

Re: "Out of Memory" Error Message When Using a Template

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2007-02/msg00102.html>

- *From:* John Morley <JohnMorley@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 5 Feb 2007 15:28:01 -0800
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Dear John,

RE: Open and Repair,

Whatever it does, it does a lot of it. I had a recent client using my templates to document an enterprise-level software product. These hundred-plus-page user guides would include hundreds of cross references, a screenshot on most pages and way more than Microsoft Word should ever be asked to do, although we weren't asking the product to do anything it is not advertised as doing (clients making bad decisions are good for business). We would run Open and Repair often and sometimes see dozens of items repaired. I will look for it on Macintosh.

RE: Use Organiser to transfer the toolbars, macros and customisations
This does not seem to work with user forms. In the past, I have moved templates all the way back to Word 2001, running on OS 9 to move these items. Do you know if that is safe? I have no idea what type of mischief happens going back to that version of Word on that early of an OS. It seemed to work, but now I'm getting these Out of Memory errors.

Also, this is no small issue, in that a few of my forms include dozens of controls and would take many hours, if not days, to rebuild.

Please let me know if there is something I am overlooking in how to move user forms from one template to my brand new Maggie template.

—
John Morley

"John McGhie [MVP – Word and Word Macinto]" wrote:

Hi John:

You're very welcome :-)

"Open and Repair" is not an "Advanced Maggie", it's not quite an "Ordinary Maggie".

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An ordinary Maggie is a simple copy excepting last para, without starting from a fresh blank default template.

I use an Advanced Maggie before shipping a commercial solution. As solution developers, you and I probably have distinctly "suspect" Normal templates: mine can be traced back to year 2000 and has had all manner of cruel and unusual punishment :-). So I make the customer a clean copy into which I transfer the stuff I have built.

Open and Repair seems basically to rebuild the list templates within the document. I believe it also resets the style inheritance chaining to remove any circular references. I think it leaves everything else pretty much alone. As such, it doesn't cure as wide a range of ills as a Maggie does, let alone apply the Advanced Maggie's scorched earth policy :-).

I believe that Open and Repair does exist in Mac Word 2004, but it can't be chosen by the user. Word will run it if it finds the document in the twilight zone between indigestion and death.

Cheers

On 1/2/07 10:49 AM, in article
1E6CBCEE-836B-46D5-87EF-D8B5612E0BC7@xxxxxxxxxxxxxx, "John Morley"
<JohnMorley@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Dear John,

This is a fabulous job of answering my question. It is all information I need to know. Thank you. I am especially glad that I now have a name for Advanced Maggies. I have been doing them for years, and now have a name for them. I believe on the Windows side, there is a slightly hidden command for "Open and Repair" that probably does this for you.

—
John Morley

"John McGhie [MVP – Word and Word Macinto]" wrote:

Hi John:

Yes, "Out of Memory" these days almost never means that. It's an old error message which basically means "I cannot find something that should have been in memory by now."

In a commercial setting, particularly on a Mac, this often means the user

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has a PC macro virus infecting their documents and templates. Because they're on the Mac, the virus can't actually operate (beyond replicating itself) because it was written in VBA two or three levels above the Mac. But because they're not running an up-to-date virus program, the user doesn't know they have a virus. The first thing to suggest is that they update their virus scanner and run a full scan of their disk.

In the old days, this error usually meant the machine in question did not have enough free memory to load whatever Word wanted. These days, it usually means the internal structure of the document is broken so Word is asking for something that does not exist; or that the user machine in question is not up to date so the document contains something their machine can't reproduce. For example, you can get this if you have Equation Editor 3 equations in a document opened on a copy of Word that has not gotten above Equation Editor 2.

If you do a lot of complex edits to a document in an older product such as Word 2004, it is not uncommon for the chain of deletions, insertions, revisions and updates to become so complex that Word can no longer read its own handwriting. You get a broken document. The damage is often to parts of the internal code structure that are no longer in use. Word should clean these up when it closes a document. However, if it can't read them, it can't clean them. Word 2003 and Word 2007 have much greater ability to clean this stuff up than Word 2004.

It usually pays to reform your document (an "Advanced Maggie") if you are providing commercial solutions.

To do this:

1. Create a new blank Normal
2. Rename it to be the new template

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3. Open it as a document
4. Very carefully copy all of the text EXCEPT the last paragraph mark.
5. Paste into the new template
6. Save the new and close the old
7. Use Organiser to transfer the toolbars, macros and customisations from old to new.
8. Save again.

Most of the damage occurs in the various object containers that are hidden below the last paragraph mark in a document. When you perform the copy, Word re-creates any properties it needs in the new document. PROVIDED that you do not have the last paragraph mark selected when you copy. If you do, Word copies the old property container and thus copies the problem into the new document/template.

Using the Organiser provides a convenient way to copy from the property containers things such as toolbars, macros etc.

To be politically correct, you should do an Advanced Maggie on any template before distributing it for commercial sale. Maggie is Margaret Secara from the Word PC-L mailing list who spent many years teaching users how to recover document corruption.

If the error is being generated from a document, not from your template, it could be that the user does have too many edits! Users typically get the first document right, then continue to open it and chop it around each time they want a new document until eventually they break it. Nothing you can do about that: tell them to start a clean copy from the template.

Or it could be that the users are trying to edit from within their email program. If so, the reason Word can't find stuff is because it's in the email program, not on the hard disk where it is expected to be. Word expects the document to be the root of a filing structure: if

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the email
program is, nothing is where Word expects it to be. It may be
that things
such as the template or the printer driver are invisible and
that is what
it's complaining about.

Hope this helps

On 20/1/07 5:53 AM, in article
1169232783.008402.103150@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx,
"John Morley"
<jmorley@xxxxxxxxxxxxxxxxxxxx> wrote:

When opening a document attached to a
Microsoft Word template that
includes many and extensive macros, the
"Out of Memory" error occurs.
The Microsoft Knowledge Base attributes
this to:

"This out-of-memory error message may
indicate that the document
contains too many edits, rather than an
insufficient amount of memory."

However, since the document is being
opened (Change Tracking is not
turned on) there are no edits yet.

This is happening on a number of different
computers and files (the
templates are a commercial product I sell).
mostly running Word 2004
and OS 10.4 and above.

When the message is simply ignored,
nothing bad seems to happen, but
error messages are always disconcerting and
I would like something more
knowledgeable to say in tech support calls
than, "Oh, you can just
ignore that."

Any help would be appreciated.

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Please reply to the newsgroup to maintain the thread. Please do not email me unless I ask you to.

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