OnBase Word Attachment Workaround

Problem

Due to limitations with the newest versions of OnBase, Word document and other Office attachments such as:

- `.docx .doc .word etc`
- `.xls .xlsx .xl`

Will not be shown in the integrated viewer within the OnBase Unity Client. This differs from the behavior of `.pdf` or image attachments which will display in the integrated viewer without issue. (See example)
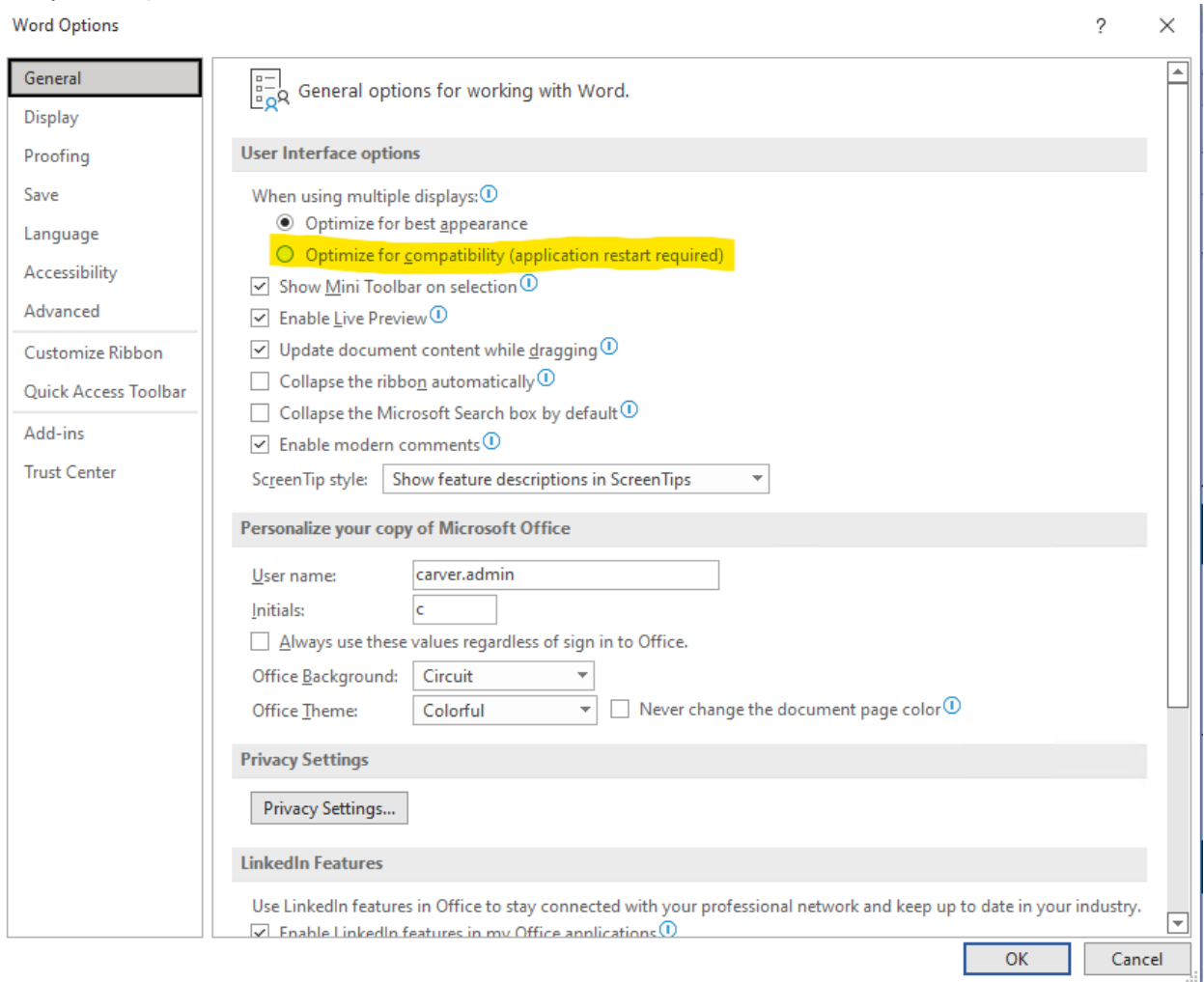

Solution

IM&T has identified a workaround that will allow users to view Office attachments via OnBase.

Steps

- Install Microsoft Office 365 on your workstation or submit a support request to help@unco.edu if you require assistance

- Close the OnBase Unity Client
- Open Microsoft Word or Excel
- Click File - > Options -> General - > User Interface options and toggle on "Optimize for compatibility"

- Close Microsoft Word/Excel

Selecting Office attachments via OnBase will now open a copy of that attachment in the applicable Office desktop application automatically.

Unity Web-Client

There currently is not a workaround for the Unity Web-Client. When selecting Office attachments, the Web-Client will download the attachment silently to the users downloads folder to be opened in the applicable Office desktop application.

If you have any questions regarding this workaround or OnBase please reach out to help@unco.edu or robert.carver@unco.edu