# Microsoft Word Viewer 97 for Windows 95 and Windows NT

Microsoft® Word Viewer 97, the newest member of the Word Viewer family, is a freeware product that allows you to view and print Microsoft Word 97 documents. Like previous versions of Word Viewer, the latest version can also open documents created with all previous versions of Word for Windows and version 4.*x* and above of Microsoft Word for Macintosh®. You cannot edit an open document in Word Viewer 97. However, if you have Word 97 installed, Word Viewer can open the document in Word. You can also copy text to the Clipboard to paste it in other applications. Microsoft encourages you to distribute Word Viewer 97 along with your Word 97 documents to people who do not have Microsoft Word 97.

## What's New in Microsoft Word Viewer 97

Microsoft Word Viewer 97 is optimized for displaying Word documents inside Microsoft Internet Explorer 3.*x* and above. If you have Netscape Navigator 2.*x* or above, Word Viewer Setup will install a plug-in that allows Word Viewer 97 to display documents inside the Navigator window. Word Viewer 97 includes the following, market-leading Microsoft Word 97 features:

- Online Layout View for easy reading of online documents, including those with background colors and textures
- Document Map for point-and-click navigation through longer documents
- Hyperlink navigation to open any hyperlink in a document with your installed browser

## System Requirements for Word Viewer 97

- A personal computer with a 486 or higher processor
- Microsoft Windows® 95 operating system or Microsoft Windows NT® Workstation operating system 3.51 or later
- 4 MB of memory for Windows 95 (8 MB recommended)
- 12 MB of memory for Windows NT Workstation
- 7 MB of hard disk space (9 MB free for installation only)
- VGA or higher-resolution video adapter
- Microsoft Mouse or compatible pointing device

## Ordering Microsoft Word 97

If you would like to order the retail version of Microsoft Word 97, contact the Microsoft Order Desk at (800) 360–7561 in the U.S., visit the Microsoft Online Shop, or contact your local Microsoft subsidiary. To locate your subsidiary, see the Microsoft World Wide Offices Web site at:

http://www.microsoft.com/worldwide/default.htm

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# Technical Support for Microsoft Word Viewer 97

Microsoft Technical Support provides a number of no-charge options for you to obtain technical information about Microsoft Word Viewer 97. These options include Microsoft Technical Support Online, the Microsoft Knowledge Base, the Microsoft Word Product Support phone line (206) 462-9673, and Microsoft FastTips. Because Word Viewer 97 is similar to Word, information on a particular topic such as printing from Word may also be pertinent to Word Viewer 97. Keep this similarity in mind when you look for technical information on any Word Viewer 97 issue you may encounter.

## Microsoft Knowledge Base

The Microsoft Knowledge Base, the same information source used by support engineers, contains thousands of technical and support-oriented articles on Microsoft products, including Word Viewer 97. You can access the Knowledge Base from any of the following sources.

### The World Wide Web

To access the Knowledge Base on the World Wide Web, use the following address:

> http://www.microsoft.com/support/mtshome.htm

Click **Knowledge Base** and follow the detailed instructions on the page.

### TechNet

TechNet, the Microsoft Technical Information Network, is a technical information subscription service providing valuable technical information about Microsoft products, including the Microsoft Knowledge Base. The subscription service includes 12 monthly updates to the TechNet CD-ROM. For TechNet subscriptions or information, call (800) 344–2121.

### Microsoft FTP Site

The Microsoft FTP anonymous server provides access to the Microsoft Knowledge Base for those users who have access to an FTP program service provider. To access the Microsoft Knowledge Base through the Microsoft FTP site do the following:

1. Log on to your Internet account.

2. At the Internet prompt, type

   **open ftp.microsoft.com**

   Or use the following IP address:

   **open 198.105.232.1**

3. In the User Name field, type

   **anonymous**

4. In the Password field, type your full electronic mail address (for example, *johndoe@test.com*).

5. At the prompt, type **cd deskapps\word\kb** to go to the KB directory.

6. Once you are in the KB directory, download the ReadMe.txt and Index.txt files located in that directory. ReadMe.txt contains important information regarding Knowledge Base articles on the Internet FTP server and how to access them. Index.txt contains a list of article titles and article IDs for each article.

**Microsoft FastTips**

Microsoft FastTips is an automated, toll-free service that provides quick answers to commonly asked technical support questions on key Microsoft products. FastTips also offers a comprehensive library of technical information and access to a faxable catalog of technical white papers and data sheets.

You can have any FastTip mailed or faxed to you from the automated Microsoft FastTips Technical Library, which you can call 24 hours a day, 7 days a week at (800) 936–4100.

## Information on using Microsoft Word Viewer 97

### Navigating Hyperlinks

When a Word document contains hyperlinks to other locations (for example, to locations in the same file, or to files on the network or the Internet), you can move to these locations by clicking the hyperlink display text or image. When you point to the display text of a hyperlink, the pointer becomes a hand. To follow the hyperlink, click its display text or image. To follow a hyperlink to an Internet location, you must have access to the Internet, either through a modem or through a network connection that provides Internet access.

If Word Viewer cannot follow a hyperlink to an Internet location and you connect through a modem, check the modem connection. Most external modems have lights that show when they are sending or receiving signals. Consult your modem's documentation for more information.

If you connect to the Internet through an Internet service provider, you may need to log on to the service again. You may also want to test other Internet connections from the same service provider.

If you are accessing the Internet through your company or organization network, there could be network problems or Internet connection problems. If the problem persists, see your network administrator.

If Word Viewer cannot follow a hyperlink to a local file, the destination might have been moved or you may not have the application required for opening the document on your machine.

### Online Layout View and Document Map

On the **View** menu, click **Online Layout View** to view documents with background colors or textures. The **Document Map** is a separate pane that shows an outline of a document's headings. You can use the **Document Map** to quickly navigate around the document and keep track of your location in it. For example, in the **Document Map** click a heading to instantly jump to the related part of the document.

Word Viewer automatically displays the **Document Map** in online layout view, but you can display it in any view.

### Comments

Comments appear in a document as highlighted text. To view a comment, point to the highlighted text. A tip will appear that shows the comment text. On the **View** menu, click **Comments** to view all the comments in a document. If this menu item is unavailable, the document contains no comments. To close the Comments pane, click **Comments** again or press **ALT+SHIFT+C**.

**Displaying Pictures**

*Word for Macintosh pictures*

Word Viewer cannot display pictures in Word for Macintosh files. When you open a Word for Macintosh document containing one or more pictures, Word Viewer will display an error message that reads "Word Viewer cannot display Macintosh pictures." You will then see the document with blank boxes, or boxes with X's through them, where the pictures would normally display.

**Printer and Video Driver Issues**

Due to the fact that versions of Word prior to Word 97 were much more dependent on printer and video drivers than most applications, you may experience problems while printing or displaying documents created in older versions of Word with Word Viewer 97. Fortunately, updates for common video and printer drivers are generally available either from your printer or video display card manufacturer, from the Windows 95 Driver Library, the Windows NT Driver Library, or the Microsoft Download Service (MSDL), which you can reach by calling (206) 936–6735. For more information about using the MSDL, call (800) 936–4100 and follow the prompts.

*Document margin issues*

Printers differ widely in their "unprintable regions"—the area of the paper where the printer cannot physically print—and this can affect the printing of documents from Word Viewer 97. If the document you are printing is formatted with margins smaller than those that can be accommodated by the current printer, you will see a message similar to the following:

> **The margins of section 1 are set outside the printable area of the page. Do you want to continue?**

You may choose to continue and print the document, but portions of the text may not print.

If the document margins are appropriate for the current printer, but text in the Header or Footer of the document is outside the printable area, then that text will not print. You will not receive a warning message if the header or footer is outside the printable area. The most common instance of this problem is when dot matrix printers do not print page numbers at the bottom of the page even though you can see the page numbers in Page Layout View.

*Font issues*

The document you are viewing may display and print differently than it did for its author if you do not have the same, or similar, printer driver selected in Windows. Since different printers support different fonts, Word Viewer 97 may select a font available on the current Windows printer if the original font is not available. The selection of the new font may affect line wrapping, page break locations, and other document formatting.

*Video Drivers*

Often you can determine whether or not your current video driver is causing a problem with Word Viewer 97 by switching your video driver to the standard Windows VGA driver. An easy way to do this is by using the Safe Mode feature of Windows 95 or Windows NT 4.0. While restarting Windows, hold down the F8 key to receive a menu of startup options. Then, select either "Safe Mode" or "Safe Mode with Network Support" to start Windows using the basic VGA driver (which is displayed in 640x480 resolution with 16 colors) and a minimal set of other drivers.

Using the Windows 95 control panel, you can also easily change video drivers. Double-click the **Display Properties** icon and then click the **Settings** tab. From here, you can easily change video drivers, monitor settings, and display resolutions.

### *Printer Drivers*

If you encounter any problems printing with Word Viewer 97, you should consider reinstalling your printer driver or updating your printer driver to the latest version. You can also run the Windows 95 printing troubleshooter. On the Windows 95 taskbar, click **Start** and then click **Help**. From Help, click the **Contents** tab, double-click the **Troubleshooting** option, and select "If you have trouble printing" from the list of help topics. This brings up the Print Troubleshooter, a tool that guides you through a series of questions to help you resolve your printing issues.

## Rich Text Format (RTF) and Plain Text Documents

Word Viewer 97 can open rich text format (RTF) files created by Microsoft Word, WordPad, and other word processors. It can also open plain text documents.

## Installation and Maintenance

To install Word Viewer 97, you must have the file Viewer.exe on your LAN or local hard drive, (or one of the alternate file sets described in this document under "Distribution of Word Viewer"). Close all other applications and ensure that you are not running any utilities or virus protection programs. In Windows 95 or Windows NT 4.0 or the Windows NT 3.51 File Manager, double-click the Word Viewer icon. This will run an unpack utility that extracts the Word Viewer 97 distribution files and start the Word Viewer 97 Setup program. Follow these instructions to successfully complete the installation.

1.  Word Viewer 97 Setup will prompt you for a folder in which to install Word Viewer. The default folder location for Word Viewer is \PROGRAM FILES\WORDVIEW (C:\WordView on Windows NT 3.51).

2.  After choosing the folder location for Word Viewer, click **Install** to install Word Viewer.

3.  If Word Viewer Setup detects Word for Windows (version 6.0 or later) on your system, it will prompt you to determine which application should open Word documents by default. For example, the default application is used to open files with .doc file extensions when you double-click them in Windows 95/Windows NT 4.0 or in the Windows NT 3.51 File Manager.

### *Important:*

Choosing "Open with Word" means that Word will be used by default to open Word files. Choosing "Open with Viewer" means that Word Viewer will be used by default to open Word files. If you select this option, you will not be able to use Word as your e-mail editor or edit Word document objects.

To restore Word as the default Word document handler, you will have to uninstall Word Viewer as described below and then start Word so that it can restore its Registry information.

### *Maintenance Mode*

If you have installed Microsoft Word Viewer 97, but are observing unusual behavior, you should reinstall it as follows:

### *Windows 95 or Windows NT 4.0*

1.  In the Control Panel, double-click **Add/Remove Programs**.

2.  Click the **Install/Uninstall** tab.

3.  Double-click **Microsoft Word Viewer 97**.

*Windows NT 3.51*

1. Go to Word Viewer's Installation Directory.

2. Run the file Setup.exe.

In all cases, Setup will display a Maintenance Mode dialog box that has a **Reinstall** button to restore any missing files or settings. Click this button to start the reinstallation.

### Uninstall

To remove Word Viewer 97 from your system, follow the instructions in this document to start Microsoft Word Viewer 97 Setup. When the Maintenance Mode dialog box appears, click **Remove All**. Once uninstall is complete, start Word to restore its settings.

## Distribution of Word Viewer

Microsoft encourages all users of Word Viewer to distribute it to friends and colleagues. You can post it to online services, put it on networks, or give it to others on disks.

### Disk Distribution

Microsoft distributes Word Viewer 97 on three disks as well as online. The disk set is available from the Microsoft Order Desk, at (800) 360–7561, for a standard shipping and handling charge.

If you have a Microsoft disk set you can copy the files from each disk onto a formatted 1.44MB disk. Please label the disks as follows:

Microsoft Word Viewer 97

Version 8.0

Disk 1 of 3

Run Setup.exe from this disk

and:

Microsoft Word Viewer 97

Version 8.0

Disk 2 of 3 or Disk 3 of 3

Labeling the disks in this manner will avoid confusing them with disk sets created from online Word Viewer 97 files as described in this document.

### Creating disks from online files

There are two procedures for creating disks for distribution to other users. The first procedure involves copying files that Setup creates, and must be done just before exiting Setup. The second procedure requires PKZip™ version 2.04, but can be done at any time after downloading Viewer.exe. Obtain three formatted 1.44 MB disks and follow the instructions below:

### Setup Copy Procedure

1. Label three disks **Microsoft Word Viewer 97 disk X**, where X=1, 2, and 3.

2. Run Viewer.exe to start Word Viewer 97 Setup. When Setup displays the message "Do you want to install Microsoft Word Viewer 97?", switch to the Windows 95 Explorer or Windows NT File Manager.

3. Locate the folder referenced by the "tmp" environment variable. If you do not know which folder this is, do the following:

- Go to the MS-DOS prompt.

- Type **set** at the MS-DOS prompt, and press Enter.

- Look for the line "TMP=…" to determine the location of your "tmp" folder.

4. Insert the disk you labeled as "disk1" and copy the following files from the "tmp" folder to the disk:

- install.txt

- license.txt

- setup.exe

- setup.ini

- setup.lst

- setup.tdf

- wviewer.inf

- viewer1.cab

5. Insert the disk you labeled as "disk2" and copy viewer2.cab to it.

6. Insert the disk you labeled "disk3" and copy viewer3.cab to it.

### PKZip Procedure

You must have the PKZip version 2.04 program for this procedure. This program is widely available on bulletin boards and other online services.

1. Insert the first disk into your floppy drive.

2. From the Windows 95 Start Menu or the Windows NT Program Manager, start an MS-DOS command prompt.

3. At the MS-DOS command prompt type

   **pkzip -& <floppy>:\Viewer.zip Viewer.exe**

where "<floppy>" is the letter for the drive containing the disk. This command creates an archive that spans two disks. PKZip will prompt you for the next disk when it has filled the current one.

### To install Word Viewer 97 on another machine using the ZIP file:

1. Create a new folder from which to do the install.

2. At the MS-DOS command prompt, type

**pkunzip <floppy>:\Viewer.zip <drive>:\<destfolder>\Viewer.exe**

where "<floppy>" is the letter for the drive containing the disk, and "<drive>" and "<destfolder>" are the drive letter and new install folder you want to place Viewer.exe in.

3. Double-click Viewer.exe to start Setup.

***Distributing Word Viewer 97 on network servers***

## *Creating a network source from a Microsoft disk set*

(See "**Disk Distribution,**" in this document, for information on obtaining Word Viewer 97 on disks.)

To create a network source for Word Viewer 97 installation, create a new folder on the server, and create three subfolders under it: "disk1", "disk2", and "disk3". Copy the files from each disk into the appropriate subfolder.

To install Word Viewer on your local drive, or to a personal network location, run Setup.exe from the "disk1" subfolder.

**Note:**   Word Viewer 97 Setup does not offer an option to run the application from a server ("Run from Server" option).

## *Creating a network source from the Word Viewer 97 online files (Viewer.exe)*

The recommended procedure is nearly identical to the "Setup Copy Procedure" discussed in this document for *Creating disks from online files*. Instead of copying the files to separate folders for each disk, copy them to a single folder on the network server. Network users may then run Setup.exe from that location on their local drives, or to a personal network location.

## Word Viewer 97 installed file names and locations

| File Name | File Size (in KB) | Location |
|---|---|---|
| INSTALL.TXT | 5,238 | \WORDVIEW |
| LICENSE.TXT | 5,044 | \WORDVIEW |
| README.DOC | 83,456 | \WORDVIEW |
| WORDVIEW.EXE | 3,567,104 | \WORDVIEW |
| ACMEREG.DLL | 43,008 | \WORDVIEW\SETUP |
| ACMSETUP.HLP | 18,397 | \WORDVIEW\SETUP |
| MSSETUP.DLL | 249,344 | \WORDVIEW\SETUP |
| SETUP.EXE | 332,288 | \WORDVIEW\SETUP |
| SETUP.INI | 149 | \WORDVIEW\SETUP |
| SETUP.STF | Size may vary | \WORDVIEW\SETUP |
| SETUP.TDF | 84 | \WORDVIEW\SETUP |
| VIEWER.DLL | 92,672 | \WORDVIEW\SETUP |
| WVIEWER.INF | 3,688 | \WORDVIEW\SETUP |
| DOCOBJ.DLL | 22,016 | \WINDOWS\SYSTEM |
| HLINK.DLL | 72,976 | \WINDOWS\SYSTEM |
| HLINKPRX.DLL | 12,288 | \WINDOWS\SYSTEM |
| MSO97V.DLL | 1,664,272 | \WINDOWS\SYSTEM |
| MSORFS.DLL | 16,384 | \WINDOWS\SYSTEM |
| MSV7ENU.DLL | 229,136 | \WINDOWS\SYSTEM |
| T2EMBED.DLL | 216,064 | \WINDOWS\SYSTEM |
| URLMON.DLL | 166,160 | \WINDOWS\SYSTEM |
| WININET.DLL | 291,600 | \WINDOWS\SYSTEM |
| WWINT32V.DLL | 662,016 | \WORDVIEW |
| ERRORMSG.DLL* | 197,120 | NETSCAPE\NAVIGATOR\PROGRAM\PLUGINS |
| NPDOC.DLL * | 22,528 | NETSCAPE\NAVIGATOR\PROGRAM\PLUGINS |
| OLEPLUG.DLL * | 294,912 | NETSCAPE\NAVIGATOR\PROGRAM\PLUGINS |
| OLEPLUG.INI * | 70 | NETSCAPE\NAVIGATOR\PRO |

| File Name | File Size (in KB) | Location |
|---|---|---|
| | | GRAM\PLUGINS |

* If Netscape Navigator 2.*x* or above is installed

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