**Symptoms12**

Consider the following scenario:

* You create a Microsoft Word document that uses outline numbering for all headings.
* You create a cross-reference link to a heading.
* You create a new heading. To do this, you position the pointer at the beginning of the cross-referenced heading, and then you press Enter.
* After you create the new heading, you update all field codes.

In this scenario, the cross-reference link is not updated to reference the original heading. Instead, the cross-reference link references the new heading.

**Cause**

This problem occurs because, when you create a cross-reference link, a hidden bookmark is created at the beginning of the heading. When you split the heading, the bookmark does not move. When you update the cross-reference link, the link is not updated.

**Workaround**

To work around this problem, follow these steps:

1. Select the broken cross-reference, and then press Alt+F9. The field code is displayed for the REF field for the cross-reference. Note the bookmark name for the cross-reference. The bookmark name begins with the following string:

\_Ref

1. Locate and select the outline numbered heading to which the cross-reference should point.
2. On the **Insert** tab, in the **Links** group, click **Bookmark**.
3. In the **Bookmark** dialog box, click to select the **Hidden bookmarks** check box.
4. Locate and then select the bookmark name that matches the bookmark name that you noted in step 1.
5. Click **Add**. The **Bookmark** dialog box closes.
6. Press Alt+F9 to hide field codes.
7. Locate the broken cross-reference.
8. Right-click the cross-reference link, and then click **Update Field**.

The cross-reference will correctly update the heading number to match the outline-numbered heading that the cross-reference references.

**Status**

Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section.

**Feedback**