

Re: lost normal.dot

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2005-04/msg00690.html>

- *From:* "Suzanne S. Barnhill" <sbarnhill@xxxxxxxx>
 - *Date:* Mon, 25 Apr 2005 15:34:49 -0500
-

If you have found Normal.dot, then try renaming it. Does Word work if you start it with the /a switch as recommended?

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Suzanne S. Barnhill
Microsoft MVP (Word)
Words into Type
Fairhope, Alabama USA
Word MVP FAQ site: <http://word.mvps.org>
Email cannot be acknowledged; please post all follow-ups to the newsgroup so all may benefit.

"Compound" <Robert@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:d4jft\\$an8\\$1@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:d4jft$an8$1@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

- > Thanks for swift reply Terry.
- > Not that easy, however..... (never is)
- > I have view of hidden folders switched on.
- > Oddly, search still didn't spot normal.dot. It is where you said it would be – so that's not the problem. Since Word won't start at all, I can't seem
- > to get any further. I tried a System restore to a month ago when I knew
- > everything was fine – no better, same message.
- > Also tried uninstalling Office 2000 Pro entirely. – guess what – can't, as
- > my Windows XP Pro Installer also seems to be broke (see post on WinXP help
- > group)
- > "TF" <terryfarrell%40%6d%73%6e%2ecom> wrote in message
- > news:%23E7hohcSFHA.3704@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
- >> See <http://word.mvps.org/FAQs/AppErrors/ProbsOpeningWord.htm>.
- >>
- >> You probably cannot find normal.dot because it is handled as a hidden
- >> system
- >> file unless you change the options in Windows Explorer, Tools, Folder
- >> Options, View tab. Make sure that you clear options to hide system files
- >> and
- >> document extensions and that Display content of Systems folder is
- >> enable.
- >> By
- >> default, normal.dot is in Documents and Settings, username, Application

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>> Data, Microsoft, Template folder.
>>
>> --
>> Terry Farrell – Word MVP
>> <http://word.mvps.org/>
>>
>> "Compound" <Robert@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> [news:d4jdgq\\$83r\\$1@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:d4jdgq$83r$1@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)
>> : Got a strange problem popped up a couple of days ago – so far it isn't
>> : responding to anything I have tried.
>> : On opening word 2000 the first screen comes up – then a message 'MS
Word
>> for
>> : windows has encountered a problem and needs to close.'
>> : I have tried a couple of ideas on the MS Office Knowledge base – one
of
>> : these requires locating and deleting all copies of normal.dot.
>> Strangely,
>> I
>> : cannot locate ANY copies on the entire PC !
>> : Next thing I tried was to uninstall Office 2000 Pro to clear the
problem
>> : with a new copy. That's where things went REALLY pear-shaped – I
can't
>> : uninstall Office !!
>> : I get a message about a feature in a folder 'Temp\sr1patch' being
>> : unavailable.
>> : Baffled
>> : Anyone come across this gremlin or similar ??
>> :
>> :
>>
>>
>
>

• *Follow-Ups:*

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