

Known Issues

Last Modified on 03/06/2022 2:29 pm EDT

Error producing reports/merging templates when using Office 365

Error text: "There is no application associated with the '.CSV' file extension"

Reason: Latest Office 365 updates (Apr 2019) have left Windows unable to open Excel or Word when called from third party software.

Solution: When RentalPoint asks Windows to open certain file types (doc, csv), they should open with Word or Excel; Having Excel open before running a report with .csv output and/or Microsoft Word open before requesting DOC or PDF output will resolve the issue since RentalPoint doesn't need to open the software.