MS WORD NORMAL. DOC

Q. When opening MS WORD a text document comes up that I saved. How can I get a new blank document to come up.

A. The "default" document in MS Word is called **normal.doc** so all you have to do is to rightclick START... click SEARCH and search to find the "normal.doc" file. When it comes up, DELETE it – yes, that's right… DELETE it. Then when you open MS Word a new blank document should open. If it does not, then do a "detect and repair" from the list under "HELP" and OPTIONS; but you will need the MS WORD install CD to use in the repair part.

Revised 7/15/2006 JMM

MS WORD PROBLEM

Q. I was using Microsoft Word on my home PC the other day. I closed the program and everything seemed fine. But when I tried to relaunch it a few hours later, it wouldn't open. A box appeared on my screen saying the computer was "starting Word"; nothing happened.

When I tried to CTRL-ALT-DEL my way out of it, I got a message saying my system was low on resources. I couldn't close, shut down — nothing. I had to restart my computer using the on/off button. Every time I rebooted and tried to launch Word, I got the same result.

I tried uninstalling and reinstalling Word. That still didn't fix it. What's up?

A. I know this will probably sound like nonsense, but whenever Word acts abnormally, one of the most common causes of the problem is a corrupted NORMAL.DOT file. (The normal.dot file is the default style. If you delete it then Word makes a new normal.dot file when you open it.)

That file is the basic template, or building block, that Word uses each time you create a new document. Think of it as the blank canvas a painter might use to start his or her next masterpiece. Unless you've told Word to do otherwise by customizing the template, the default typeface, font size, margin settings, etc., are automatically loaded.

As Word power-users know, it can be easily customized to accommodate a favorite design, your own letterhead or other personal touches. Unfortunately, the ease and variety of changes a user can make also makes this file prone to damage. One of the tell-tale signs of a corrupted NORMAL.EXE file is when Word is slow or unable to open.

The easiest way to fix the problem is to simply delete the NORMAL.DOT file from the Templates folder where it is stored. If you can't find it, search for the file using Start/Search/For Files or Folders under your Windows Start menu. After you delete the file, restart your computer. Word will create a new NORMAL. DOT file and open as it should.

Another problem that can be caused by a corrupted Normal.dot

MSWORD has text on every new document sheet opened. How do I get rid of it?

Click on Start, Find, Files and Folders. Search the entire C drive for a file called normal.dot (there's a period between normal and dot).   Delete the file and the associated shortcut. Then, start Word normally. You may be prompted to enter the 25 digit CD key when Word starts.

▪▪