

Re: Slow startup times

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2008-02/msg00393.html>

- *From:* nb <nbarman@xxxxxxxxxx>
 - *Date:* Thu, 7 Feb 2008 05:45:13 -0800 (PST)
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Hi John,

Thanks for the help so far. I tried deleting all version of the Normal file as well as removing preferences as you indicated in your e-mail. This didn't solve the problem, but I noticed something interesting.

When I trash the normal file and empty the trash, Word takes about 17 seconds to launch. However, now if I quit Word and try to re-launch it, it takes closer to 50 seconds to launch. This is after the Normal.dotm file has been initially created. If I again trash the Normal.dotm file, the launch time again comes down to 17 seconds.

But the problem is still there, because on my guest login, Word launches in about 5 seconds.

Any other suggestions?

On Feb 7, 7:13 am, John McGhie <j...@xxxxxxxxxxxx> wrote:

Yup!

Hammer the Normal.dotm.

Drag it to the desktop, then go on a search and destroy mission for any OTHER copies of Normal template on your system and drag those to the desktop too. Note: the old versions of Normal template had no extension, they're simply called "Normal".

You must ensure there are no other versions on the system, or Word 2008 will try to suck in settings from them on first launch, and you will go round the circle again.

Remove or rename ~/Library/Preferences/Microsoft/Word Settings (10)

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(And ...Settings 11, if it's there).

Now, Launch and quit Word.

It should create a new clean Normal and everything ought to speed up.

Come back if that doesn't fix it.

On 7/02/08 12:05 AM, in article
616a6e3f-6a2a-4b7b-bb44-bed487643...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "nb"

<nbar...@xxxxxxxx> wrote:

I have already turned WYSIWYG fonts off.
I have also turned Show Project Gallery at Startup off.
I have deleted any and all versions of the NORMAL or NORMAL.DOTM
file

I am using a MacBook with 2 Ghz processor and 2 GB of memory and 160
GB of hard drive space.

I am pretty sure this is not a memory issue because I am getting very
good startup times on the guest account. The problem just seems to
happen within my user account...

Any other ideas?

On Feb 6, 6:31 am, John McGhie <j...@xxxxxxxx> wrote:

Try turning off WYSIWYG fonts, and Show Project Gallery
at Startup in
Word>Preferences>General.

Then quit and re-launch.

This works for a lot of people. Word 2008 launches quite
snappily on this

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MacBook. But it will struggle if you don't have enough memory: how much do you have?

It will also struggle if you have a bad Normal template. To replace your Normal.dotm, you need to hide not only Normal.dotm but all OLD versions of the pre-2008 Normal template, which was called just "Normal". If you don't, Word 2008 imports crud from the previous version template instead of creating a clean one.

Hope this helps

On 6/02/08 4:04 PM, in article d8df68ea-6afc-480f-8a63-8bd477659...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "nb"

<nbar...@xxxxxxxx> wrote:

Hi,

Every time I try to start up Word 08, I experience unusually slow startup times. I have tried disabling fonts, etc., to no avail.

Interestingly, if I try to start up Word 08 on Leopard's guest account, it starts up fast. I have isolated the problem to being related to my login, but I have tried everything from deleting all Microsoft preferences to deleting the normal files to disabling my fonts. None of these measures have solved the problem of slow startup

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times for Word.

When I launch Word, my activity monitor indicates that it is using anywhere from 98 – 100% of my system resources. Many times this triggers off loud fan noise from my Macbook. This lasts for 1–2 minutes and then Word finally launches.

Any suggestions?

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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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