

How to Quickly Solve Five Common Document Problems – and Ferret Out the Uncommon Ones, Too

An ILTA/LTA Presentation – The City Club

Sherry Kappel

Sr. VP, Chief Innovation Officer

November 9, 2005



microsystems
THE document experts

Microsystems — Our Strategic Vision



Agenda

- The Problem Landscape
- The Seek-n-Find Roadmap
- The Problems & Quick Solutions
 - 1: Page Fidelity
 - 2: Won't Compare
 - 3: Sneaky Symbols
 - 4: Naughty Numbering
 - 5: “The Style Cocktail”
- Q&A

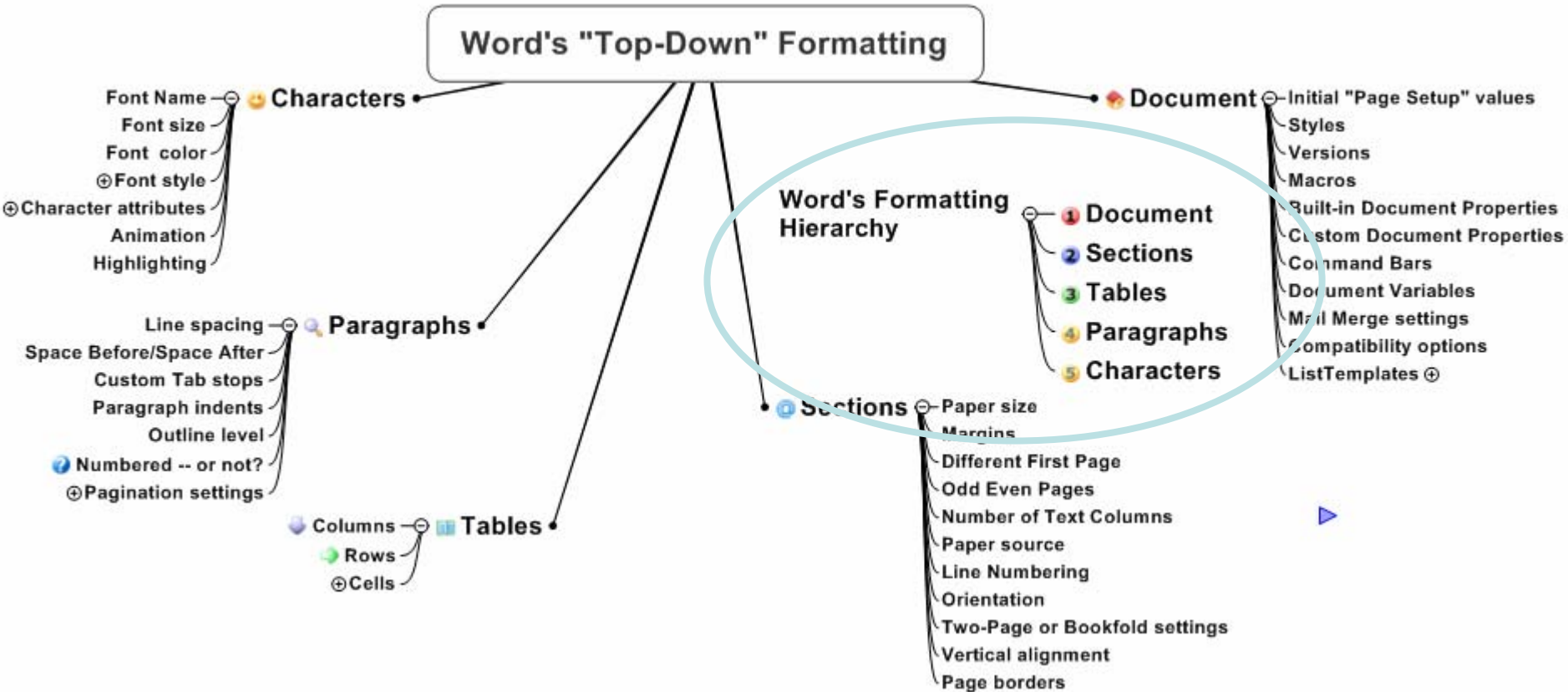
The Problem Landscape

- More than Five Issues – some numbers:
 - 10,000 > number of styles in a Word doc
 - 65,536 > number of symbols in Unicode grid
 - 32,000 > number of fields in a Word doc
 - 16,379 > number of bookmarks in a Word doc
 - 4 > number of Word versions in active use
 - 2 binary formats, 3 RTF formats, 1 XML format
- Our Document ER
 - Increased incidence of special character issues
 - Globalization: “Everyone does it their way”
 - Seeing more PDF-related inquiries
 - Expects 3200 problem documents in 2005

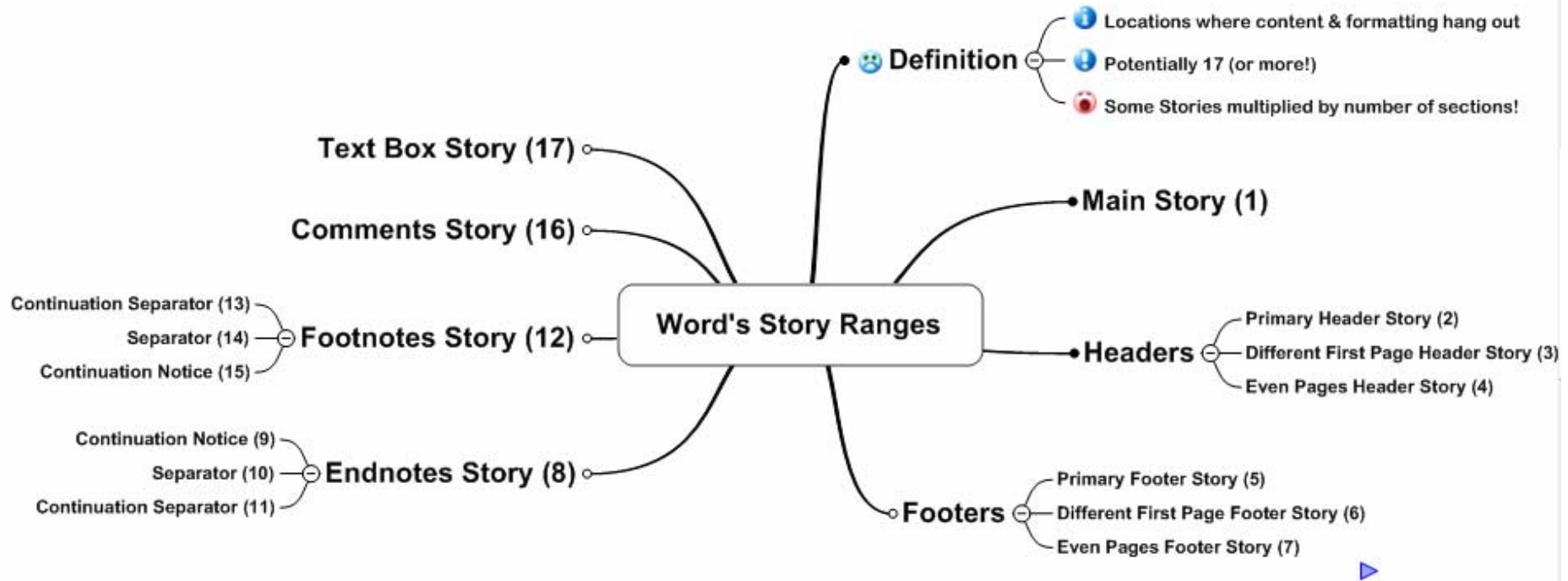
The Seek-n-Find Roadmap

- Anatomy of a Word Document
 - Level 1: Document/Template
 - Level 2: Sections
 - Level 3: Tables
 - Level 4: Paragraphs
 - Level 5: Characters
- **Troubleshoot accordingly**
 - **Special note: Field codes**
- Q&A

Word's Top-Down Formatting



Word's Story Ranges



Common Problem 1: Page Fidelity

- **Symptoms:**
 - “My PDF has more pages than my Word version”
 - “My printout is different than it appears on screen”
 - “My numbering isn’t bold when I print”
 - “My footnotes aren’t right...”
 - “Tables print correctly in Word 97, but not in 2000”
- **Cause:**
 - Compatibility settings, Font Substitution
- **Solution:**
 - Most: Tools | Options | Compatibility



Common Problem 2: Won't Compare

- **Symptoms:**
 - “My tables overlap”
 - “Pages break funny in my redline”
 - “My redline is a mess”
 - “My redline result is missing text”
 - “My comparison crashes”
 - “Why can't I use tracked changes w/DeltaView?”
- **Causes:**
 - Numbering, Tables, Bookmarks, Fields, Revisions
- **Solution:**
 - Quick: DocER (support@microsystems.com)
 - Manual: FileOpen | Repair; WordPad



Common Problem 3: Sneaky symbols

- **Symptoms:**
 - “I have square boxes where ® should be”
 - “I delete text, but cursor rolls over characters”
 - “My redline has gone Greek!”
- **Cause:**
 - Incorrectly-inserted symbols (e.g., “Creative Clipboarding”)
- **Solution:**
 - Quick: DocER (support@microsystems.com) or DocXtools > Navigator
 - Manual method: *many* steps...

Common Problem 4: Naughty Numbering

- **Symptoms:**
 - “Numbering won’t increment”
 - “This document appears to be corrupt”
 - “All of a sudden, I have tracked changes on my numbered paragraphs”
- **Cause:**
 - List templates, Paragraph formatting
- **Solution:**
 - Won’t Restart: Ctrl-A > Ctrl-Q
 - “Corrupt”: Open in later version of Word
 - Tracked Changes: File Save As | XML

Common Problem 5: Styles

- Symptoms:
 - “My Style list is overflowing!”
 - “I apply a style and the whole document changes!”
- Cause:
 - ‘Char’ Styles, “bad” paragraph markers
- Solution:
 - ‘Char’ styles: Open w/Word 2000 | (delete)
 - “Bad” markers: Replace ^13 > ^p

Summary: Where to Look...

- Container
- Sections
- Styles and/or Numbering
- Tables
- Bookmarks
- Comparison, 'change tracking'
- Graphics, other objects
- Ill-formed characters



Q&A

- Question & Answer
- Contact Info
 - Sherry Kappel
sherryk@microsystems.com
Sr. VP, Chief Innovation Officer
Microsystems
 - Gordon French
gordonf@microsystems.com
Director, Legal Sales
Microsystems



Microsystems — Our Strategic Vision

