

Re: Normal.dot and deletion of ~*normal.dot, recycle bin

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2006-09/msg01177.html>

- *From:* D Wilson <DWilson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 18 Sep 2006 10:51:02 -0700
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Again, thank you, Beth. I didn't click on "default" when I exited Word so I turned off the PROMPT TO SAVE NORMAL TEMPLATE option. I got this from Microsoft Office. But, it also said "or there may be a problem with Word." Just now, I turned PROMPT TO SAVE NORMAL TEMPLATE back on. I copied and pasted five pages from the above-referenced article and, when I went to save it, I got the following dialogue box: It was named, "Some of the features in this Document aren't supported by Microsoft Word 97. - Nested table cells will be lost. Cell contents will be separated by tabs. - Text color will become the nearest supported color. - Text wrapping breaks will become linebreaks." I got a similar message, as you know, once before. This dialogue box appeared only after I reinstalled Office as an attempt to "fix" it. I still don't understand why I'm receiving it. I never did, again, when using earlier editions (2000, XP) of Office.

I opened then went to close another Word Doc. I got a dialog box labeled, SECURITY WARNING. Within the box, "Contains macros by Microsoft Corporation." I went to "details" and got GENERAL tab. It was named Microsoft Corp. and Countersigner "VeriSign Time." I navigated through this box and was asked if I "wanted to INSTALL CERTIFICATE . . ." I did not install any certificates.

I clicked "OK" until I got back to SECURITY WARNING. I could, DISABLE MACROS or ENABLE MACROS or MORE INFO. I went to "more Info" help from Microsoft and part of the Security warning info said: "The document might contain a macro virus. If you don't expect the document to contain a macro, you might have a virus that is adding a macro virus to the document. Check your computer for viruses and try to get an uninfected copy of the document from the source."

"The macro might be in a document you downloaded as an HTML page from a Web site and opened as a temporary file. If your virus scanner tells you it has cleaned out a virus in this document every time you open it, you are removing the virus from the temporary file only, not from the original document on the web server. Check your computer for viruses, and notify the source about problems with the original document." Beth, over the last couple of weeks or so I was copying and pasting large amount of information from "Webopedia Online Dictionary for Computer and Internet Terms and Definitions."

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I checked, DISABLE MACROS. Probably not the thing to do but I couldn't close the WARNING window until I did.

I followed the steps to set macro security to MEDIUM. I cleared the TRUST ALL INSTALLED ADD-INS AND TEMPLATES box. There were no "trusted publishers."

Next, under Tools, options. File locations tab, file types and selected startup. Clicked Modify. There was no "Folder name." The cursor just sat there blinking and waiting for my response. I had none since I didn't know what to do.

Under "How can I determine all the add-ins that Word loads when it starts?" I did what you said, Tools, Macro, Security, Medium. Trusted Publishers tab, clear Trust all installed add[ins and templates.

Beth, I've learned a lot but I think I am getting out of my "comfort zone." I am getting in over my head. I am so worried and frustrated with myself I'm in tears!!

Okay, this is the last issue I confronted: EVERY time I open word I can't do anything. After several seconds, the SECURITY WARNING window always appears. I click on the red "close" X. It won't close until I click several times and each click brings up different smart tags. First, FPlace.DLL, then FDate DLL, then MOFL.DLL, then then FStock.DLL, the FPerson.Dll, thenFname.Dll then Mofl.Dll again. Only when I click these seven times and get these seven different smart tag names in this sequence, will the window close. After a few seconds, the cursor appears to allow me to work.

Beth, again, I have no idea what is going on. I honestly can't afford to bring in an IT professional right now. I might not have installed Office correctly. I might have "dragged" in a virus. I don't know. Can you continue to help???

"Beth Melton" wrote:

Okay, so we've ascertained that what you are seeing in Windows Search are shortcuts and you don't have a virus or a little gremlin wrecking havoc. :-)

Now, regarding the prompt to save your Normal.dot. First, when you changed your margins did you click the "Default" button in the Page Setup dialog box? If you did then will modify the default margins for each new document you create by making the change in Normal.dot which is the template, or pattern, used to create a new document when you click the New command. In this scenario you should have been prompted to save the changes to Normal.dot because you did indeed make a change

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and you should confirm the save.

BUT, if you are prompted to save Normal.dot each time you exit Word, you may want to turn the "prompt to save Norma" back on to verify this, and you have not made any modifications, such as using the Default button in various dialog boxes, add AutoText, create a macro, etc then it I'd say you have a third-party add-in that changes Normal.dot each time Word starts. Third-party add-ins are used to provide additional functionality to Word, such as the Avery Label wizard, scanning software, etc. You really don't want an add-in making a change each time you exit Word.

I also suspect the message you encountered along the lines of, "Microsoft Office 1997 can't support the selected options for this doc" and the oddities you are encountering are caused by a third-party add-in rather than the Word application. It's not uncommon to be using an add-in designed for an earlier version of Word in a later version. If they (the add-in developers) created the message box then the same message would be displayed regardless of the version you are using.

Here is an article that specifically addresses the prompt to save Normal.dot and it contains steps you can use to determine if you have third-party add-ins installed and if so, which one is causing the problem:

"Word prompts me to save changes to the Normal.dot template"
<http://office.microsoft.com/en-us/assistance/HA011514521033.aspx>

Let us know how this works out and then we'll move on to the next issue – provided this doesn't resolve the other issues. :-)

Please post all follow-up questions to the newsgroup. Requests for assistance by email can not be acknowledged.

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Beth Melton  
Microsoft Office MVP

Office 2007 Preview Site:  
<http://www.microsoft.com/office/preview/default.mspx>  
Office 2007 Community Articles/Tutorials:  
[http://www.microsoft.com/office/preview/community/article\\_archive.mspx](http://www.microsoft.com/office/preview/community/article_archive.mspx)

TechTrax eZine: <http://mousetrax.com/techtrax/>  
MVP FAQ site: <http://mvps.org/>

"D Wilson" <DWilson@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:DE0F9AEB-AF5F-44D2-A1B0-581310F29056@xxxxxxxxxxxxxxxxxxxx>

Yes, you're absolutely right because once, when deleting, I noticed something

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about "shortcut." I do right click on the now what I know to be shortcuts.

I opened them and deleted them. Thank you so much for your help. I am,

indeed, anxious to move on for I didn't have one problem with Microsoft

Office XP. I certainly appreciate your patience, expertise, willingness and help.

"Beth Melton" wrote:

Where exactly are you right-clicking and are you clicking any other command??

I thought you might be viewing the Windows Search Results.

I

suspect

what you are seeing are shortcuts rather than actual files.