

Re: Normal Template Error Messages – Word does not work

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- *From:* "John McGhie [MVP Word, Word Mac]" <john@xxxxxxxxxxx>
 - *Date:* Sun, 15 Apr 2007 14:16:38 +1000
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In addition to what Bob said:

That error message usually means that the file named "Normal" is not actually a Template. A template file has a different internal structure from a document. If you name a document "Normal" and place it in the place where Word expects its template, you will get this error.

I would have a look on your system for all files named "Normal" and remove them all to the desktop, then re-start the computer.

It might help (or at least produce a different error...).

Cheers

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Please reply in the group. Please do NOT email me unless I ask you to.

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"simhut" <simhut@xxxxxxxx> wrote in message
<news:1176515632.046279.180450@xx>

After several years of using Office 2004 for Mac, I am suddenly having problems with Word. When I open Word, I get an error message that reads "Word cannot open the existing global template. (Normal)" When I click "OK" and then type something on the page and try to save it, I get the following message: "Word cannot save this document due to a naming or permissions error on the destination volume. (Document1.doc)" I have already repaired the permissions on my computer (a Mac 15" PowerBook G4, but that did not seem to have any effect. And if I try to open a Word document that I already created,

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I get the following message: "[NAME OF DOCUMENT] is being used by 'another user'. Do you want to make a copy? When I try to quit, I get the message "Do you want to replace the existing "Normal"?" and when I hit "Cancel" and try to close Word again, I get the message: Changes have been made that affect the global template "Normal". Do you want to save those changes?"

I tried removing Microsoft Office from my computer, using the software that comes with Office, and then reinstalling it, but I still get the same error messages, and Word still does not work.

If anyone has any thoughts on what I can do to correct this problem, I would really appreciate it.

–SimHut