

Re: office for mac issue– people can't open my word files when emailed

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2008-01/msg00542.html>

- *From:* John McGhie <john@xxxxxxxxxxx>
 - *Date:* Mon, 21 Jan 2008 14:35:10 +1100
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Hi Paul:

No. As Phillip says, if you are sending Word 2004 then the problem is at their end, not yours, and there's nothing you can do about it.

PCs made a series of changes going back six months to try to improve their security. If they made them wrongly, there are some kinds of documents they can't receive, until they fix their settings.

There are two things going wrong:

- 1) PCs are having problems with .docx files
- 2) PCs are having problems with .doc files.

Docx files are the new format. Internally, they are a Zip file. Some PC mailers are being "too clever" and Unzipping the file when they receive it. After that, it won't work, because Word 2007/2008 expects a Zip file.

Doc files are the "old" format. Most PCs have had an update to prevent them receiving old file formats that are less secure than the modern formats. Doc is a modern format, it should get through, but some system administrators have got their settings wrong and .doc files are not getting through if they come from a Mac.

The action belongs to the recipient system administrator to get their settings correct :-). In the meantime, do what Phillip said: zip it :-)

Cheers

On 21/01/08 11:54 AM, in article ee89a58.-1@xxxxxxxxxxxxxxxxxxxxxxxx, "Paul_Sheen@xxxxxxxxxxxxxxxx" <Paul_Sheen@xxxxxxxxxxxxxxxx> wrote:

I have bought office for mac 2004. For some reason people can't open my attached word files. Am I doing something wrong or do I have to change some setting?

Re: office for mac issue– people can't open my word files when emailed

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Don't wait for your answer, click here: <http://www.word.mvps.org/>

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

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