GSD. Word – Issue with Word document Showing Field Codes instead of their Values

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/7ad1d804c38a1a100acd3300150131f2', 'value': '7ad1d804c38a1a100acd3300150131f2'}

General Information:

Possible symptoms/errors:

User has an issue with Word document Showing Field Codes instead of their Values.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Microsoft Word inserts field codes automatically when users use particular commands. Field codes are embedded special items in a document and are hidden by default.

Example: If Word is displaying field codes, document shows { PAGE *MERGEFORMAT } instead of the normal page numbering.

This article shows a guide on how to troubleshoot this issue.

Details:

1. In the Word document where the field codes are displayed, advise the user to click on File then select Options.

2. In the Word Options window, ask the user to select Advanced.

3. Under Show document content, the user needs to remove the check mark on the box before Show field codes instead of the values option.

4. Once done, ask the user to click OK.

If this article did not resolve the issue, log a ticket and send it to Int_WW_Collaboration_WPaaS_SLS_FDT

Assignment Group:

Int_WW_Collaboration_WPaaS_SLS_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A