



# Tech Info Library

## Microsoft Word: Repairing Corrupted Documents

Revised: 9/30/90  
Security: Everyone

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This article last reviewed: 7 September 1990

TOPIC -----

I have designed a table/chart in Microsoft Word 4.0. Superpaint 2.0 was used to rotate some of the headings and insert large bullets.

When printing the document, I get the beginning of the table in Palatino (the desired font) and Helvetica, but later in the document the Palatino font is being replaced by Courier. I checked "no font substitution," but got the same result. The chart printed fine with LaserWriter 5.2, but this problem occurs with LaserWriter 6.0 or above. What happened with the new version of the driver?

DISCUSSION -----

When we printed your document here, it printed incorrectly every time--not only with LaserWriter 6.0 and 6.0.1. This suggests that the problem is some type of file corruption.

When a Microsoft Word file is corrupted, Microsoft suggests saving the file under a different name in RTF format, closing it, opening it again, and saving it again in regular Microsoft Word 4.0 format. When opening the RTF format file, Microsoft Word will ask if you would like to convert the file from RTF to regular Microsoft Word format. Say yes. This process will take a few minutes.

We tried this process with the file you sent, and all tables in the document printed with the correct font (Palatino).

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Tech Info Library Article Number:6097