CADWELL ®

01/31/2026

- Please see the following issue and status information regarding the reporting issue in Sierra software.
- Updated instructions explaining two options for workarounds for this issue begins on page 2 of this document.

Affected Software: All Sierra Summit Software Versions utilizing Microsoft Word (365/Office 2024).

Reported issue: Sierra Summit customers reported an issue when generating reports. The report would generate but the NCV and NCS+ table formatting is altered causing the nerve type column to wrap, increasing the height of the cell.

Underlying Issue: The issue is related to the conversion between QuickReport report generation software used by Sierra and Microsoft Word (365/Office 2024). A recent update to Microsoft Office 365 and Office 2024 version 2508 (Build 19127) may have inadvertently altered the table formatting causing unexpected changes to the table layout.
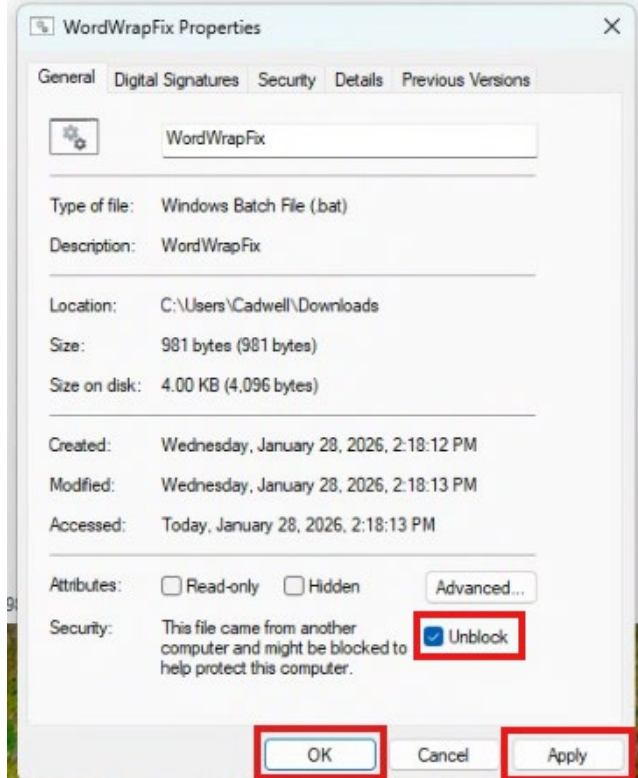
Investigation Status: Cadwell Software Engineering is investigating the issue to determine how best to restore expected formatting to the report tables.

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.
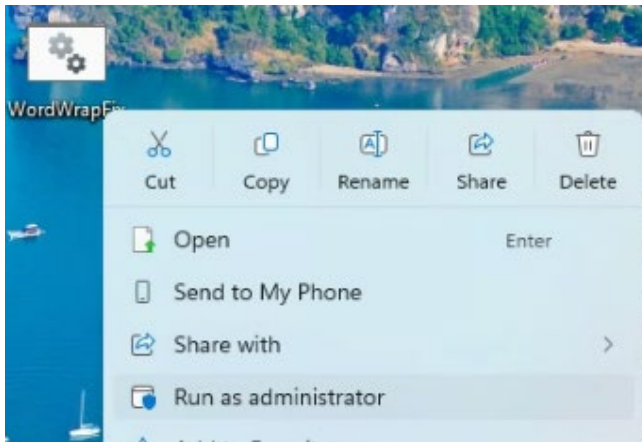
Option 1: Roll Back the MS Office changes

Follow the instructions in order to return MS Office to a working state. Future updates could cause the problem to recur.
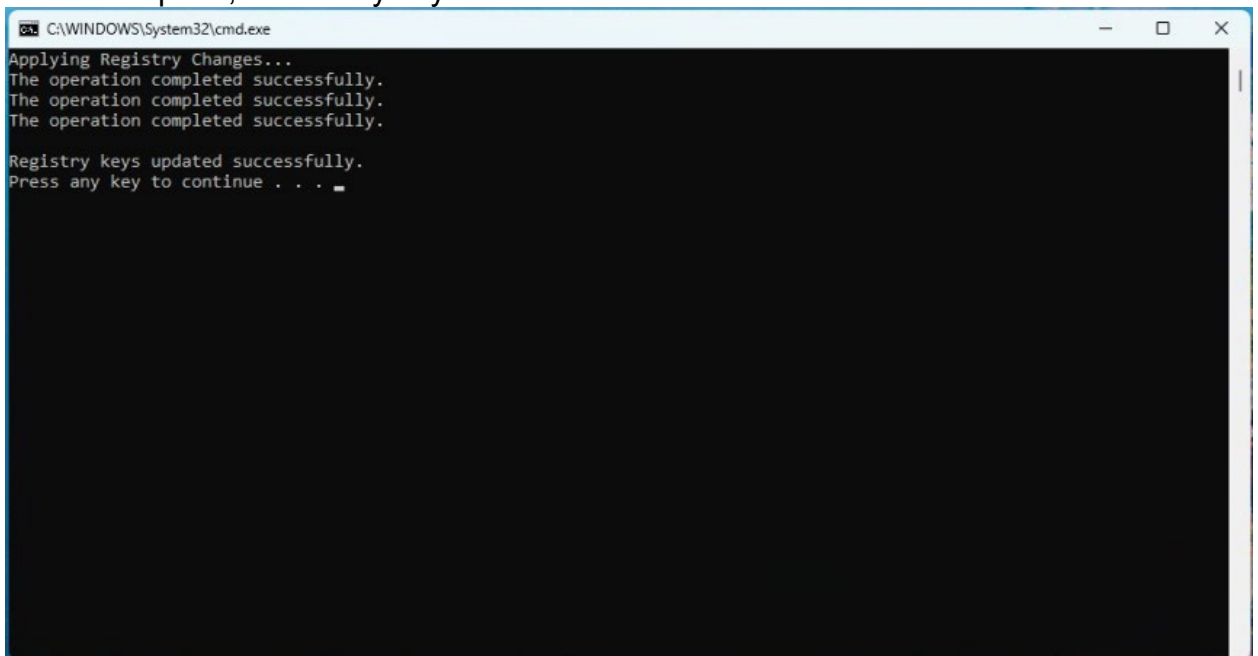
1. Download the WordWrapFix using this link: Click here to download
2. Right click on WordWrapFix.zip and select Properties.
3. Check the box near the bottom that says "Unblock", Click Apply, and OK

4. Right click on the WordWrapFix.zip and select "Extract All…", check the box to "show extracted files when complete" then click Extract.
5. Open the WordWrapFix folders until you see the WordWrapFix.bat file.
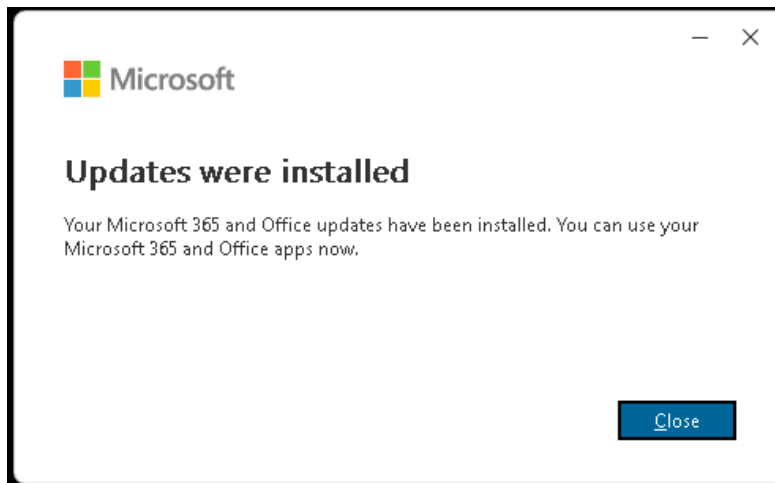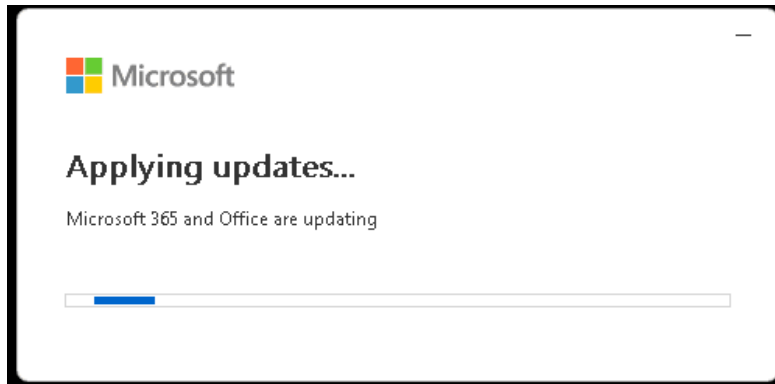6. Right click on the WordWrapFix.bat file and select Run as Administrator.

7. Command Prompt Window will open and Registry Changes will be applied.
When complete, Press any key to continue.

8. The following Microsoft Update Windows will appear:

9. Microsoft will update to the correct version and automatically disable updates. There should be no other user intervention needed after running the WordWrapFix.bat file.

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

Option 2: Manually Edit Report Columns

1. Left-click on the left outside edge of the column OR triple left click in the cell to select the individual column.

Nerve Conduction Studies
Anti Sensory Left/Right Comparison

Stim Site	L Lat (ms)	R Lat (ms)	L-R Lat (ms)	L Amp (µV)	R Amp (µV)	L-R Amp (%)	Site1	Site2	L Vel (m/s)	R Vel (m/s)	L-R Vel (m/s)
NCV Saphenous Anti Sensory (Anterior Medial Mall)											
Med Tibia	2.7			14.3							

2. Hover over the right edge of the selected column until you see the double arrow column adjuster.

Nerve Conduction Studies
Anti Sensory Left/Right Comparison

Stim Site	L Lat (ms)	R Lat (ms)	L-R Lat (ms)	L Amp (µV)	R Amp (µV)	L-R Amp (%)	Site1	Site2	L Vel (m/s)	R Vel (m/s)	L-R Vel (m/s)
NCV Saphenous Anti Sensory (Anterior Medial Mall)											
Med Tibia	2.			14.3							
Site 2	2.6			18.2							

3. Click and Drag the double arrow column adjuster to the right until the column width lines up with the other columns.

Nerve Conduction Studies
Anti Sensory Left/Right Comparison

Stim Site	L Lat (ms)	R Lat (ms)	L-R Lat (ms)	L Amp (µV)	R Amp (µV)	L-R Amp (%)	Site1	Site2	L Vel (m/s)	R Vel (m/s)	L-R Vel (m/s)
NCV Saphenous Anti Sensory (Anterior Medial Mall)											
Med Tibia	2.7			14.3							
Site 2	2.6			18.2							
Site 3	2.7			2.0							
Site 5	1.5			3.4							
Site 6	1.6			7.0							
	1.1			2.0							

4. Repeat for all necessary columns.