

IMPORTANT: if you receive support from your LEA or Regional Support Team, please check with them before using this solution.

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KB75615 - Quick Letter needs Exclusive Access to WORD

Created 04/12/2007

Last Updated 25/01/2008

Affected Products Star 7 - Student Details

Notes [Focus](#) | [Student](#) | [Student Details](#) | [Quick Letter Link](#)

Cannot launch WORD if Quick Letter is being used

Is it possible to open Quick Letter and WORD as separate applications?

Advice If the user has Quick Letter open they will not be able to open other WORD documents at present.

We are currently investigating this issue as users should be able to have other WORD documents open, this issue seems to have occurred after applying Microsoft Office 2003 SP3.

This solution will be updated further once we have a resolution or workaround.

Feedback ☐ Please tick if you found this Solution to be helpful

We would welcome any feedback about the general content of this solution in the box below. However, this should NOT be used for comments about the solution's application to particular cases, or to request further information, which should be addressed to your support team via the usual channels.

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