

Re: Pre-set Query Conditions that cannot be changed

Charity Event Secretary wrote:

While preparing to print labels from a Works 8.5 database (a process that has worked successfully many times) Word has suddenly refused to show the full set of records. Word acknowledges the existence of the full set but shows only a subset. The remaining records are blank both in the 'Mail Merge Recipients' box and after a properly processed merge to a new document. In the latter instance the labels are there (in other words it is not just one page) but they are blank.

Invoking the MailHelper button as suggested in other threads reveals that 'Query Options have been set', but trying to change them reveals a Filter and Sort dialogue that is blank. And yet the program behaves as though it is stuck in an earlier Query condition.

This has happened before and I have spent hours copying records a few at a time into a blank database. This worked in the end, though an easier method was to save in csv format and reopen the data. But both methods required re-definition of fields and reports.

Has anyone else experienced this symptom? And is there a remedy?
PS I may not be able to read replies for two weeks, but will watch this space eagerly on my return!