

BAD font conversion problem

Source: <http://www.tech-archive.net/Archive/Word/microsoft.public.word.printingfonts/2004-10/0116.html>

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Date: 10/10/04

Date: Sun, 10 Oct 2004 07:27:56 -0700

(I'd already posted this to App. Errors before noticing this Fonts area -- pls forgive the cross-post but my problem is urgent.)

I have just experienced a worrisome Word error, and would love some guidance. (I'm running Word 2002 (10.5815.4219) SP2.)

A couple hours ago I opened a large Word file which I've been working on for months now, and opened hundreds of times in the past without error. To my considerable surprise, I found that the body font of the document had been converted to Wingdings, while the headers, bullets etc remained in their familiar Courier New, Times New Roman and Helvetica. (I **believe** the body font was originally Georgia, but am not certain of this.)

Also, another section in a table had been mysteriously converted to Symbol (Greek letters).

My surprise turned to shock when I changed the font via the Style Manager, from Wingdings to Times New Roman. Now the entire body of the document was square boxes, with only footnote reference numbers left unscathed. Highlighting this boxed text and hitting Ctrl+Spacebar made no difference.

I also noticed that when I highlighted the Wingdings text, the highlight would not behave as usual and highlight word by word; rather, it could only highlight whole paragraphs at a time. Word was clearly acting very sluggish, too, and it took a long time for the cursor/prompt to move around.

After a bit of fiddling, I noticed that my clipboard manager, ClipCache, was able to convert the wingdings back into comprehensible letters, by clipping a piece of

microsoft.public.word.printingfonts: BAD font conversion problem

the text and hitting either "MIME nn codes to ASCII" or "MIME =nn codes to ASCII" buttons. However, all footnotes were lost.

I tried saving the doc in a variety of alternative formats, and noticed the following oddity. When trying to save in Word 6.0 format, I got a dialog box warning me that "Saving as word 6.0, Some of the features in this document aren't supported by Word 6.0/95". Strangely, further down in this box both the "Summary" of the features and the "Number of Times" were both given in Wingdings, not comprehensible text, as if an "internal font" of Word (forgive my ignorance) had been somehow changed to Wingdings.

After rummaging around on the Knowledge Base, I found "Microsoft Knowledge Base Article – 290978", which covers the following problem "WD 2002: Symbol Characters Are Changed to Box Characters." There was a macro attached, and I ran it, first on a sample block of Wingdings, then on the whole doc. It succeeded in restoring the Wingdings to Times New Roman, and preserving the footnotes, but formatting is a mess — quotation marks both single and double are turned into little boxes, etc. This is by no means a fixed document.

Other data points/clues:

I have installed only one new program recently, a disk-indexing program called X1. It installed and runs normally, as far as I can see.

I said I'd opened this doc many times w/o error, but this is not quite true. 2–3 times I noticed that one of the fonts had changed to Symbol (Greek), or that the bullet symbol had gone to a square box. This was easily fixed via the Style Manager.

It was possible to convert some, but not all, of the Greek text by highlighting it and hitting Ctrl+spacebar.

So my URGENT questions:

- 1) What on earth happened?
- 2) How do I fix the existing document without the elaborate, and in some cases destructive, use of the MS macro?
- 3) And perhaps more importantly: How do I keep it from happening again???