

Microsoft Knowledge Base Article

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Word does not save changes or you receive an error message in an Office program after you install Adobe Acrobat 7.0

[View products that this article applies to.](#)

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On This Page

↓ [SYMPTOMS](#)

↓ [CAUSE](#)

↓ [WORKAROUND](#)

↓ [Method 1: Manually save macros, preferences, and custom settings in Word](#)

↓ [Method 2: Use the Save All command](#)

↓ [Method 3: Contact Adobe](#)

↓ [Method 4: Remove the Adobe add-in from Office](#)

↓ [MORE INFORMATION](#)

↓ [APPLIES TO](#)

SYMPTOMS

When you use a Microsoft Office program that is listed in the "Applies to" section, you may experience one or more of the following symptoms:

When you change the workspace in Microsoft Word, the changes are not saved when you quit Word. These changes to the workspace include the following examples:

- You create a macro.
- You change the default font.
- You add an AutoText entry.
- You add a toolbar.

When you restart Word, the items that you changed or added are not available.

Note This behavior occurs even if the **Prompt to save Normal template** check box is selected.

When you try to start an Office program, you receive an error message that is similar to one of the following:

- **visual c++ runtime error**
Microsoft visual c++ runtime library
Program files\Microsoft office\office10\product name.exe
This application has requested the runtime to terminate it in an unusual way.
- When you open a Word document, you receive the following error message:

There is insufficient memory. Word cannot display the requested font.

[↑ Back to the top](#)

CAUSE

These issues may occur after you install [Adobe](#) Acrobat 7.0 Professional, Adobe Acrobat 7.0 Standard, or Adobe Acrobat 7.0 Elements.

Acrobat 7.0 installs a COM add-in in the following folder:

\Acrobat 7.0\PDFMaker\Office

This COM add-in provides PDFMaker icons and menu commands for Office programs.

[↑ Back to the top](#)

WORKAROUND

To work around this issue, use one of the following methods depending on your situation. If the changes are not saved when you quit Word, use method 1 or method 2. If you receive an error message when you try to start an Office program or when you try to open a Word document, use method 3 or method 4.

[Back to the top](#)

Method 1: Manually save macros, preferences, and custom settings in Word

To manually save macros, preferences, and custom settings in Word, follow these steps:

1. Press and hold the SHIFT key.
2. On the **File** menu, click **Save All**.

The changes are saved. Additionally, the changes are available in other Word documents.

[Back to the top](#)

Method 2: Use the Save All command

In Word, add the **Save All** command to the **File** menu. Then, use the **Save All** command every time that you create a macro, a preference, or a custom setting.

To add the **Save All** command to the **File** menu in Word, follow these steps:

1. On the **Tools** menu, click **Customize**.
2. On the **Commands** tab, click **File** under **Categories**.
3. Under **Commands**, drag **Save All** to the **File** menu. When the **File** menu opens, put the **Save All** command where you want it.
4. Close the **Customize** dialog box.

[Back to the top](#)

Method 3: Contact Adobe

Contact Adobe Systems Incorporated to determine whether an update is available for Acrobat 7.0.

For information about how to contact Adobe Systems Incorporated, click the appropriate article number in the following list to view the article in the Microsoft [Knowledge Base](#):

[65416](http://www.kbAlertz.com/Feedback.aspx?kbNumber=65416/) (<http://www.kbAlertz.com/Feedback.aspx?kbNumber=65416/>) Hardware and software vendor contact information, A-K

[60781](http://www.kbAlertz.com/Feedback.aspx?kbNumber=60781/) (<http://www.kbAlertz.com/Feedback.aspx?kbNumber=60781/>) Hardware and software vendor contact information, L-P

[60782](http://www.kbAlertz.com/Feedback.aspx?kbNumber=60782/) (<http://www.kbAlertz.com/Feedback.aspx?kbNumber=60782/>) Hardware and software vendor contact information, Q-Z

Microsoft provides third-party contact information to help you find technical support. This contact information may change without notice. Microsoft does not guarantee the accuracy of this third-party contact information.

[Back to the top](#)

Method 4: Remove the Adobe add-in from Office

If you remove the Adobe add-in, you cannot save a file as a Portable Document File (PDF) in an Office program.

To remove the Adobe add-in, follow these steps.

Note Because there are several versions of [Microsoft Windows](#), the following steps may be different on your [computer](#). If they are, see your product documentation to complete these steps.

1. Quit all programs.
2. Click **Start**, point to **Settings**, and then click **Control Panel**.
3. Double-click **Add or Remove Programs**.
4. Under **Currently installed programs**, click **Adobe Acrobat Professional 7.0**, and then click **Change**.
5. Click **Modify**, and then click **Next**.
6. Expand **Create Adobe PDF**.
7. Expand **Acrobat PDFMaker**.
8. Click the arrow next to **Microsoft Office**, and then click **Not installed**.
9. In the Adobe Acrobat Professional 7.0 Setup wizard, click **OK**.
10. Close Add or Remove Programs.

[Back to the top](#)

MORE INFORMATION

The Normal.dot file is the default template that is used by Word. By default, changes that affect all new documents are saved to the Normal.dot file. This behavior occurs unless you specify another template when you save the changes. Acrobat 7.0 can prevent Word from automatically saving changes to the Normal.dot file.

For more information about this issue, visit the following Adobe Web site:

<http://www.adobe.com/support/techdocs/331259.html>
(<http://www.adobe.com/support/techdocs/331259.html>)

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