



Support for Microsoft Office 2013

This document details the steps necessary to ensure Microsoft Office 2013 and Word 2013 function without issue with Odyssey 2013 / Odyssey 2014.

Technical Support Services – Tyler Courts & Justice Division
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Technical Assistance

For assistance, contact Tyler Technologies through these resources.

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Courts & Justice Client Support Phone	800.966.6999 and 877.874.8499
Courts & Justice Client Support Fax	972.713.3780
Courts & Justice Client Support Website	tylertech.com/client-support/courts-and-justice-support
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Support for Microsoft Office 2013 / Word 2013

Recently, an issue with Microsoft Office 2013 / Word 2013 was identified when running with Odyssey 2013 / 2014. We are continuing to work with Microsoft on a final resolution to this issue. Technical Services felt it important to implement a “work around” to deal with this issue due to the feedback from our customer base. We value and appreciate this feedback, and worked diligently to determine a work around that could be implemented with a minimal possible negative effect.

ISSUE: Office 2013 / Word 2014 de-activates after use when attempting to perform certain operations on a PC.

ROOT CAUSE: This is due to the “Program Compatibility Assistant” that runs on Windows 7 / 8. If this service detects a “abnormal shutdown” of an application on this platform, the “Program Compatibility Assistant” could present the user with the following dialog, depending on the OS version:

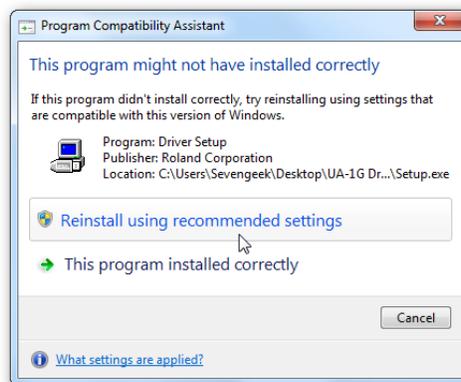
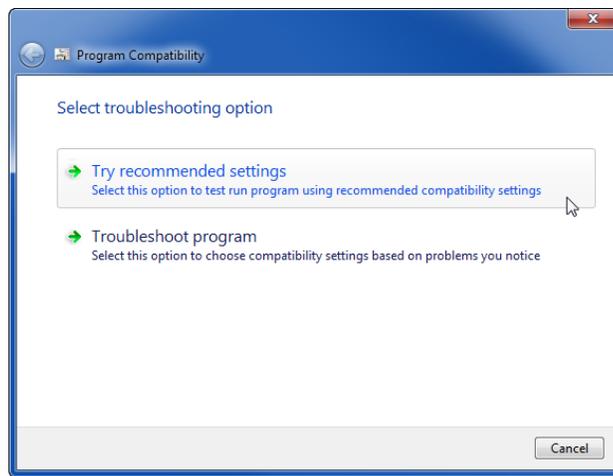


Fig 1 – Program Compatibility Assistant dialog boxes

Support for Microsoft Office 2013 / Word 2013 (cont)

VERIFICATION: This can be confirmed by performing the following:

1. Right-clicking on the Odyssey Assistant shortcut
2. Left click on Properties”
3. Left click on the “Compatibility” Tab:

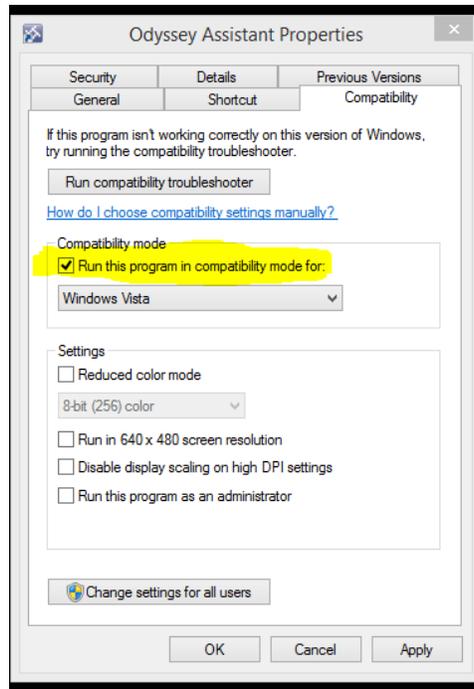


Fig 2 –Incorrect configuration of the “Compatibility” tab - Compatibility Mode Set for Odyssey Assistant

While in our verification and work with Microsoft this typically happens when a script error occurs, or a user closes the Odyssey Assistant and get the “This program is not responding” dialog.

There is evidence to suggest this can happen without user intervention.

Support for Microsoft Office 2013 / Word 2013 (cont)

RESOLUTION: To completely resolve this issue on all workstation platforms, there are three steps to perform:

1.) To resolve this on a case by case basis you must educate the end user in the event of the word registration dialog box appearing when attempting to perform certain actions within Odyssey to immediately check the Odyssey Assistant shortcut properties via the following steps and verify if this has been de-selected:

- Right-clicking on the Odyssey Assistant shortcut
- Left click on Properties”
- Left click on the “Compatibility” Tab
- Remove the checkbox next to “Run this program in compatibility mode”f

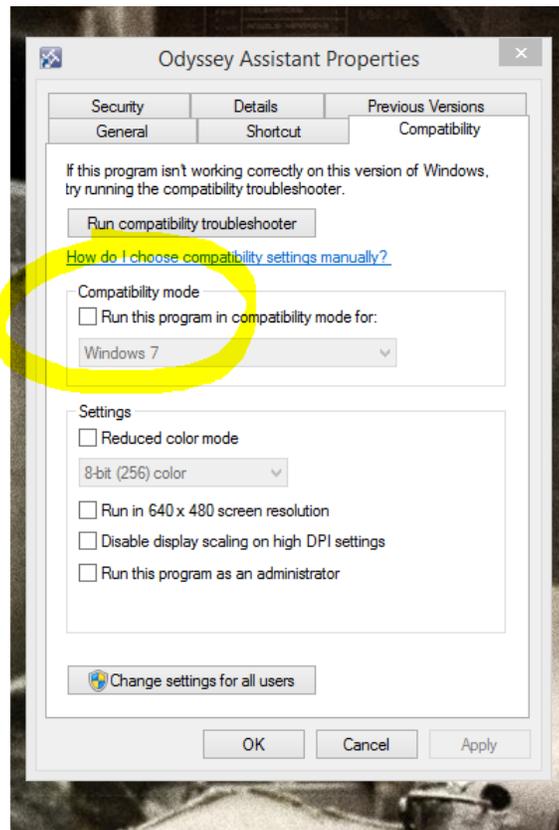


Fig 3 – Correct configuration for Odyssey Assistant Compatibility Tab

Support for Microsoft Office 2013 / Word 2013 (cont)

RESOLUTION (cont.) : To completely resolve this issue on all workstation platforms, there are three steps to perform:

2.) Ensure your Odyssey revision level is equal to or great than the following:

Odyssey 2013.0.79

Odyssey 2013.1.61

Odyssey 2014.0.27

Odyssey 2014.1.13

These revision levels have technology built in to the Odyssey Assistant code that detects and deletes any local registry keys that indicate the Odyssey Assistant is in compatibility mode each time the Assistant is closed. **Tyler Technologies always recommends our clients follow Best Practices when taking new production updates.** Always test any update in a stage or test realm prior to implementing in the live Production realm for any possible functionality defects.

3.) Enable the following GPO object to disable the “Program Compatibility Assistant” via Active Directory:

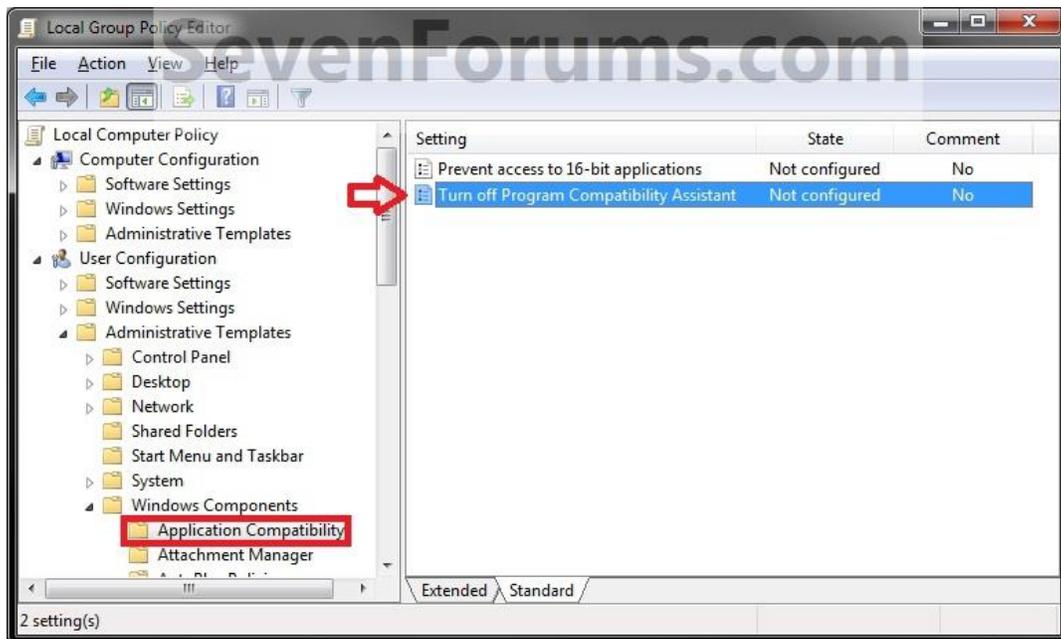


Fig 4 – GPO setting for disabling “Program Compatibility Assistant”

This link should be applied to the workstation OU that the Odyssey user workstations are within. For additional recommendations regarding Active Directory configuration and Odyssey please see the recently released Tyler Technologies Technical Services document “Best Practices: Active Directory for Odyssey” located at Tyler Community Technical Services Library:

http://tylercommunity.tylertech.com/odes/ody_tech/m/default.aspx

Publishing History

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V 1.0	1	05.11.2015	Initial New Document release for internal review
V1.0.1	1.0.1	05.23.2015	Updated with additional informational steps for clarity
V1.0.2	1.0.2	06.12.2015	Final Document review / Release