Letter Generation and RTF Issues

Outline

This paper is intended to provide a solution to customers having issues with applications that use Rich Text Format (.RTF) files for letter generation. The problem is caused when the letter templates are edited with versions of Microsoft Word 2010 or earlier. The issue makes itself known eventually by displaying an error message indicating "system out of memory" when attempting to generate the RTF letter from the template. This Microsoft Word issue is by design, and a Microsoft-provided solution is available.

Details

Saving a Microsoft Word RTF letter template file that contains text and graphics can cause the file size to dramatically increase. The amount of growth is related to the size, amount of text, and number of graphics stored in the file. The more saves performed, the larger the file grows. The RTF letter template can grow so large that it cannot be generated. Users instead receive an error message indicating "system out of memory."

The fix involves running a Microsoft-provided registry patch. Please note that all workstations using the Building Department program should have this fix applied in order to completely eliminate the issue.

After the patch has been applied, a user can edit and save any bloated template files to shrink them back down to a functional size.

Solution

For more detail and instructions on how to fix the issue, please use this Microsoft Support link:

[224663 Word Document File Size Increases](#)

If you have any questions, please feel free to contact the BS&A Software IT Team at (855) 272-7638 or email [itsupport@bsasoftware.com](#).

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