

## Re: Word 2007 Crashes Intermittently

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*Source:*

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2009-06/msg00094.html>

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- *From:* "Terry Farrell" <[terryfarrell@xxxxxxx](mailto:terryfarrell@xxxxxxx)>
  - *Date:* Fri, 5 Jun 2009 22:20:04 +0100
- 

We may not necessarily have found the problem that is causing occasional crashes. But before continuing testing, clean out your system after all the problems. See the following FAQ for advise on cleaning up:

[http://www.gmayor.com/what\\_to\\_do\\_when\\_word\\_crashes.htm](http://www.gmayor.com/what_to_do_when_word_crashes.htm)

Terry

<oldman@xxxxxxx> wrote in message [news:h71j2599k56ifmqngd7eemli67ldaf135u@xxxxxxxxxxx](mailto:news:h71j2599k56ifmqngd7eemli67ldaf135u@xxxxxxxxxxx)

Terry,

I followed your instructions to the letter. I now have a Normal.dotm in the Templates folder with a time stamp of just about when I hit save. Now we have to see if I can go without crashing over the next few days. If I crash I will post a note here.

Thanks once more. Hopefully, I will not be contacting you.

oldgray

On Fri, 5 Jun 2009 21:21:50 +0100, "Terry Farrell"  
<[terryfarrell@xxxxxxx](mailto:terryfarrell@xxxxxxx)> wrote:

Open Word, go to Word Options | Advanced tab and scroll down to the SAVE section and make sure that 'Prompt before saving Normal Template' is checked. Close the options dialog.

Use the Font Dialog (Ctrl+D), select Arial 11pt and press the DEFAULT... button at the bottom of the dialog. Close the document and then close Word. Do you get the prompt to save Normal template when Word closes? Is there a normal.dotm now?

Terry

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<oldman@xxxxxxx> wrote in message  
[news:fqbi251pjin5iukoml0ce09ibr5kgbefri@xxxxxxxxxxx](mailto:news:fqbi251pjin5iukoml0ce09ibr5kgbefri@xxxxxxxxxxx)

Terry,

Changed normal.dotm to normal.old.  
Option set to save file as dotm which is word 2007 format.  
Opened new document and changed font from calibri to  
Ariel 11.  
Saved document.  
Closed word.  
Opened Explorer and checked  
c:\users\...\Appdata\Roaming\Microsoft\Templates\ there is  
no file in  
there called normal.dotm

What next?

oldgray

On Fri, 5 Jun 2009 09:34:52 +0100, "Terry Farrell"  
<terryfarrell@xxxxxxx> wrote:

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

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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>  
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

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normal.dotm  
file. If it  
doesn't  
change  
to  
the current  
date/time  
you still  
have a  
problem.  
Bringing in  
a copy of  
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:39jf25ttl78q8i87qc08a04k278po1o9m@xxxxxxxxxxx](mailto:news:39jf25ttl78q8i87qc08a04k278po1o9m@xxxxxxxxxxx)

Terry,

Good  
morning.

I  
had  
a  
friend  
send  
me  
the  
missing  
normal.dotm  
file  
and  
placed  
it  
in  
the  
fold

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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

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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

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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

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for  
known  
file  
types'  
and  
'Hide  
protected  
operating  
systems  
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

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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

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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

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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

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the  
new  
font  
sets  
to  
ensure  
100%  
compatibility.

<oldman@xxxxxxx>

wrote

in

message

[news:27eb255vq6td71q0h9kgtv1f4jojv9qi4v@xxxxxxx](mailto:news:27eb255vq6td71q0h9kgtv1f4jojv9qi4v@xxxxxxx)

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  
file  
named  
normal.dotm.

I  
have  
changed  
the  
options  
to  
use

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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

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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

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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

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is  
to  
wait  
till  
the  
problem  
file  
is  
downloaded.  
However,  
the  
file  
normal.dotm  
mystery  
remains.

Again  
thanks  
for  
the  
help.

oldgray

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

Are  
you

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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.

I  
asked  
before,  
why  
are

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you  
using  
compatibility  
mode?

Terry

<oldman@xxxxxxx>

wrote

in

message

<news:4h1b251bgt&ejjpbf5ckle3c91rd>

Hi  
once  
more,

I  
am  
looking  
at  
the  
folder:  
C:\Users\[username]\AppData

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

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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  
to  
Normal.ba l

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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"  
<terryfarrell@xxxxxxx>  
wrote:

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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,  
what  
fonts

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

Terry

<oldman@xxxxxxx>  
wrote  
in  
message  
[news:bcca2519rf055](mailto:news:bcca2519rf055)

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  
mode  
so

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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  
wrote:

And  
if  
you  
still  
can't  
see  
it,  
go  
to  
the  
Win  
Expl  
optio  
and  
disal  
the  
'Hid

File  
Exte  
setti  
and  
selec  
'Sho  
Syst  
and  
Hidd  
files  
optio  
  
Terr  
  
"Do  
Rob  
-  
Wor  
MV  
<dk  
wrot  
in  
mess  
new

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