

₽

Mail Merge Error 4605 in Strata Master

If you receive a 4605 error you would be asking Strata Master to merge to a Template, letter or other document. When merging, you are asking Strata Master to 'cooperate' or link to a document in another platform, for example, Word which is a Microsoft product.

The error if you google Microsoft shows as below -

Run-time error '4605': This method or property is not available because a document window is not active.

Microsoft
Microsoft
https://support.microsoft.com > en-us > topic > you-recei... :

How the Error Reflects in Strata Master

The templates and documents being merged are held in your File Explorer as depicted in your lower taskbar as a yellow folder.



The Cause of the Error

Check the document in File Explorer to ensure that it is is not marked as Read-Only. If it is Read-only, a merge cannot occur. Screenshots below are an example and your screens may appear different due to varying versions of Windows.

1. Browse to the document in File Explorer. File Explorer is the yellow folder that shows in your task bar.



2. Right click on the document

AnnualNoticeOfLeviesEmailTemplate.	Open
DebtRecoveryNoticeEmailTemplate1.t	Drint
DebtRecoveryNoticeEmailTemplate2.t	PINL
DebtRecoveryNoticeEmailTemplate3.t	Edit
DebtRecoveryNoticeEmailTemplateMa	Scan with Microsoft Defender
DebtRecoverySMSTemplate1.txt	🖻 Share
DebtRecoverySMSTemplate2.txt	Open with >
DebtRecoverySMSTemplate3.txt	Give access to
DebtRecoverySMSTemplateManual.txt	Restore previous versions
DisclosureStatement.doc	Conduc
DisclosureStatement2013.doc	Send to /
EmailRemittanceTemplate_default.txt	Cut
Final Notice.rtf	Сору
📄 IndividualReminderEmailTemplate.txt	Create shortcut
InterimReportEmailTemplate.txt	Delete
LevyNoticeEmailTemplate.txt	Pename
LevyNoticeEmailTemplate_rename.txt	
LevyNoticeSMSTemplate.txt	Properties

3. Select Properties

Properties

4. Untick 'Read-only'.

eneral Sec	urity Details Previous Versions
	AnnualNoticeOfLeviesEmailTemplate.bt
Type of file:	Text Document (.txt)
Opens with:	Notepad Change
Location:	C:\Strata\Template
Size:	647 bytes (647 bytes)
Size on disk:	4.00 KB (4,096 bytes)
Created:	Friday, 13 July 2018, 3:36:30 PM
Modified:	Friday, 13 July 2018, 3:36:30 PM
Accessed:	Today, 7 March 2023, 5 minutes ago
Attributes:	Read-only Hidden Advanced

5. Click 'Apply' and then OK to close the screen.

OK Cancel Apply	
-----------------	--

6. You should then be able to merge to the document.

If you continue to have issues, contact your IT provider or log a case with Strata Master support. **Be aware** that Strata Master Support have limited authority in regard to settings in your Windows environment, so may need to refer you to your IT Provider.

07/03/2023 6:47 pm AEDT