

What's Wrong with My Document? – A Quick Reference Guide

Are you one of the unfortunate folks whose Word documents are misbehaving? Follow the easy, consistent steps below to track down and repair document problems.

Word Object	What Can Go Wrong	What You Can Do
Document	Compatibility Options	<ul style="list-style-type: none"> Re-set Compatibility Options to match your version of Word. Do one of the following: <ol style="list-style-type: none"> Office Orb Word Options Advanced Compatibility Options Word 2007 Microsystems Toolkit Toolkit tab Update Compatibility
	Styles List	<ul style="list-style-type: none"> Copy styles from your Normal template into the active document. In DocXtools v6, choose Toolkit Cleanup Touch-up tools... Update document with Normal template styles
	Normal style definition	<ul style="list-style-type: none"> Redefine the Normal style for the active document. In DocXtools v6, select Toolkit DIY tab Style property group Font Property Change Normal Style Font Name and Change Normal Style Font Size.
	“Binary” file header	<ul style="list-style-type: none"> Do one of the following: <ol style="list-style-type: none"> Copy all but the last paragraph mark of the document into a new document based on your Normal template. Use the Repurpose feature of DocXtools v6 to automatically rebuild the document for you. However, please note in most cases styles will be removed and need to be reapplied.
Section	Too many section breaks	<ul style="list-style-type: none"> Delete individual section breaks.
	Continuous section breaks that don't belong	<ul style="list-style-type: none"> Delete all section breaks. Do one of the following: <ol style="list-style-type: none"> In DocXtools v6, choose DIY tab, click the Macro button to expose pre-built macros. Select “Sections Remove Section Breaks”, click the Run Selected button to execute the macro. In Word, replace ^b (section break) with ^p (paragraph break) or ^m (page break)
	Inappropriate page parameters	<ul style="list-style-type: none"> Choose Page Setup ribbon and change any page parameters which clause the header or footer to overlap the body of the document.
Paragraph	Too much direct formatting or direct-formatting contrary to underlying style(s)	<ul style="list-style-type: none"> Press Ctrl+Q to remove directly-applied paragraph formatting from the selected paragraph(s) and expose the base style applied. Apply different style if appropriate. Press Ctrl+Spacebar to remove directly-applied character formatting from the selected text and expose the font attributes of the style.
	Wrong style applied	<ul style="list-style-type: none"> Replace styles globally: Choose Home Editing Replace. With your cursor in the Find what: field, click Format then Style, and select the style to replace. Repeat with your cursor in the Replace with: field, selecting the replacement style.
	No style applied	<ul style="list-style-type: none"> Apply appropriate style
Field Codes	Empty field codes	<ul style="list-style-type: none"> Delete offending field code(s) In DocXtools v6, choose DIY tab. Expand the Field property group, select “Unlink All Field Codes”, click Run Selected button to execute the macro.
	Corrupt field codes	<ul style="list-style-type: none"> Unlink field code(s) (turn to text) In DocXtools v6, choose DIY tab, click the Macro button to expose pre-built macros. Select “Fields Remove Empty Field Codes”, click the Run Selected button to execute the macro.

Recommended Reading: “The Ten Commandments for Comparison of a Legal Document in Word,” “Fixing Broken Word Documents,” and “The Seven Laws of Word Outline Numbering”
Knowledge Partnership customers can find these articles and more resources on the KP desktop.

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Footnotes	Footnote reference does not land on the same page as footnote text	<ul style="list-style-type: none"> Use paragraph styles consistently throughout the document. Make sure that footnotes are formatted with Footnote Text style and the footnote references are formatted with Footnote Reference Style. Remove empty paragraph marks and any direct formatting in footnotes. Use Footnote Text styles and Body Text styles to experiment with alternative line spacing (e.g., <i>exactly</i> 12 points) to bring footnote references and footnote text together. Make sure page number in a section does not start with 0 (zero).
	Footnote reference was deleted, but the footnote still appears	<ul style="list-style-type: none"> Do one of the following: <ol style="list-style-type: none"> Copy the entire document except for the last paragraph mark and paste it into a new document. (Indicates corruption of the document itself.) Use the Repurpose feature of DocXtools v6 to automatically rebuild the document for you. However, please note in most cases styles will be removed and need to be reapplied.
Styles	Bad or inappropriate style attributes (e.g., No Proofing, Condensed Fonts, weird language codes, fonts, etc.)	<ul style="list-style-type: none"> Copy styles from your Normal template into the active document. In DocXtools v6, choose Toolkit Cleanup Touch-up tools... Update document with Normal template styles Copy all but the last paragraph mark of the document into a new document based on Normal template (style definitions in Normal template dominate). Delete bad styles from the document style list: Choose Home Styles, click “dialog launcher”. Select the Manage Style button from the Style task pane displayed. Click the Import/Export button to access the Organizer. Then select and delete suspect styles.
Outline Numbering	Scheme not linked to styles	<ul style="list-style-type: none"> Link your scheme to styles Choose Home Paragraph Multi Level Lists Define Multi Level Lists. Identify which levels of your numbering scheme are not linked to styles and link appropriately.
	Scheme linked to styles but some individual levels are unlinked	<ul style="list-style-type: none"> Make sure all levels are appropriately linked in the Define Multi Level List dialog box.
	Text and Number positions not set through the scheme but through Paragraph Indents	<ul style="list-style-type: none"> Set Text and Number positions through the Multi Level List dialog box, not Format Paragraph dialog box. Read “The Seven Laws of Word’s Outline Numbering” for a complete discussion of outline numbering issues.

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