

Test file

Compatibility Issue with Legistar's Word Integration

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Legistar is currently experiencing compatibility issues with the latest versions of Word from Microsoft 365; as of December 16, 2022, this includes versions 2210 and later. We are actively investigating this issue and searching for a permanent solution. In the meantime, we recommend that Legistar users who use Microsoft 365 roll back to version 2209. Read below to learn more about how to identify this issue and roll back to an earlier version of Microsoft 365.

How to Identify the Compatibility Issue

If you receive an error message from Microsoft Word that reads, "The last time you opened '[file name].dotx', it caused a serious error. Do you still want to open it?" (see screenshot below), then this is an indication that the version of Word you are using is incompatible. If you are experiencing slowness or freezing with any report that is set to integrate with Word, it is likely that the root of the issue is also Word version compatibility. To resolve these behaviors, we recommend rolling back to version 2209 of Microsoft 365. Continue reading to learn more about how to roll back your version of Microsoft 365.

