

Re: Toolbar Icons Disappear

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- *From:* rh <Robert.Hufsky@xxxxxxx>
 - *Date:* Sun, 22 Jul 2007 11:25:55 -0700
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OK so I seem to be one of the "some" users. As I lived with that for 9 months now I might as well continue. Resurrection is a fine thing. Now if I click on the resize triangle of a toolbar the toolbar turns white AND the resize triangle no longer works. So even my workaround went away. My emotions slowly begin to kick in again but this time I'll keep them cool – until I'll get somebody by the collar ;-).

BTW are there any news or rumours about the upcoming version of office which should run natively on Intel Macs? I am fairly eager to try that because

1. it should eliminate the need for rosetta and therefore one potential cause of my problem
2. it should therefore run way faster. Office on my Intel Mac is not exactly a performance screamer when comparing it to Office on W*32

kind Regards

Robert

On Jul 21, 9:16 pm, CyberTaz <onlygeneralt...@xxxxxxxxxxxxx> wrote:

Thanks for the clarification!

Unfortunately this is an issue which only seems to affect "some" users "some" times on "some" systems. Worst of all it doesn't seem to be something that can be induced, and if you can't *cause* it, it's particularly difficult to diagnose & if it can't be diagnosed it can't be fixed. It does seem to be more prevalent (maybe even exclusive) on the Intel Macs which suggests that Rosetta may be involved. But like I say, nobody has yet been able to narrow it down to Apple/MS, Hdw/sftw, Rosetta, haxies, or some combination of all the above. My unit is a PPC & I've been using 2004 since it first shipped without having experienced this *at all* [knock wood].

One thing that may help is to repair permissions, and haxies (3rd party "helper" utilities) have been associated with the phenomenon as well.

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Replacing the respective .plist files can also be effective, but in your case – since all Office apps are involved – I tend to think it's *not* Office-specific.

Please see the inline comments as well:

Hi Bob,

many thanks for your quick response and sorry for my wording last time but sometimes emotions just kick in:-).

No problem – it's just that some seem to think they have MS by the collar in here, rather than just a bunch of working stiffs like themselves who are just trying to assist them as best we can:)

To be more specific here is my environment:

MacBook/2GB
Max OS X 10.4.10
Word 10.3.5. 070413

I am not referring to the formatting palette but to the toolbars. I usually have 4 Toolbars on my display: Menu Bar, Standard, Formatting and Review. In order to maximize the amount of text on the screen I prefer to have the toolbars beside the main window so I resize them to be vertically. After some time of work the icons in the toolbars disappear. The toolbar just turns ****white****, sometimes partially, sometimes completely. So if I want to save some work using the save icon,

I realize you're just stating this as an example, but just in case you aren't aware of it, you might want to use Command+S to save as you work & avoid leaving the keyboard altogether:)

I have to move the mouse pointer across the whole toolbar to make the icons reappear icon by icon and to find the save icon.

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I also tried the resize triangle in the lower right corner of the toolbar. Clicking on it ALL icons on the toolbar disappeared and the toolbar turned white completely.

This is a completely new wrinkle – I haven't heard reference to that before.

Funny enough, after resizing the toolbar to be horizontal and clicking the resize triangle in the lower right corner, the icons no longer disappear.

Nor this – more testimony to the fact that every reported instance exhibits a different set of symptoms.

Another interesting fact is that I have selected "Menu Bar" as one of my displayed toolbars but the Menu Bar is displayed only when the "Customize Toolbars" dialog is open. This seems a bit funny to me but I don't care because I use the standard menu on top of the screen.

The "standard menu" you refer to is generated by OS X and cannot be directly customized. In the Customize dialog you're provided with Word's "internal" model on which the OS bases its menu bar. The internal model you can modify & the changes you make are then presented to OS X for you :)

Maybe my problem has been solved by resizing the toolbars, let's see what happens next. My feeling is that there *is* a hard to detect bug.

I sure wish you well – I'll keep my fingers crossed, but I won't hold my breath:) Even in *some* cases where it has "seemed" to be cured a future OS X or Office update has been known to resurrect it.

The problem of disappearing icons also happens in Excel and Powerpoint.

Thanks, Robert

Re: Toolbar Icons Disappear

Robert

Good Luck |:>)
Bob Jones
[MVP] Office:Mac