

Knowledgebase Article

Error creating Mailmerge documents

Problem: When using the TMP Mailmerge feature users are receiving the error “Error occurred in clsMM.MailMerge Word cannot start the converter msword632.wpc”.

Cause: - When a file has the ".doc" file name extension, but the content is a plain text file or another kind of file that is not a Microsoft Word binary file, and that file is opened in Microsoft Word.

Check the following knowledgebase article for details and updated information:

973904 MS09-073: Description of the security update for Windows XP, Windows 2000, and Windows Server 2003: December 8, 2009

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;973904>

Resolution: - The registry fix for this issue is provided in the KB 973904. Following solution is the updated solution which is provided by the Microsoft Word Team. You can use the following steps for the resolution.

WARNING: If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use the Registry Editor at your own risk.

To resolve this issue, an affected user can unregister the msword632 converter by editing the registry as follows:

1. Click **Start**, click **Run**, type regedit, and then click **OK**.
2. Locate and then click the following registry subkey:
**2. HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Shared Tools
 \Text Converters\Import\MSWord6.wpc**
3. On the **Edit** menu, click **Delete**.
4. Click **Yes**.
5. Exit Registry Editor.

This change will effectively unregister the converter and disable it for third-party applications and for Microsoft Office. Microsoft Office will use its own text converters to open these kinds of files.