been resolved by the May 2002 Maintenance Release, which can be found on the MicroEdge Web site.

- **Merge Fields Not Populating**—Intermittent problems have been encountered when working with e-mail templates, as well as dual templates used for e-mail, that were created in Word XP. Some of these new templates will not merge GIFTS data properly. Rather than populating the merge fields with the appropriate GIFTS data, the field names appear in the final merged e-mail message with question marks at each end of the fields (e.g., ?Organization Name?).

Note: If a template is affected by this behavior, it will be apparent the first time it is used for a merge. If a template is functioning normally during the first merge, it will continue to do so.

- **Cannot Display Table Borders**—Word XP will not display table borders in merged documents, even if you have selected the "Use table borders in merged letters" option in the Administrator Module.