

Troubleshooting lost Drop Down Menus in Word

Symptoms: A Program (such as a Word Add-In) Modified the User Interface, Hiding Toolbars or Changing Your Settings

Rename Normal.dot

To prevent formatting, AutoText, and macros that are stored in the global template (Normal.dot) from affecting the behaviour of Word or the documents that are opened, rename your Normal.dot file.

The Normal.dot file is usually located in :
C:\Documents and Settings\User\Application Data\Microsoft\Templates

Renaming your Normal.dot template allows you to quickly determine whether the Normal template is causing the issue in question. By renaming the Normal.dot template, you reset 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.

Start Word by Using Default Settings

Starting Word by using the /a switch on a command line causes Word to use the default settings for all options and prevents add-ins and global templates 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)
- User settings stored in the Data key in the Windows registry

Note: When you start Word with the /a switch, changes 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.

In the following example, assume that Word is located in the following folder:

C:\Program Files\Microsoft Office\Office10

Note You may have Word installed to a different folder.

To start Word by using the /a switch, follow these steps:

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

3. Click Open.

Note This step fills in the Open box in the Run dialog box.

4. Click after Winword.exe in the Open box.

Note The path to the Winword.exe file in the Run dialog box is enclosed in quotation marks. Be sure to click to the right of the closing quotation mark.

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

The statement in the Open box should look similar to the following:

```
"C:\Program Files\Microsoft Office\Office10\Winword.exe" /a
```

Restore the Word Registry Settings

Use the /r switch on the command line as follows:

```
"C:\Program Files\Microsoft Office\Office10\Winword.exe" /r
```

Starts Word, starts Setup, makes changes in the Windows registry, and then quits. This switch forces a re-register of Word in the Windows registry.