

# Re: Word 2007: Cannot Save Certain Documents in Office 2007 Format

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*Source:*

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2007-10/msg00184.html>

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- *From:* SebHoll <[SebHoll@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:SebHoll@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 13 Oct 2007 07:10:00 -0700
- 

Any news on the status of the bug? Will it be fixed in the next service pack?

Thanks

SebHoll

"Herb Tyson [MVP]" wrote:

I don't know the official/public mechanism for submitting bugs. Note that bugs often take months or longer to get fixed, unless they are critical/security related, so I'd plan on using work-arounds.

--

Herb Tyson MS MVP  
Author of the Word 2007 Bible  
Blog: <http://word2007bible.herbtyson.com>  
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"SebHoll" <[SebHoll@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:SebHoll@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:F771A17C-7E4C-4DA8-9044-013E46CACB93@xxxxxxxxxxxxxxxxxxxx](mailto:news:F771A17C-7E4C-4DA8-9044-013E46CACB93@xxxxxxxxxxxxxxxxxxxx)

Thanks for testing! Let me know how you get on "because this bug is  
\*really\*  
annoying. Btw, how do you go about posting bug reports for Office? I can't  
find how to do this on the website.

Regards

SebHoll

"Herb Tyson [MVP]" wrote:

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Well... I get the identical results you get. If you use a regular paragraph break before the equation, it works fine. Or, just a single Shift+Enter character... or two brand new Shift+Enter characters (after deleting the existing one).

This goes under the heading of "weird Word glitches". I'll see if I can get someone's attention at Microsoft to report this to. Very odd, and very interesting.

But... at least you know it's not your breath! And, you have a work-around!

--

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"SebHoll" <SebHoll@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message  
[news:24348820-DF24-482D-8CA5-06B1F29830E1@xxxxxxxxxxxxxxxxxxxx](mailto:news:24348820-DF24-482D-8CA5-06B1F29830E1@xxxxxxxxxxxxxxxxxxxx)

Thanks for your reply! I found some time to do what you said, and I've isolated a particular section which causes a problem. I don't know if I can upload files here, so I've hosted the Word 97 file it on a web server here (<http://s182692585.websitehome.co.uk/uploads/Test%20Word%2097.doc>).

If you download and open the Word document, then click the Convert button on the Office menu, you should get back to the original Word 2007 document. Now try saving it. When I tried, I got the same error message that I posted

above.

Now remove the blank lines before the equation and try again. I can now save in Word 2007 format without any problems when they are deleted. So what is it about those lines that is causing the problem?

Hope this helps

SebHoll

"Herb Tyson [MVP]" wrote:

As a diagnostic, I would try making a copy of a problem file, then try deleting half of it, and seeing if saving half of it works okay. If so, then try saving saving increasingly larger bits of it to see if there's a critical point where the problem occurs.

If saving half doesn't work, then start with 25% etc.

It might be that there's a particular element in the file that's causing the problem, or it might be that there's a critical number of equations that's causing the problem. The point is to try to narrow it down to begin with something that works, and

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then see where it fails.

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"SebHoll"  
<SebHoll@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message  
<news:556799E9-6FBD-4DD9-B938-50B06EEEEBE06@xxxxxxxxxxxxxxxxxxxx>

Hi  
Everyone,

I'm using  
Word 2007  
Student and  
Teacher  
edition to  
type up  
notes  
from  
Chemistry  
lectures, but  
when I try  
to save, I  
get an error  
message:

Microsoft  
Office  
Word

=====

—  
/!\ A file  
error has  
occurred.

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(C:\Users\...\Chemical  
Kinetic2.docx)

[OK]

=====

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When I  
click OK, I  
get another  
message  
box saying  
'Word  
encountered  
a  
problem  
while trying  
to save the  
document.  
Do you  
want Word  
to save  
the  
document  
as  
"D:\Documents\Rescue.asd"  
and mark  
the file to  
be  
recovered  
the  
next time it  
is opened.'

If I agree to  
generate the  
rescue  
document,  
then next  
time Word  
loads,  
the  
document  
appears  
perfectly,  
but it still  
won't let me  
save in  
Office  
2007  
(.docx)  
format. The  
\*only\* way  
I can get it  
to save, is  
to save it  
as a  
Word

97–2003  
format,  
however  
some of the  
styles are  
lost, and the  
equations  
become  
pictures.

This doesn't  
happen with  
every single  
document –  
I think it  
tends to  
happen  
when I add  
loads of  
equations,  
but I'm not  
100% sure.  
Also, it's  
unlikely  
to  
have  
anything to  
do with file  
permissions  
as I can  
save in  
Word  
97–2003  
format in  
the same  
directory  
perfectly  
fine.

Finally, I  
ran Office  
diagnosis  
to see if that  
helped, but  
it says that  
there are no  
problems.  
Anyone  
else  
experienced  
this  
problem or

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know how  
to fix it?

Thanks

SebHoll