

6/26/2023

- Please see the following issue and status information regarding the reporting issue in Sierra software and Easy III software.
- Updated instructions explaining a fix for this issue begin on page 2 of this document.

Affected Software: Sierra 3.1.x , Easy III 4.x

Reported issue: Sierra Summit and Easy III customers reported an issue when generating reports. The report would generate but Word would show a blank report.

Underlying Issue: The issue is related to a component of the QuickReport report generation software used by Sierra Summit and Easy III. A recent update to Windows 10 operating systems (20H2, 21H1, 21H2), and/or to Microsoft Office may have inadvertently broken a registry link that allows our software to communicate with Microsoft Office.

Investigation Status: Cadwell Software Engineering has completed their investigation and both Easy III and Sierra have been updated to correct the issue. Updating to the most recent version of software or applying the patch available from the Cadwell Support site should resolve the issue.

If additional assistance is needed to fix this issue after using this document, please call our Cadwell Support team at 1-800-245-3001 or email applications@cadwell.com for software support.

Option 1: Update or Patch the Software

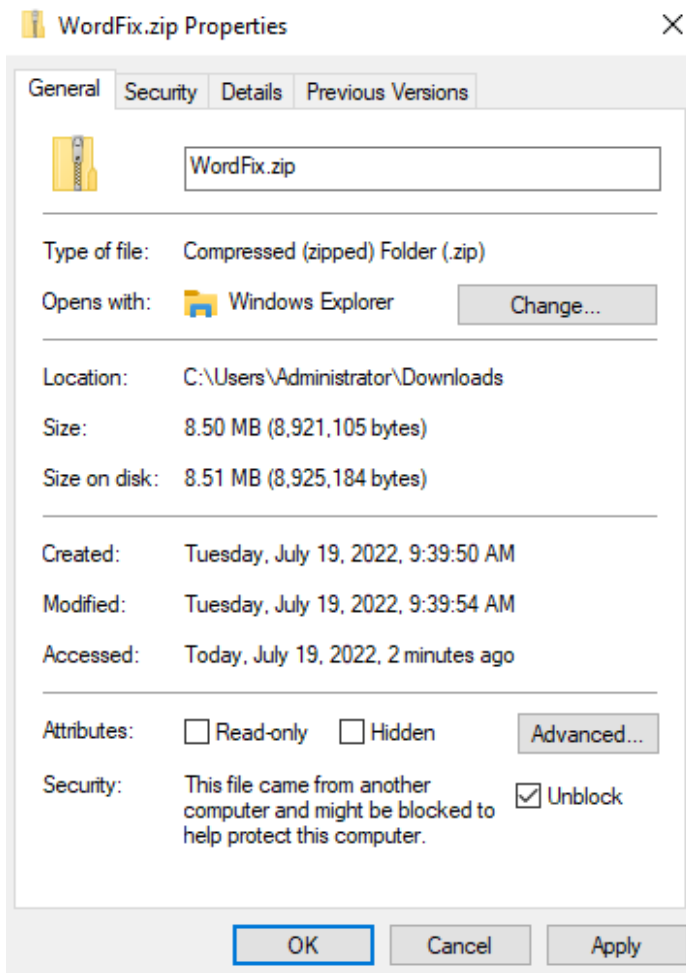
Update the Sierra or Easy III software. Updates and patches are available from <http://cadwell.support> or by contacting the Cadwell Support team. Applying the updates or patches is the best method of correcting the issue.

1. Update Sierra Summit to version 3.1.541 SP2 or newer.
2. Update Easy III to version 4.5.2 and apply the Patch 4613.

Option 2: Roll Back the MS Office changes

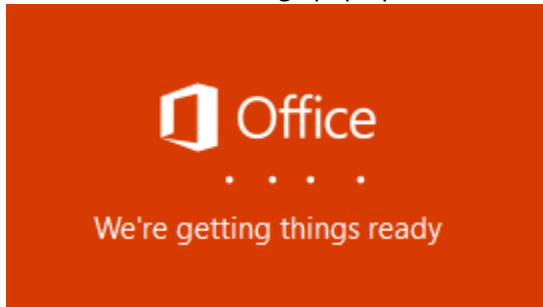
If unable to apply the software updates or patches, you can follow the instructions in order to return MS Office to a working state. Future updates could cause the problem to recur.

1. Download the WordFix using this link:
<https://media.cadwell.com/enterprise/software/patches/WordFix/WordFix.zip>
2. Right click on the WordFix.zip and select Properties.
3. Check the box near the bottom that says "Unblock" and select OK

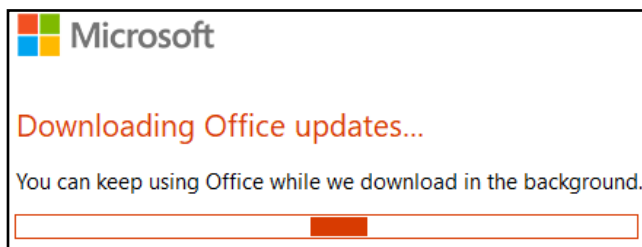


4. Right click on the WordFix.zip and select "Extract All...", check the box to "show extracted files when complete" then click Extract.
5. Open the WordFix folders until you see the WordFix.bat file.
6. Double click and run the WordFix.bat file.

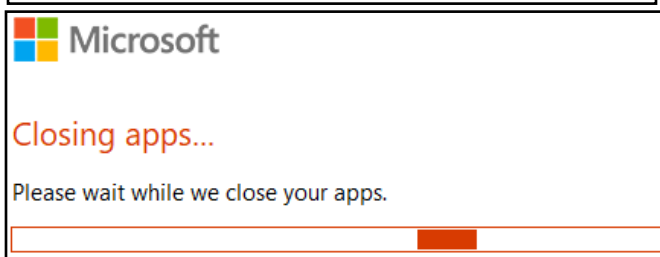
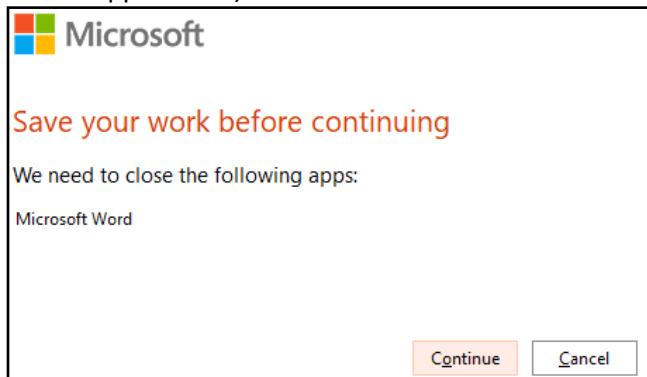
- a. You will see this message pop up first:

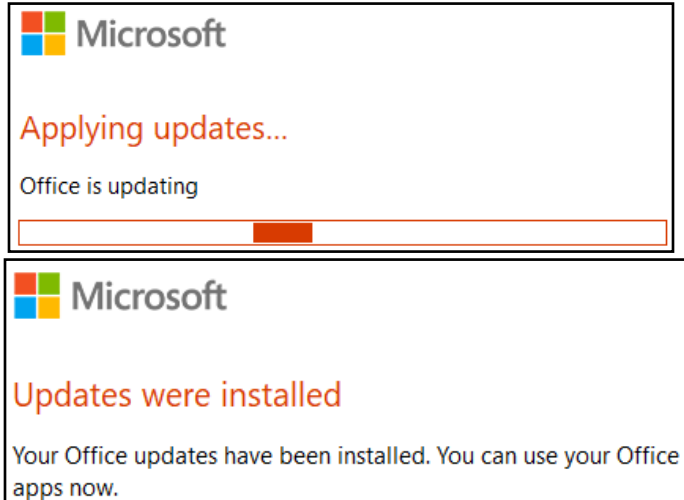


- b. You will see this message pop up second: (The download may take several minutes, and may even take several hours to complete. There is nothing to speed this up, you simply need to wait.)



- c. After the updates have finished downloading Word will need to close. You will see the following messages: (in order of appearance)





7. The WordFix.bat will update to the correct version and automatically disable updates. There should be no other user intervention needed after running the WordFix.bat file.
8. If don't see the image in steps 6a – 6c, try the following:
 - a. Open an elevated Command Prompt window. To do this, click **Start**, type **cmd** in the Start Search box, right-click cmd.exe, and then click **Run as administrator**
 - b. Type **CD C:\Path\To\WordFix.bat** where C:\Path\To\WordFix.bat is the path to the WordFix.bat file. (usually in your downloads folder)
 - c. Type **WordFix.bat** and press enter
9. If step 7 did not work, try running **WordFix.bat** as administrator
 - a. Find the WordFix.bat file, right click and **Run as administrator**
10. If the steps in 6a – 6c and Step 8 do not work, you can try an Office repair. Reference this Microsoft article for instructions to Repair an Office application: <https://support.microsoft.com/en-us/office/repair-an-office-application-7821d4b6-7c1d-4205-aa0e-a6b40c5bb88b>
11. You may also reference this Microsoft article for the original instructions on how to revert to an earlier version of Office: <https://support.microsoft.com/en-us/topic/how-to-revert-to-an-earlier-version-of-office-2bd5c457-a917-d57e-35a1-f709e3dda841>

If the download of the update fails, look at these issues to resolve. In almost all cases you will need to escalate to your internal IT or Security teams.

- a. Network slowness. The network you are connected to may be slow (usually on WiFi networks).
- b. Network connectivity issues. A firewall, proxy server, or group policy might be blocking access to Microsoft update servers.
- c. Permission/Privilege issues. You may not have rights to update the Office product.
- d. Wrong version specified. The version in the config.xml might be the wrong version for the Office product you have installed. Call Cadwell for assistance with this step.