Printing is not working and I am getting an error message about a table in ILLiad

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Symptom
When printing ILLiad Templates, they are seeing an error message about a bad table format.

Applies to
• ILLiad.

Resolution
You will need to Repair Microsoft Office. At the end of the Repair, you will have to reboot the computer. It takes around 8-10 minutes.

1. Go to your Control Panel in Windows.
2. Then go to Programs, and then Programs and Features.
3. When all the Programs appear, right-click on the Microsoft Office you have. It might say Microsoft Office 365 or Microsoft Office 2016. Once you have right-clicked, you will see an option for Uninstall and change. Click Change, and it will open up the Microsoft Office Installer.
4. Set the Option to Repair. It will take about 8-10 minutes. After it is complete, restart your computer.

After the computer restarts, make sure your Word Settings are correct:

For Office 2010 and above permissions:

There are some configurations you will need to have:

There are some sites reporting issues, but they are not related to ILLiad specifically, but to Office 2010 and Word Macros in general. As Word macros have been the source of some security concerns over the years, Microsoft decided to ‘lock down’ their usage in the latest version.

To enable the ILLiad template macros, check these settings in Office 2010 and above:

1. Select Options located towards the bottom of the left-hand menu.
2. Select Trust Center located at the bottom of the left-hand menu.
3. Select Trust Center Settings located at the bottom far right.
4. Select Macro Settings on the left side.
5. Then click on **Enable Macros**.
6. Choose **OK**.
7. Choose **OK** again.

To disable the "enable printing" and "enable editing" macros in Office 2010 and above, follow the directions below:

1. In Microsoft Word (or Excel), select the File tab located at the top left-hand side.
2. Select **Options** located towards the bottom of the left-hand menu.
3. Select **Trust Center** located at the bottom of the left-hand menu.
4. Select **Trust Center Setting** located at the bottom far right.
5. Select **Protected View** located at the bottom of the left-hand menu.
6. Uncheck the following three option located under **Protected View**.
   - Enable Protected View for files originating from the Internet.
   - Enable Protected View for files located in potentially unsafe locations.
   - Enable Protected View for Outlook attachments.
7. Select **OK**.
8. Select **OK** again.

When you are using Office 2013, and above, keep in mind Word 2013 has a new feature call reading view, and it uses this view for any uneditable files. Word will open the template documents as "Read Only," Word initially displays the document in this view which has the unfortunate side effect of disabling mail merge operations. To work around the issue:

1. Open the options in Word.
2. On the **General** tab, there is a section for Startup options which includes a setting with "Open e-mail attachments and other uneditable files in reading view." Make sure that is unchecked, and it will correct the issue.
3. Save the changes and close Microsoft Word.

This should resolve your issue.

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