

# Re: Word 2007 Crashes Intermittently

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*Source:*

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2009-06/msg00084.html>

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- *From:* "Terry Farrell" <[terryfarrell@xxxxxxx](mailto:terryfarrell@xxxxxxx)>
  - *Date:* Fri, 5 Jun 2009 09:34:52 +0100
- 

None of this is making any sense whatsoever. Please let's go back to square 1.

Rename normal.dotm as normal.bad. Restart Word and make sure it is in Word 2007 mode and not compatibility mode. Now before doing anything else, type into the blank document and check what font and font size it is using? (Don't be concerned that there is no normal.dotm created as there shouldn't be a normal.dotm at this stage.)

Terry

<oldman@xxxxxxx> wrote in message [news:f3pg25p5q8lrqm20931bkcg75vd7h2ii1r@xxxxxxxxxxx](mailto:news:f3pg25p5q8lrqm20931bkcg75vd7h2ii1r@xxxxxxxxxxx)

Terry,

I guess I still have a problem since before copying my friend's copy of normal.dotm into the templates folder Word did not create a normal.dotm. Once I copied the file into the folder the date and time were modified but the creator was still my friend.

Would it help if I uninstalled word and then reinstalled it?

At times word is still crashing with the original error message that I had added to this post a few days ago.

The saga continues.

Thanks,

oldgray

On Thu, 4 Jun 2009 15:54:49 +0100, "Terry Farrell"  
<[terryfarrell@xxxxxxx](mailto:terryfarrell@xxxxxxx)> wrote:

The test to see if this is working is to make a simple change such as to the default font (as described in my previous post) and then close Word and check the date/time stamp of the normal.dotm file. If it doesn't change to the current date/time you still have a problem. Bringing in a copy of

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normal.dotm is not fixing the problem. The problem is that Word is not creating a normal.dotm.

Terry

<oldman@xxxxxxx> wrote in message  
[news:39jf25ttli78q8i87qc08a04k278po1o9m@xxxxxxxxxxx](mailto:news:39jf25ttli78q8i87qc08a04k278po1o9m@xxxxxxxxxxx)

Terry,

Good morning.

I had a friend send me the missing normal.dotm file and placed it in the fold that you indicated it should have been. Followed your steps and the file has now been accessed and the date changed.

I also set the option for both word and excel to periodically check for updates it the options. Next week I will see if when I run the diagnostics any files were change since there is one error message about some sketch file missing and me not having administrative privileges to make updates.

The office 2007 install was clean not an upgrade

With the dotm file now in the folder I will have to see if the crash message no longer appears.

Thanks for the help.

oldgray

On Wed, 3 Jun 2009 08:34:51 +0100, "Terry Farrell"  
<terryfarrell@xxxxxxx> wrote:

In Windows Explorer, make sure that under Folder Options | View tab, Show Hidden Files and Folders is checked and that 'Hide extensions for known file types' and 'Hide protected operating systems

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files' are both unchecked.  
That  
will ensure normal.dotm will show up.

Then open Word and go to the Font settings dialog and change the font or font size and press the DEFAULT button at the bottom of the dialog. Now close Word. Note that when you close Word you should get a prompt to save changes to the global template: answer Yes. Use Explorer to navigate to Users | Username | App Data | Roaming | Microsoft | Templates and look for normal.dotm now. If it is not in that location, open Word again and go to Word Options | Advance tab and down at the very bottom select File Locations. Confirm that the User Templates folder is pointing to the location above.

If that fails to generate the normal.dotm, it may be add-in that is incompatible with Word 2007. Is Office 2007 an upgrade from an older version or a clean install on a new computer?

Terry

PS Users without Word 2007 may download the FREE Office 2007 compatibility pack for Office 2000 to 2003, which will let them open Office 2007 formats files: it will also give them all the new font sets to ensure 100% compatibility.

<oldman@xxxxxxx> wrote in message  
[news:27eb255vq6td71q0h9kgtv1f4jojv9qi4v@xxxxxxxxxxx](mailto:news:27eb255vq6td71q0h9kgtv1f4jojv9qi4v@xxxxxxxxxxx)

Terry,

I am running Office2007. I have just zipped the normal.doc and normal.bak and then deleted both files. On my computer there is no

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file named normal.dotm. I have changed the options to use word 2007 file format. The font I have set is Ariel 12pt. The real puzzle is the normal.dotm file that is not on my computer.

Just ran the Diagnostics option from word and nothing came up bad. However, when I went to option screen the following came up but can not get to the file it wants me to go get. It will take a few days till the download is accomplished per the Microsoft site.

Update Diagnostic – Unable to access a required file  
The Update Diagnostic was unable to run because it requires a file that you have chosen not to download. To give Microsoft Office permission to download this file, do one of the following in one of these 2007 Office release programs:

I was using the 2003 comparability format so I could sent files to people still using office2003.

My next thing I guess is to wait till the problem file is downloaded. However, the file normal.dotm mystery remains.

Again thanks for the help.

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oldgray

On Tue, 2 Jun 2009  
22:19:57 +0100, "Terry  
Farrell"  
<terryfarrell@xxxxxxx>  
wrote:

Are you  
sure you are  
using Word  
2007? Why  
did you  
change the  
font  
substitution?  
normal.dotm  
is the  
equivalent  
of the  
previous  
normal.dot.  
It  
has NEVER  
been  
normal.doc.  
If you are  
definitely  
using Word  
2007, go to  
Word  
Options |  
Resources  
tab and  
choose the  
DIAGNOSTICS  
option.

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I asked  
before, why  
are you  
using  
compatibility  
mode?

Terry

<oldman@xxxxxxx>

wrote in  
message

[news:4h1b25lbgt8ejpjb5ckle3c91rdii13k@xxxxxxxxxxx](mailto:news:4h1b25lbgt8ejpjb5ckle3c91rdii13k@xxxxxxxxxxx)

Hi  
once  
more,

I  
am  
looking  
at  
the  
folder:

C:\Users\[username]\AppData\Roaming\Microsoft\Templates

Inside  
of  
that  
folder  
are  
two  
other  
folder  
Charts  
and  
Document  
Themes.  
Under  
Document  
Themes  
there  
are  
three  
other  
folders  
:  
Themes  
Colors,  
Theme

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Effects  
and  
Theme  
Fonts.  
all  
of  
these  
folders  
are  
empty.  
Under  
the  
Templates  
folder  
as  
files  
are  
:~\$Normal.old,  
Manufacturing  
output  
histogram.xlt,Normal.bak  
and  
Normal.doc.  
that  
is  
all.

I  
went  
into  
the  
Word  
preferences  
and  
changed  
the  
font  
in  
Font  
Substitution  
to  
Ariel  
12.

After  
your  
last  
note  
I  
changed  
Normal.doc

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to  
Normal.ba1  
but  
when  
word  
was  
opened  
it  
recreated  
the  
Normal.doc  
file.  
I  
just  
changed  
it  
once  
more  
and  
we  
will  
see  
what  
happens.  
Is  
Normal.dotm  
due  
to  
Word2007  
file  
format?

We  
hopefully  
will  
get  
this  
solved.

oldman

On  
Tue,  
2  
Jun  
2009  
15:22:37  
+0100,  
"Terry  
Farrell"

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<terryfarrell@xxxxxxx>  
wrote:

There  
is  
no  
such  
animal  
as  
normal.doc  
(for  
Word  
2007),  
not  
even  
in  
previous  
versions  
of  
Word:  
normal.bak  
is  
irrelevant.  
I  
suggest  
you  
rename  
one  
as  
normal.bad  
and  
the  
other  
as  
normal.ba1.

Then  
restart  
Word  
2007  
and  
try  
changing  
the  
fonts  
again.  
If  
it  
still  
fails,

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what  
fonts  
are  
you  
using  
and  
why  
are  
you  
using  
Word  
2003  
compatibility  
mode?

Terry

<oldman@xxxxxxx>

wrote

in

message

[news:bcca2519rf055q7dsvuu4d0unr635kds14@xxxxxxx](mailto:news:bcca2519rf055q7dsvuu4d0unr635kds14@xxxxxxx)

I  
followed  
your  
instructions  
and  
went  
to  
the  
location  
indicated.  
However,  
I  
only  
see  
normal.doc  
and  
normal.bak.  
Could  
my  
word  
problem  
be  
that  
I  
am  
running  
in  
word2003

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mode  
so  
that  
I  
can  
transfer  
files  
to  
users  
that  
are  
running  
office2003?

Thanks  
for  
the  
help,  
oldman

On  
Tue,  
2  
Jun  
2009  
10:19:55  
+0100,  
"Terry  
Farrell"  
<terryfarrell@xxxxxxx>  
wrote:

And  
if  
you  
still  
cannot  
see  
it,  
go  
to  
the  
Windows  
Explorer  
options  
and  
disable

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the  
'Hide  
File  
Extensions...'  
setting  
and  
select  
'Show  
System  
and  
Hidden  
files'  
option.

Terry

"Doug  
Robbins

–

Word  
MVP"

<dkr@xxxxxxxxxxxxxxxxxxxx>

wrote

in

message

[news:ePHgtZ14JHA.1712@xxxxxxxx](mailto:news:ePHgtZ14JHA.1712@xxxxxxxx)

It  
will  
be  
located  
in  
the  
following  
folder:

C:\Users\[username]\AppData

--

Hope  
this  
helps.

Please  
reply  
to  
the  
newsgroup  
unless  
you  
wish

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to  
avail  
yourself  
of  
my  
services  
on  
a  
paid  
consulting  
basis.

Doug  
Robbins

–  
Word  
MVP,  
originally  
posted  
via  
[msnews.microsoft.com](http://msnews.microsoft.com)  
<oldman@xxxxxxx>  
wrote  
in  
message  
[news:apc9259tjt3mt36k62v](mailto:news:apc9259tjt3mt36k62v)

Tom,

I  
did  
a  
search  
for  
the  
file  
normal.dotm  
and  
Vista  
did  
not  
find  
a  
file  
by  
that  
name  
so  
could  
you  
tell

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me  
in  
which  
folder  
it  
should  
be  
located  
unless  
the  
name  
is  
not  
what  
you  
wrote.

I  
want  
to  
take  
the  
fixes  
one  
at  
a  
time  
starting  
with  
your  
first  
fix.

Thanks  
oldgray

On  
Mon,  
1  
Jun  
2009  
16:27:22  
+0100,  
"Terry  
Farrell"  
<terryfarrell@xxxxx  
wrote:

I've not seen this particular error but errors of these types are usually due to one of these problems:

1. Corrupt normal.dotm (rename it as normal.bad and Word will recreate it automatically)

2. Corrupt Data Key at HKEY\_CURRENT\_USER\Software\Microsoft\Office\12.0\Word\Regedit, navigate to the key and whilst DATA is selected,

press  
DELETE.

3.  
Corrupt  
printer  
driver.  
Check  
that  
you  
have  
the  
latest  
printer  
driver  
from  
the  
manufacturer  
support  
site  
and  
then  
delete  
and  
reinstall  
the  
printer.

Assuming  
one  
of  
these  
fixes  
the  
problem,  
clean  
up  
after  
all  
those  
failures:  
see  
<http://www.g>  
for  
what  
to  
do.

