

# Error: "Macro = MyobGetTag/n"

**ANSWER ID:9237**

AccountRight sends information to Microsoft Word or Excel using the *OfficeLink* connection. Examples of this include when you create personalised letters (mail merge) in Word or send a report to Excel.

There's a few things that can affect, or break, the OfficeLink connection which can result in the following error:

**Which Microsoft Office versions work with AccountRight v19?** [See the system requirements.](#)

This error can be caused by:

- Not having Microsoft Office installed before AccountRight is installed. If your computer's hard drive is partitioned, make sure that both AccountRight and Microsoft Office are installed on the same partition.
- Having Microsoft Word or Excel open when AccountRight tries to send the information
- Missing or damaged OfficeLink files
- Missing or damaged Microsoft Office files
- A Windows corruption that prevents AccountRight from passing information to Microsoft Office

The tasks below will help fix this issue. Perform each task in order until your issue is resolved.

1. Register the OfficeLink drivers

2. Enable the OfficeLink macro

3. Uninstall and reinstall AccountRight

4. Uninstall and reinstall Microsoft Office

## Related topics

[Downloading AccountRight](#)