



# SettsPlus

## Word Document Images Not Printing

### Issue:

When printing letters from SettsPlus some images may not print.

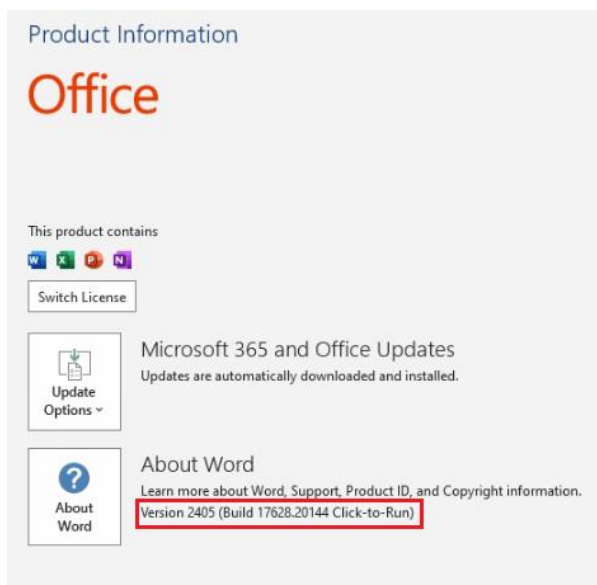
These images appear in the PDF version of the Letter saved in notepad, but not in the printed version from Microsoft Word.

### Cause:

This was caused by a bug in a Microsoft office Update. Reported in **Version 2404 (Build 17531.20120) or GREATER, including Version 2404**

### How to Check Version and Update Channel:

Open Word > File > Account > About Word section



## How to Fix It:

This is an issue created by a Microsoft Office 365 update, all releases since have been tested since this was first reported and none have fixed the issue.

As per their instructions on the forums, reverting the update is the only current options and the only option that we that we are aware of that will address this issue. Please seek advice from your IT Support.

Please contact your IT support to perform these steps.

1. Download Office Deployment Tool
  - <https://www.microsoft.com/en-us/download/confirmation.aspx?id=49117>
2. Run > Click Accept > Continue
3. Select where the Deployment tool is going to be extracted too.
  - E.g. **C:\temp\Office Revert**
4. **Create the Config.xml File in the Previously created Directory C:\temp\Office Revert**
  - Create a new text file document with the following contents

```
<Configuration>
  <Updates Enabled="TRUE" TargetVersion="16.0.17425.20176" />
</Configuration>
```
  - Save it as Config.xml

Please note the Office update channel you have will change the version to revert too.

**(Semi-Annual Enterprise Channel) No issue found, no update required.**  
**(Current Channel) Version 2404 (Build 17425.20176)**

5. Open a Command Prompt running as Administrator
6. Change to the correct Path Type: `CD C:\temp\Office Revert` > Press Enter
7. Type: `setup.exe /configure config.xml`
8. Open Word > File > Account > Update Options > Click Update Now
9. This will download the specified version 2403, should take around **5-10 minutes**.
10. Once its installed please **disable automatic updates** until further notice
11. Open Word > File > Account > Update Options > **Click Disable Updates**

## Follow the Microsoft Guide on how to revert the Office Version

<https://support.microsoft.com/en-us/topic/how-to-revert-to-an-earlier-version-of-office-2bd5c457-a917-d57e-35a1-f709e3dda841>