

Re: Normal.dot 'default' does not stay

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.docmanagement/2005-02/2743.html>

From: Suzanne S. Barnhill (*sbarnhill_at_mvps.org*)

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Things to check:

1. On the Save tab of Tools | Options, do you have "Prompt to save Normal template" checked? If not, check it.
2. When you close Word after making the changes to the default, are you now prompted to save Normal.dot? If so, say yes. If not, we need to figure out why not.
3. Is this a freestanding computer, or are you on a network? If the latter, is this a corporate network? If so, is Normal.dot stored on the network and read-only? If so, you're out of luck until you can persuade the net admins that this is not the correct setup (see "You cannot share the Normal.dot file among multiple users in Word" at <http://support.microsoft.com/?kbid=811468>).
4. Even if Normal.dot is not read-only and changes are being saved, it's possible that a start-up script (or an add-in) is resetting your settings to the default at startup. Again, this is an issue to take up with the IT department.

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Words into Type

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Word MVP FAQ site: <http://word.mvps.org>

Email cannot be acknowledged; please post all follow-ups to the newsgroup so all may benefit.

"George" <air1@bellsouth.net> wrote in message

news:OxyYQPRDFHA.3688@TK2MSFTNGP14.phx.gbl...

> I'm using Word2003, and for the past few days, when I started up the PC in
> the morning, and started Word, I found that the blank document
(normal.dot)

> had fallen back to "factory" defaults...Times Roman font and 1.25"

> left/right margins.

>

> I keep setting it to Arial 12pt (then press Default), and 1.00" left/right
> margins (then press Default). The defaults stay put until I turn off the
> PC. Then they evaporate and go back to Microsoft's defaults. There's not
> enough history yet to see if this always happens or what.

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> There's been no new software installed or problems in past few days, and I
> don't recall any out-of-the-ordinary things being used or done in the past
> few days...nothing to look to as a possible cause.
>
> Any suggestions?
>
> Thanks,
> George
>
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