

Bugs and suggestions for Microsoft Word™ 3.01

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CompuServe - 75106,3721
Delphi and Genie - DSACHS

Please mail reports of new bugs and suggestions to:

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First of all I wish to state that there is no reason whatsoever for producing a detailed problems list for meagre software products. Word 3.01 is definitely worth buying, and is a major advance over version 3.0, but some problems remain, and there are features I would like to see in future versions. On a 1-10 scale similar to that used by InfoWorld I rate Word 3.01 at about 7.5, which few products exceed.. Word is very good, *but it should be better*.

I will update this document as needed. I will maintain the order of the items until the next version of Word is released The opinions expressed in this document are my own.

Microsoft Has responded to a few of the items in this list. Their responses are included with the items in a contrasting type style. They claim they are seriously considering all reported bugs and suggestions.

A. Bugs and design errors in Microsoft Word version 3.01

1. Word totally disregards the guidelines for printing in **Inside Macintosh**, and Technical Note 95, with consequences less severe than with version 3.0, but still noteworthy:
 - a. **Manual Feed** does not remain selected for the ImageWriter after printing.
 - b. The serial printer drivers supplied with Word work only with Word.
 - c. Using a reduction percentage on a LaserWriter, or the 50% reduction or Tall Adjusted options for the ImageWriter is a major hassle. These options have been improperly moved from the **Page Setup** dialog to the **Print** dialog. Word does not adjust its rulers for these options, an action which version 1 did properly. If you use **shift-Page Setup** in order to set the effective page size properly with a reduction, Word does not propagate the reduction percentage to its **Print** dialog, and the printing does not line up correctly. A good test for this and some other Word 3.01 bugs is to try to properly convert technical note 45, from its Word 1 format to a Word 3 version that will print properly. I have not yet been successful.
 - d. The **Factional Widths** option is wrongly placed in the **Print** instead of the **Page Setup** dialog.
 - e. Using **Chooser** to switch printers, especially after having printed a document, within Word can cause printing to fail until you quit from Word. I have unable to reproduce this, but have received reports of this problem from multiple sources.
 - f. Word version 3.01 does not work properly with the ImageWriter LQ, and the GCC Personal Laser Printer. Microsoft has apparently announced version 3.02, which has only added support for these printers. Does Microsoft plan to produce a new revision for every Macintosh printer announced?

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Word must be modified to **never** change the value of any field in a print record that does not have a permanently assigned a meaning for **all** present *and future* print drivers, *except via the active print driver's own dialog boxes and interfaces*. There is an explicit warning on page II-150 of Inside Macintosh that attempting to set fields, other than those specifically allowed can produce unexpected results. Of course, it is perfectly proper for Word to add items to the dialogs, or display a supplemental dialog, as described in Macintosh Technical Note 95, *but Word's replacement dialogs must be **totally** eliminated*.

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2. Word 3.01 always considers page 1 to be the first page of a document - even when it is not. When printing on a LaserWriter with the **Print Back to Front** option enabled, printing will stop at page 1 of the last section with the **Restart at 1** page number option set.
 3. If a page or column break, generated by Word, occurs between paragraphs, Word properly ignores the **Space Before** specification for the next paragraph (at the top of the page) *only* if the current section has 1 column per page. If the current section has 2 or more columns, Word creates a improper blank space at the start of the page or column. Word does properly honor the **Space Before** specification for a paragraph following a *user specified* break.

Microsoft has replied that this is a deliberate feature intended to vertically align the text at the top of each column and will cause a smaller loss of control and functionality than not honoring the space before. I disagree with this contention. Honoring the space before results in undesired white space. I normally special case the first paragraph of a section to have no space before. Remember that this problem applies only to column breaks caused by the overflow of the previous column.

4. Word 3.01 handles the combination of a bottom of page footnote, and a section break with **No Break** at the start of the section, very badly. A **totally** unnecessary page break is inserted at the section boundary. Word 3.0 takes the even worse action of printing the footnote in the middle of the page, between the sections. Why can't Word simply continue to the next section on the same page, and then print the footnote on the bottom. *If a user specifies this combination, Word should assume he wants it.*
5. There are problems in opening files created with Word 1, or MacWrite. I cannot convert the Macintosh technical notes to print properly, especially TN45, which is in Word 1.05 format. Relative vertical positions of subscripts and superscripts are changed when a Word version 1 file is opened. There may be some problems with headers and footers from Word 1 documents. Font sizes change when a MacWrite document is opened.
6. The spelling checker does not flag **supercede**. I am aware that because this seems to be the most commonly seen spelling error in print, a few dictionaries have reluctantly accepted it as an alternative spelling, but **supercede** has not superseded **supersede**. I feel that the computer software industry should expunge such non-words from computerized spelling dictionaries. The even worse non-word, **alright**, is also accepted.

[There appear to be numerous other problems with the spelling dictionary:

- a. **Header** is included, but the more common word, **footer**, is not.
- b. Many common verbs starting with **re** (such as **renumber** and **repaginate**) are not included, as are some common **un** words.
- c. There appears to be a total lack of policy with regard to certain words, that normally do not appear in print. Of 5 such 4-letter words tried, 3 were accepted, 2 rejected by the spelling checker; **s**t** is not accepted, but its derived adjective is.
- d. If you omit the second **T** from **together**, some very interesting alternatives will be suggested.
- e. Is Boston the capital of **Massachuset**, **Massachusets**, **Massachusetts**, or **Massachusettses**? All 4 forms may be suggested if you misspell **Massachusetts**. For some reason **Massachusettsan** (a person from Massachusetts) is not accepted.
- f. **Goodbye** and **liftoff** are accepted only as hyphenated.
- g. **San Francisco** is not accepted. The spelling checker suggests **San Fransisco**.
- h. **Hoses** is not accepted, but the **Suggest** option will suggest the same word. The same happens with **sans**.
- i. Many 2-letter nonsense combinations are not flagged as errors.

I am especially interested in receiving information about anomalies in the spelling dictionary. I feel that Microsoft, possibly in combination with other companies, should hire one or more people with advanced degrees in English or Linguistics to maintain a proper word list for computerized spell checking. The entries in such a list should **not** be in **exact** one to one correspondence with the entries of a printed dictionary.

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7. The spelling checker has no provision to forget a non-standard word that has been accepted by selecting **No Change**. Word should accept an unrecognized word only for the duration of the spelling check, or should have an option to skip a word without remembering it.

Microsoft has replied that **Shift-Spelling...** will cause the spelling checker to forget its lists of words to be skipped and corrections to be suggested. This feature was added too late to be included in the addendum. I feel a spell check option to stop at every occurrence of a particular misspelled word might be a desirable addition.

8. Tabs with leading underlining are not handled properly. Word uses the underscore character and is thereby restricted to drawing underlines that are a multiple of its width. In some fonts, such as Palatino, blank space appears between consecutive underscores if the **Fractional Widths** option is not enabled. Consecutive lines using the same tab show different amounts of white space before and after the underline, a most displeasing affect. *Word should simply draw a line.*

Microsoft has replied that the thinnest line that they could draw would be too thick, unless they resorted to pure Postscript. Perhaps they should when the printer uses Postscript.

9. Formulas are often vertically mis-centered.
For example $\sqrt{u(i=1,i=n,r(i+1))}+\sqrt{u(i=1,i=n,r(3,i+1))}$ produces $\sqrt{u(i=1,i=n,r(i+1))}+\sqrt{u(i=1,i=n,r(3,i+1))}$
Notice the mis-centering of the second Sigma.
10. User dictionaries are ignored when opened from the Finder, by selecting their icons.
11. User dictionaries cannot be added to the **Work** menu.
12. Saving a document as text causes all formatting information to be lost in Word's **internal** copy of the document. It is displayed in the default **Normal** style.
13. The underline character attribute is ignored for spaces at the very end of a paragraph.

Microsoft has replied that in most cases users do not want spaces at the end of a line to be underlined. **option-space** can be used to force underlining. I wish to point out that the case referred to is special. Spaces at the very end of a paragraph are normally totally redundant. The user may very well intend a trailing underline in this special case.

14. If text without interpretable formatting information is pasted into a Word document, Word unconditionally uses **New York 12** with no character attributes. Word should, instead, use whatever font and style text **typed** at the insert point would have. Formatted text, of course, should retain its special attributes (which will be exclusively ored with attributes of the active style).

This problem also occurs if a section divider is inserted at the very beginning of a document and text is typed before it.

15. Word fails to properly hyphenate some words. Furthermore the hyphenator does not always report the same possible points when it encounters the same word at different times. The hyphenation algorithm should be improved and a suitable disclaimer should be placed in the reference manual and the help text as to the limits of automatic hyphenation. Some words that are not properly hyphenated: **antithesis, anomaly, attribute, dictionary, disclaimer, interpretable, suitable.**
16. The keyboard menu selection method does not work with items at the bottom of long menus that must be reached by scrolling.
17. There seems to be no way to paste values into the **Find** dialog box, or the search portion of the **Change** dialog box. Word version 1 would copy the selected text.
18. The current method of setting preferences is very awkward for the **Show Hidden Text** option, which may need to be toggled several times in a short interval. This option can be added to the **Format** menu, but the reference manual does not mention this, and the help text mentions this in the wrong section. In addition to proper documentation, there should be a command key combination to toggle this option.

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19. 400K disk upgrades appear to lack some files present in the 800K disk upgrades, the UK spelling dictionary, and some examples. Microsoft should take note that some users with only single-sided disk capacity have hard disks. Since the complications resulting from copy protection are no longer present, perhaps the simplest solution to the dual distribution problem would be to manufacture single-sided masters with instructions to copy to double-sided working disks if feasible.
 20. The keyboard combinations for dialog boxes do not work for those not produced by Word itself, such as the request from the Standard File Package whether to overwrite a file with the same name. This may not be feasible to fix, but should be properly documented.
 21. Word loses track of the location of the default user dictionary, **User 1**. If words are added, and the changes are saved when quitting, it will migrate out of the System folder.
 22. If with the **Facing Pages** option set, **Page Preview** is entered at page one, and the lowest icon is selected, to force display of only one page, the first attempt to advance a page will not advance from page 1 to page 2.
 23. Word does not include characters in footnotes in the reported character count after a **Save**.
 24. Text containing the degrees symbol in the **Times** font (shift-option 8) will not justify properly for the LaserWriter unless the **Fractional Widths** option is enabled. This appears to be a bug in the screen version of the **Times** font. Using a version of **Times** just received from **Adobe** appears to cure this problem.
 25. Paragraphs which use leading blanks for indentation (I am aware that this is a lousy method.) will not justify properly for the LaserWriter unless the **Fractional Widths** option is *not* enabled.
 26. In form letters, Word fails to substitute values for field names within headers, footers and footnotes. This is a gross regression from version 1.x of Word.
 27. Word 3.01 *still* occasionally leaves a **Word Temp** file around, though the problem is much less severe than with version 3.0.
 28. The **Print Hidden Text** option should be either on the **Format** menu, or on the **Page Setup** dialog, rather than on the **Print** dialog. If it is *not* selected, hidden text should be ignored for the purposes of repagination, and should not be shown in **Page Preview** mode.
 29. **Page Setup** information cannot be saved as a **Glossary** entry as was possible in version 1.
 30. Both the reference manual, and the **Help** text are incomplete, and should be updated. One necessary addition is a complete summary of keyboard sequences on a page. I have received several bug reports for problems that are properly resolved by using some of Word's arcane features.
 31. Underlining of subscripts and superscripts rises and falls in accordance with the amount of vertical positioning, instead of properly remaining at the same level below the base of the line. This makes it impossible to properly underline such things as titles containing chemical formulas.
 32. The new key combination **Command-Shift-Z**, which is supposed to eliminate all special text options, does not affect the condensed, expanded, subscript, or superscript attributes.
 33. **Redo Typing** leaves the cursor mispositioned at the beginning instead of the end of the newly typed replacement text.
 34. The hyphenator sometime selects hyphenation points that do not cause hyphenation. Apparently line widths are being incorrectly calculated.
 35. When a page contains all or part of more than one section, Word uses both the header and the footer of the first section present on the page. I feel that Word should use the header from the first section and the footer from the last section present. If this is not feasible (among other things it could result in multiple valid paginations for a document) the subject should be properly documented.

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Furthermore when the header for the first section present contains embedded Postscript, it will not work properly unless the Postscript is present for all headers.

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36. Index entries within footnotes are ignored; such usage is common in legal word processing.
 37. The spelling checker does not show the context for misspelled words within headers, footers or footnotes.
 38. Global font changes (selecting the entire document and changing the font) do not affect headers footers and footnotes.
 39. There have been a few reports of crashes in Word, but only under extreme conditions. One user had crashes when saving a very large glossary. Another user reported problems after converting an extremely (430K) large text file. I had a crash after switching several times between 3 different (1.05, 3.0, 3.01) versions of Word.

Word sometimes runs into trouble when it runs out of memory. There appears to be no provision to gracefully quit when such a condition occurs. I managed to produce this problem only under extreme conditions, such as having several desk accessories active, or running Word under MultiFinder or Switcher with very complex documents, containing complex graphics. When an out of memory condition occurs, the startup disk is constantly active for a while as Word desperately tries to find the needed space. Eventually either the user or the system gives up.

40. Word does not honor the **Keep With Next ¶** paragraph attribute for the last paragraph of a section, when the next sections attributes do not force a break. This construct is necessary to keep together a single column headline and the start of its associated multi-column text.
41. When an existing file is modified and saved with **Make Backup** selected, the icons of file and the backup file occupy the same place when viewed by the Finder.
42. Word has problems handling large files. There are reports of serious failures when a return occurs at exactly a 64K boundary of a text file.
43. Word sometimes generates a page break just before a forced page break, causing a blank page. This appears to be associated with the paragraph properties of the forced page break.
44. If a document has multiple windows, and exactly one window is split so as to show footnotes, then closing that window causes Word to immediately request whether to save the document rather than waiting for the last window of a document to be closed.
45. When there is a selection the up and down arrow keys behave in a weird manner. If the selection is multi-line, the cursor is positioned within the original selection.
46. On a Macintosh II with multiple screens, Word does not remember the positions of its moveable dialogs if they are moved to a second screen.
47. If documents with mixed orientations are selected for printing from the Finder, Word uses the orientation of the first document printed.

B. Changes from version 1 that may cause incompatibilities.

1. A section with **No Break** at Section Start, and a different number of columns than the preceding section is treated differently by version 1 and version 3.
2. Tabs work differently in Word 1 and Word 3, causing some documents to be incompatible. (Similar problems exist with MacWrite)
3. Word 3.0 and 3.01 will break a line after a dash (Option-Hyphen or Shift-Option-Hyphen). Word version 1 would not.
4. Word 3.01 treats subscripted and superscripted text in a manner different than version 1 did.

C. Design issues raised by users

1. Many users have complained about the lack of automatic immediate repagination in Word as compared with other programs such as MacWrite. I am sure that speed considerations were a major consideration in **not** having such a feature; imagine having to completely repaginate a long document after typing each character, including such niceties as renumbering footnotes. One user mentioned the utility of being able to **Go To** the same place by page number while extensively editing a document.
2. Some users have complained that **Plain Text** now means the style of the paragraph *including any special character attributes and the font*. I feel that this is certainly *a* reasonable meaning, especially now that the **Command-shift-Z** combination has been added to remove all character attributes, but it should be documented more strongly. At least one user feels that the **Command-shift-Z** combination is extremely awkward.
3. The behavior of tabs, when typing extends beyond a tab position, is controversial. Perhaps there should be an option to choose between typesetting tabs (ignore tab characters if the corresponding tab has already been reached - the way Word 1 behaves), and typewriter tabs.
4. Many users have expressed strong feelings that the Word 1 versions of several shortcuts, were superior to the current methods. Most of the new methods require more keystrokes than the methods they replaced. One user commented that the old method for expanding glossary entries allowed double indirection. He could expand a glossary entry, and later expand names within the expansion.
5. Several users have complained that Word does not properly indicate right margins, especially when the **Fractional Widths** option is enabled. Microsoft has acknowledged this inherent deficiency of the Macintosh, but greeking, as done by PageMaker, might be desirable in **Page Preview** mode.
6. When **Show ¶** is enabled, the dots used for spaces are hard to distinguish from periods. Version 1 of Word raised these dots more than version 3.01 does.
7. When 2 paragraphs are combined by deleting the ¶ mark between them while retaining text from each of the paragraphs, the newly formed paragraph takes the attributes of the *second* paragraph. I have received a request that the attributes of the *first* of the combined paragraphs be retained.
8. A user complained about the adjustment of right margins when the page width is altered.
9. Subscripting and superscripting are handled in a very annoying manner. There is no key combination to return to normal character positioning after generating off positioned text without resetting other attributes. Selecting sub- or superscripting from the **Format Character** menu does *not* reduce the character size but the command-shift- plus and minus combinations do.

D. Suggestions for new or expanded features

1. There should be some provision for prefixed page numbers for documents organized by chapters. The intent is that the chapter number prefix should appear in the table of contents and the index.
2. Page margins should be adjustable section by section, as in the MS DOS version. It may also be desirable to change page orientation in the middle of a document.

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3. Word should support more date formats, both dynamic and non-dynamic in its documents. Some of the forms, I would like to have some way to produce are:

3/6/87. the way it is done now
03/06/87 all parts as 2 digits
87/03/06 year first
6/3/87 month first
Mar. 6, 1987
6, March 1987
Friday March 6, 1987

A user from Canada pointed out that Canadians use a European style date format.

4. I would suggest a separate **Make Backup** command, as opposed to the option in the **Save As** dialog box. You are always asked whether to replace the previous file. The MS DOS version of Word creates a backup file after every save.
5. For networked systems, provide an option for the *network administrator* to limit the number of times Word can be opened simultaneously, as per licensing restrictions.
6. Word should provide styles that affect character formats *only* when applied (without changing paragraph formats), as done in the MS DOS version. This would allow for example, having individual words in either Geneva or Helvetica, while most of the document is in New York or Times, and switching both pairs of fonts easily, or switching all underlined words to bold easily. Section styles are also desirable.
7. Word should have provision for automatically adding change bars wherever the document is altered, and deleting all of them at the start of a new revision. If feasible provide an option to print only changed pages.
8. Kerning pairs should be supported for LaserWriter fonts.
9. Allow multiple **Word Settings** files to handle cases where more than 1 person uses the same copy of Word, or where different defaults are desirable for different document types.

Microsoft has replied that if you configure Word as desired and move the **Word Settings** file out of the System folder and/or rename it, you can get Word to start up with the requested settings by double clicking on the moved/renamed **Word Settings** file. The **Word Settings** files will always be saved in the system folder after each session. I feel it might be a good idea to have a *permanent* option in the settings file as to where the settings should be saved.

10. Support automated references. References are similar to footnotes, but may be referred to at more than one place in the document, and consecutive numbering is based on the first occurrence. It would be especially desirable to have independent numbering of footnotes and references in the same document.
11. Add options to print *odd* or *even* pages only to facilitate double sided printing.
12. Allow skipping pages (start at a specified page number) at a section boundary.
13. Provide the ability to count words in a document.
14. When adding a word to a user spelling dictionary, there should be an option to describe capitalization requirements. When a previously unrecognized word is to be added to a user dictionary, and the word happens to be capitalized in the document, Word should have an option to add the word without case sensitivity, as it may be start of a sentence. While it is possible to manually enter the word without its leading capital letter, the procedure to do so is awkward and error prone.
15. Provide facilities for easy conversion of text to the opposite case, or mixed text to all caps or all lower case.
16. Provide some capability to edit the standard dictionary.
17. Provide a thesaurus facility similar to that in the MS DOS version of Word.
18. Provide some means to automatically change quotes to true right and left quotes.
19. Provide a method to modify or expand the hyphenation dictionary and rules. Perhaps the hyphenation dictionary should be combined with the spelling dictionary.
20. Sell alternative spelling dictionaries for such English-like languages as Legalese and Medicaese. Provide spelling and hyphenation dictionaries for other English-speaking countries such as Canada and Australia. Sell spelling and hyphenation dictionaries, if possible, for major foreign languages.
21. Add features to formula generation. Some suggestions are:

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- a. Overridable user settable global defaults for such things as amount of sub- and superscripting and relative size of limits compare to the integral sign.

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- b. Multiple character Brackets (such as double bars) and "Integral signs" (such as **Sum**).
 - c. Make fraction bars look better, especially on Postscript printers.
 - d. Use the special symbol-part characters of the **Symbol** font for large integral signs and brackets...
22. Support the function keys on the extended keyboard for the latest Macintosh models.
 Microsoft has replied that this is not possible yet. **Apple** has warned against assigning function key values. A future utility will provide user mapping capabilities.
 23. Allow more than 31 items on user-controlled menus. The latest systems support this, provided there are no disabled items. Perhaps future versions of Word should use hierarchical menus; this would allow having the **Font** and **Size** menus as submenus of the **Format** menu.
 24. Provide for subheader text, included as hidden text in the body of a document, to be dynamically placed in the header for each page. This is related to item 26 in the bugs section.
 25. Provide for the temporary screen display of selected text in a large type size to assist editing without affecting the character attributes used for printing.
 26. Provide for "typesetting codes" in hidden text for specialized characters... The user who requested this was not more explicit.
 27. Allow users to change the meanings of Command key combinations. One use would be to change commonly used 3-key combinations, such as character style changes, to 2-key combinations.
 28. The topics list for the **Help** facility should scroll to topics starting with a letter that a user types, in a manner similar to the scrolling feature of the **Standard File Package**.
 29. Word should provide stronger support for graphics, including the ability to anchor a graphic to a particular position, and have text flow around it.
 30. Provide for real time spell checking.
 31. Provide more facilities for boxes: Simple command to draw a box around selected text; Easy way to center a headline within a border box.
 32. Remember more default settings: **Num. Lock** status; ruler status of a document...
 33. The **Page Preview** display should have icons for *next page* and *previous page*.
 34. Add additional character attributes: Overline; Title Caps (Capitalize first letter of each word only)
 35. Provide for showing line numbers on the screen without having to do a **Page Preview**.
 36. The **Window** menu should list the windows belonging to open desk accessories.
 37. Provide a capability to retain the font of index and table of contents entries, so that entries containing, for example, characters from the Symbol font can be preserved.
 38. Use system highlighting if it is other than inverting the text. The Macintosh II provides colored highlighting.
 39. Allow zooming to more than 100% in page preview mode.
 40. Some of the dialogs, especially the **Style** dialog could be made larger. Perhaps some of Word's dialog boxes could be made resizable.
 41. Provide for automatic numbering of tables figures and equations.
 42. Provide a **Get Info** facility to store with each document such information as author, revision ...

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43. The **Find** and **Change** commands should support text with format attributes.
44. Word should be able to include pictures in encapsulated Postscript (ESPF) format.

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45. The **Same as Previous** option for headers and footers should be available as a permanent option, so that header and footer changes can be propagated throughout a multi-section document.
 46. When printing to a LaserWriter or other Postscript printer, Word should sort each page by font, style and size to minimize processing within the printer.
 47. The hyphenater should have options to not hyphenate words with particular text attributes (bold, italic ...)
 48. Allow the insertion of unnumbered or specially numbered pages in the middle of a document, so that correction sheets can be prepared more easily.
 49. Provide a simple means of propagating the footnote separators and continuation notice from document to document.
 50. Provide an "infinite loop" capability for the **Print Merge** facility for generating reports from a list with global information before and after the entire report.
 51. Several of Words modal dialogs should be made modeless. On a Macintosh II there may be plenty of room to keep a dialog such as **Format Paragraph** continually visible, select some text, format it...

E. Acknowledgements

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David Baird	William Davies	Barton Mendez	Martin Sachs
Fred Condo	Bill Dugan	Henry Norr	
John Crane	David Handelman	Alexander Perlis	
F. Revision Record			
87/08/07	Initial Edition		
87/08/21	Second Edition		
87/09/01	Third Edition		
87/09/18	Fourth Edition		
87/10/05	Fifth Edition		
88/01/11	Sixth Edition		