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Avery® Wizard 2.1 Troubleshooting Tips

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Installing and Macros

Installation Tips

The version of the Avery Wizard that you are installing must be compatible with the version of Microsoft Word you are using.

Use the following steps to insure a clean install or reinstall of the Avery Wizard for Microsoft Word 2002/XP and 2003:

1. Remove the Wizard, if currently installed, by clicking **Start** on the Windows Taskbar.
2. Select **Settings > Control Panel**.
3. Select **Add/Remove Programs** to remove the Wizard.
4. Do the following:
 - Disable the Screen Saver, Pop-up Blocker and Anti-virus programs.
 - Ensure that your account has Administrator rights.
5. Continue with the following steps.
6. Start Microsoft Word. Select **Tools > Options**.
7. Select the **Security** tab and click **Macro Security**.
8. Select **Medium** and click **OK**.
9. Click **OK** again to return to Word.
10. Close Word.
11. **Clear the temp files, by removing any file that ends with the file extension of *.TMP or *.~MP.**
 - Click **Start** on the Windows Taskbar. Select **Search > For Files or Folders**. Select **All files and folders** and type *.TMP in the text box.
 - Make sure that the hard drive is selected. Click **Search**. If it finds any temp files, verify that the found files all end with a TMP file extension and then delete them.

- Repeat the above steps for the *.~MP files. Close everything to return to the desktop.

12. Clear your web browser cache.

- In the Internet Explorer, select **Tools > Internet Options**.
- Under **Temporary Internet files**, click **Delete Files**. Click **OK**.

13. Rename all NORMAL.DOT files to NORMAL.OLD.

- Click **Start** on the Windows Taskbar. Select **Search > For Files or Folders**. Select **All files and folders** and type NORMAL.DOT in the text box.
- Make sure that the hard drive is selected. Click **Search**. If it finds any NORMAL.DOT files, rename them to NORMAL.OLD.
- Close everything to return to the desktop.

Note: You will need to search through hidden and system folders to find them.

14. Empty the Recycle Bin.

- Double click the Recycle Bin. Select **Empty Recycle Bin**.

15. Turn off all TSR programs (terminate and stay resident) and anti-virus software running in the background.

- Hold down the **CTRL**, **ALT**, and **Delete** keys on the keyboard at one time. Click **Task Manager**.
- Select the **Processes** tab and select the applications running in the background under YOUR user name one at a time. Click **End Process**.

Note: You will want to leave Explorer.exe and Taskmgr.exe running.

16. Install the Avery Wizard.



A reinstall of the Avery Wizard may be necessary if any of the following occur:

- The Avery Wizard caused a General Protection Fault when installing.
- A 16 Bit Error message appears when installing the Wizard.
- Nothing happens during or after the installation.
- A message appears: Wizard could not complete installation.

Additional Installation Tips

- Runtime error 339 appears when starting the Wizard, with the following error message: *Error 339: ActBar.ocx not correctly registered - file missing or invalid.*

Try the following steps:

1. Uninstall Avery Wizard.
2. Search the computer for actbar.ocx.
*Note: This file may be on the computer as a hidden or system file, so be sure you have you **View settings** set to show hidden/system files.*
3. Rename actbar.ocx to oldactbar.ocx.
4. Reinstall the Wizard. If you watch the files while the reinstallation is in progress, you should see actbar.ocx installed. The correct Avery Wizard 2.1 actbar.ocx file should be 263K in size, with a date of 02/13/1998.

Once this has been installed, the Wizard should start without the error message.

Desktop Application

The Avery Wizard is a **network-installed, desktop application**, not a **network application**. Following is a description of these two different types of applications.

- A **network-installed application**, such as Avery Wizard, can be installed from a server onto each workstation. The actual program must reside and be run on the workstation. Only the installation can be run from the server.

- A **network application** can be installed once onto a server. The application on the server can then be accessed and run from each workstation. The application does not need to be installed on each workstation.

It is a Win32 desktop application that uses Microsoft Visual Basic 6.0. Win32 desktop applications are applications that are run by a single user on a single computer that runs Microsoft Windows. These applications are installed on the hard drive of the user's computer.

Accessing the Avery Wizard from a server, network or shared connection is not supported and may introduce runtime error messages when two or more users are concurrently accessing a shared Avery Wizard installation.

Most Win32 desktop applications that use Microsoft Visual Basic 6.0 can be installed and run on the same computer without issue. However, if the installation of a Win32 desktop application alters the Microsoft Visual Basic 6.0 files on that computer, the Avery Wizard may no longer function correctly.

Microsoft Word Macro Security

One of the following may occur if the macro security is set too high or too low in Microsoft Word:

- The Wizard is not installing.
- The Wizard icon is not active after installation.
- You are unable to save the Wizard project.

Make the following changes in Microsoft Word:

1. Select **Tools > Options**.
2. Select the **Security** tab and click **Macro Security**.
3. Select **Medium** and click **OK**.
*Note: If the **Medium** setting was selected, select **Low**.*
4. Click **OK** again to return to Word.
5. Close Word and reinstall the Avery Wizard.



Expired or Revoked Signature Message

Under certain conditions, some Avery Wizard for Microsoft Word 2000 users may encounter the following message:

“This file contains macros with an expired or revoked signature. Since you are running under High Security Level, these macros will be disabled.”

If you receive this message or a message “the macros in this program are disabled” while running the Avery Wizard for Microsoft Word 2000, you will need to do **one of the following** to prevent this message from occurring in the future:

Option 1

Download and Install Avery Wizard for Microsoft Word 2000 Service Release 1 (SR1) from the Avery Website

or

Option 2

Change Microsoft Word's Security Level Setting from High to Medium

Upon receiving the expired or revoked signature message:

1. Click **OK** at the message window.
2. If you want to save your file, select **File > Close** and save the file when prompted.

*Note: You will not be able to save your document using **File > Save** or **Save As** due to the **High** security level setting.*

3. Select **File > Exit** to close Microsoft Word.
4. Follow the steps for Option 1 or 2 below to prevent the error message from occurring in the future.

Option 1

Download and Install the Avery Wizard for Microsoft Word 2000 Service Release 1 (SR1) from the Avery Website

1. Download the Avery Wizard SR1 version (AW2S1ENG.EXE) for free from the Avery website at <http://www.avery.com/> or call Avery Technical Support and they will email the update to you.
2. Once the file has been downloaded or copied to your hard drive, locate the file. (AW2S1ENG.EXE).
3. Double-click the file to launch the update.

4. Follow the on-screen prompts. When the installation is finished, the Avery Wizard will run normally and no message will be received.

Note: This file updates the existing Avery Wizard for Microsoft Word 2000 on your computer. The Avery Wizard must be installed on your computer for the update to work successfully.

Option 2

Change Microsoft Word's Security Level Setting

If you do not want to download the free update, follow the instructions in this section.

To prevent this message in the future, Microsoft Word 2000 users can change their security level setting from **High** to **Medium** as follows:

1. Open Microsoft Word 2000.
2. Select **Tools > Macro > Security** from the menu.
3. Click on **Medium**, then click **OK**.
4. Close and reopen Microsoft Word 2000. The security level is now set to **Medium**.
5. Start the Avery Wizard for Microsoft Word 2000.
6. If you receive a **Security Warning** asking you to enable or disable macros while running the Avery Wizard, select **Enable Macros**.

Note: It is recommended that you use an approved anti-virus program on your computer. Microsoft recommends using anti-virus software that is certified by ICSA Labs. For more information visit the ICSA website at: <http://www.icsalabs.com>



Merge

Last merge line has very small font size

When merging data into Microsoft Word, the Wizard may reduce the font of the last merge line to a very small point size.

This can be fixed in Microsoft Word by doing the following:

1. In Microsoft Word, select **Edit > Select All** to select all the data in the table cells.
2. Select **Format > Font** to set the desired font size.
Note: Select a font larger than 8 points and smaller than 20 points.
3. Once you have changed the font size the last merge line should appear.

Merging a Microsoft Excel spreadsheet into Microsoft Word 2000, Word 2002 (XP) and Word 2003

- The Avery Wizard will not merge Excel spreadsheets into Microsoft Word when special characters (for example: less than < or greater than >) are used in the spreadsheet data.
- Data that is not in tabular format (consistent columns and rows) may not merge correctly to Microsoft Word.
- File names that include special characters may not be readable by the Avery Wizard.

Merging Microsoft Word documents

- If you have merge data in a Microsoft Word document, it is best to organize it in a table.
- The Wizard is capable of deciphering non-table data where a common delimiter (for example: a comma or a tab) is used for each column and a different delimiter (for example: a line return) is used for each line of data.
- The Wizard is not able to merge paragraph text blocks.

Wizard Data List Capacity

Data lists created or imported into the Avery Wizard are limited in their size. The larger the data list the longer it takes to merge within

Microsoft Word. Slow processing and error messages may occur if the list is too large.

If either occurs when trying to merge large lists, consider the following options for merging:

- Create several smaller lists in the Wizard and then merge them separately.
- Create a data list in Microsoft Word and import the file into the Wizard to merge.
- Create a data list in Microsoft Excel and import the file into the Wizard to merge.
- Create smaller data lists in Excel or Access and import separately into the Wizard to merge.

Password Protected Microsoft Access Files

While using the Avery Wizard, if you choose the merge path by selecting "**Use an existing list or database file,**" then try to select a password protected Microsoft Access file, you will receive an error message such as:

Avery Wizard error #3031: Invalid password

The error message may vary slightly but it will indicate that the Avery Wizard is unable to access your database file.

You will need to remove the password protection before selecting the Microsoft Access file. Once the password has been removed, the Avery Wizard merge feature should function normally when selecting the file.

Spaces and Special Characters

Microsoft® Excel spreadsheet field names should have no spaces or special characters. (Field names are in the first row of the spreadsheet.)

*Note: You can create field names without spaces or use the underscore (_) character to create field names, such as **First_Name**.*



Formatting and Fonts

Font Sizes

The Wizard may reduce or enlarge the font of the last line of text in a text box to a very small or large point size.

This can be fixed in Microsoft Word by doing the following:

4. In Microsoft Word, select **Edit > Select All** to select all the data.
5. Select **Format > Font** to set the desired font size.
Note: Select a font larger than 8 points and smaller than 20 points.
6. Once you have changed the font size the last line should appear.

Formatting

When you are in the **Edit and Design** screen of the Avery Wizard and have any difficulties formatting the text, do the following:

1. Complete any input, if necessary.
2. Continue to the final Wizard screen, **You Are Finished!**, and click **Finish**.
3. Make all the desired formatting changes within Microsoft Word.

Printing

The Print Preview display still appears in Microsoft Word even after clicking Cancel in the Avery Wizard.

The Avery Wizard uses Microsoft Word to provide a preview while also allowing you to return to the Wizard for additional editing. In order to provide a previous screen the Wizard must send Microsoft Word a document to display. When returning to the Wizard from the preview the document will still be displayed in Microsoft Word until **Finish** or a new preview is selected.

Print and Print Preview

Consider reinstalling with the latest version of the Avery Wizard if any of the following are occurring:

- The Wizard closes when **Print Preview** is selected.
- The Wizard closes when **Finish** is selected.
- No text appears in the **Print Preview** or after the design has been printed.
- The Wizard is displaying a runtime error 6, overflow message.

Printing too high on the product

1. In Microsoft Word, select **File > Print**.
2. Click the **Properties** button for the printer.
3. Under the **Paper** tab, change the paper type to closely match the product type being fed through your printer.

If you need further assistance, please call Avery Software Support at 888.835.8379.

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