NORMAL DOT WORD

Start Word with a /a switch. This will launch Word but bypasses the Normal.dot, Word's Data Key in the registry and the Word/Office Startup folders. If Word works correctly when launched this way, you probably have corruption in Normal.dot and/or the Data Key, or there is a conflict with an item loading in the Startup folder.

To start Word using the /a switch, use these steps.

1. Close Word.
2. Click the Windows Start button and click Run.
3. On the Run line type "winword.exe /a" without the quotes and press OK.
4. Paste the email
5. Can you reproduce the problem?

If Word appears to be behaving normally and you can no longer reproduce the problem, please use the steps in the RENAMING THE NORMAL TEMPLATE and DELETING THE DATA SUB KEY sections of the following article to make the changes permanent:

WD2000: How to Reset User Options and Registry Settings Q211793
http://support.microsoft.com/support/kb/articles/Q211/7/93.asp

To Start Word by Using the /a Switch

Starting Word by using **/a** on a command line causes Word to use the default settings for all options and prevents add-ons from being loaded.

The **/a** switch allows you to start Word without loading the following components:

- The global template (Normal.dot)
- Any add-in templates in the Startup folder
- Any add-in libraries (.wll files)
- Any COM Add-ins
- User settings stored in the **Data** subkey in the Windows registry

NOTE: When you start Word with the **/a** switch, changes that you make in Word that affect any of these components are not written to the hard disk when you quit Word, and the changes are lost.

For the following example, assume that Word is located in the C:\Program Files\Microsoft Office\Office folder.

To start Word by using **/a**:

1. 1. Click **Start**, and then click **Run**.
2. 2. In the **Run** dialog box, click **Browse**.
3. 3. Use the **Look in** box to locate Winword.exe, and then select it. Click **Open**.

   This step fills in the **Open** box in the **Run** dialog box.
4. 4. In the **Open** box, move the insertion point after Winword.exe.

NOTE: The path to the Winword.exe in the **Run** dialog box is enclosed in quotation marks. Be sure to move the insertion point to the right of the closing quotation mark.

5. 5.   Type a space, and then type `/a`.

The statement in the **Open** box should resemble the following:

"C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE\WINWORD.EXE" /A

If starting the program with the **/a** switch corrects the problem, use the following methods to further isolate the problem, or refer to the following Knowledge Base article:

244843 WD2000: What Does the Word Startup '/a' Switch Really Do?

To View Installed COM Add-ins

COM Add-ins can be installed in any location. To view the list of installed COM Add-ins, follow these steps:

1. 1.   On the **Tools** menu, click **Customize**.
2. 2.   Click the **Commands** tab.
3. 3.   In the **Category** list, click **Tools**.
4. 4.   Using the mouse, drag the **COM Add-ins** command to a toolbar.
5. 5.   Click **Close**.
6. 6.   Click the new button to view the Com Add-ins.

To Rename the Normal Template

To prevent formatting, AutoText, and macros that are stored in the Normal template (Normal.dot) from affecting behavior of the program and documents that are opened, rename Normal.dot. Renaming allows you to quickly determine whether the Normal template is causing the problem or behavior.

NOTE: Renaming the Normal.dot template resets several options back to the default settings, including custom styles, custom toolbars, macros, and AutoText entries. For this reason, Microsoft strongly recommends that you rename the Normal.dot file.

Certain kinds of configurations may create more than one Normal.dot file. These situations include cases in which multiple versions of Word are running on the same computer or cases in which several workstation installations exist on the same computer. In these situations, be sure to rename the correct copy of Normal.dot.

To rename the Normal.dot file, follow these steps:

- **Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.0:**

  1. 1.   Quit all instances of Word, including WordMail.
  2. 2.   Click **Start**, point to **Find**, and then click **Files or Folders**.
  3. 3.   In the **Named** box, type `Normal.dot`.
  4. 4.   In the **Look in** box, select your local hard disk drive (or an alternate user template location if you are running Word from a network server).
  5. 5.   Click **Find Now** to search for the file.
  6. 6.   For each occurrence of Normal.dot that appears in the **Find** dialog box, right-click the file. Click **Rename** on the shortcut menu. Give the file a new name, such as OldNormal.dot or Normal-1.dot.
  7. 7.   On the **File** menu, click **Close** to quit the Find program, and then restart Word normally (without using the **/a** switch).

  -or-

- **Microsoft Windows Millennium Edition (Me) or Microsoft Windows 2000:**
  1. 1.   Quit all instances of Word, including WordMail.
  2. 2.   Click **Start**, point to **Search**, and then click **Files or Folders**.
  3. 3.   In the **Search for Files or Folders Named** box, type `Normal.dot`.
  4. 4.   In the **Look in** box, select your local hard disk drive (or an alternate user template location if you are running Word from a network server).
  5. 5.   Click **Search Now** to search for the file.

6.   6.   For each occurrence of Normal.dot that appears in the **Find** dialog box, right-click the file. Click **Rename** on the shortcut menu. Give the file a new name, such as OldNormal.dot or Normal-1.dot.
7.   7.   On the **File** menu, click **Close** to quit the Search program, and then restart Word normally (without using the **/a** switch).

-or-

- -or- **Microsoft Windows XP Home Edition or Microsoft Windows XP Professional Edition:**
  1.   1.   Quit all instances of Word, including WordMail.
  2.   2.   Click **Start**, click **Search**, and then click **All Files or Folders**.
  3.   3.   In the **All or part of file name** box, type `Normal.dot`.
  4.   4.   In the **Look in** box, select your local hard disk drive (or an alternate user template location if you are running Microsoft Word from a network server).
  5.   5.   Click **Search Now** to search for the file.
  6.   6.   For each occurrence of Normal.dot that appears in the **Find** dialog box, right-click the file, and then click **Rename** on the shortcut menu. Give the file a new name, such as OldNormal.dot or Normal-1.dot.
  7.   7.   On the **File** menu, click **Close** to quit Search, and then restart Word normally (without using the **/a** switch).

If Word starts correctly, you have resolved the problem. In this case, the problem is a damaged Normal.dot template. You may need to change a few settings to restore your favorite options. If the Normal.dot file that you renamed contains customizations, such as styles, macros, or AutoText entries that cannot be easily re-created, you may be able to copy those customizations from the old Normal.dot file to the new Normal.dot file by using the Organizer.

For more information about using the Organizer, click **Microsoft Word Help** on the **Help** menu, type `Organizer` in the Office Assistant or the Answer Wizard, and then click **Search** to view the topics returned.

To Use Detect and Repair

Word now has the ability to detect and repair problems associated with Setup. This feature uses the Windows Installer to correct problems with missing files and to repair registry settings. This is equivalent to using the **/f** Setup command-line switch with the following options:

o - Reinstall a file if it is missing, or an older version if present.
c - Reinstall a file if it is missing or corrupted.
u - Rewrite all required user registry entries.
m - Rewrite all required local machine registry entries.
s - Reinstall all shortcuts, overwriting any existing shortcuts.

For example, the syntax for this switch is: *drive*:\setup.exe /focums
For more info see: http://support.microsoft.com/support/kb/articles/Q211/7/93.asp

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