

Using *EndNote* and *Word* together

There are a number of things you can check, if you find that *EndNote* and *Word* won't play nicely together.

Note that this document deals with *EndNote* the installable software, not *EndNote Online* (EndNote Web) the cloud product.

1 All versions

1.1 Was Word installed first?

Word must be installed first on your computer, before *EndNote*. Then, when *EndNote* is being installed, the installer will find *Word* and set up the add-in to make them work together.

1.2 Is your Word version compatible with your EndNote version?

Check [these lists](#) to see which versions can work together.

1.3 Is your EndNote up to date?

Be sure you have updated *EndNote* with the latest updates. Download [updates here](#).

1.4 Word needs to know whether to use EndNote or EndNote Online

When *EndNote* is installed, *EndNote Online* is also installed by default, and the EndNote Online buttons may appear on the ribbon when you start up *Word*.

In *Word*, on the **EndNote** ribbon tab or toolbar, click the **CWYW Preferences** button. On the **Application** tab, make sure you have *EndNote* chosen, not *EndNote Online* (otherwise known as *EndNote Web*).

Some users report that simply visiting this dialog, without making changes, can re-establish the link between *Word* and *EndNote*.

1.5 Other software conflicting

Ensure that you uninstall any existing version of *EndNote*, when you install a new version..

Ensure that you have not got another add-in installed, such as *Mendeley*, which conflicts with *EndNote*.

2 Mac version only

In *Word for Mac*, the EndNote tools should appear on the **Tools** menu and also as buttons on a ribbon tab or a floating toolbar.

2.1 EndNote appears in Tools menu, but no EndNote toolbar is shown

Perhaps the *EndNote* floating toolbar has become hidden.

In *Word*, look in the **Tools** menu and see whether **EndNote** appears there. If yes, display the toolbar by choosing **View|Toolbars|EndNote**.

2.2 EndNote toolbar appears, but EndNote is not shown in the Tools menu

In *Word*, on the EndNote toolbar or ribbon tab, click the **Cite While You Write Preferences** button.

Click **OK** without changing anything.

2.3 No EndNote toolbar nor menu Tools showing – Customizer method

Run the Customizer:

Close all your Microsoft applications for exp (Word, Outlook, Excel).

In *EndNote*, choose **EndNote | Customizer**.

In the Endnote Customizer, check the Cite While You Write box.

Click Next until the Customizer is finished.

Then, reopen Word and check for the EndNote tab.

2.4 No EndNote toolbar nor menu Tools showing – Startup files method

A bundle of files are supplied with *EndNote*, which you need to copy into whichever folder your *Word* uses as its “startup”.

First find out where your startup folder for *Word* is:

In *Word*, choose **Word | Preferences** and the **File Locations** folder

Click **Startup** in the list

If any location has been set here, make a careful note of it; if nothing is shown here, the default location will work for you

Click **Cancel** to close without changing anything

Close both *Word* and *EndNote*

Now copy/paste the bundle of *EndNote* files into that startup folder:

Use *Finder* and navigate to **Applications | EndNote | Cite While You Write**

Copy the file **EndNote CWYW Word [...].bundle**

Use *Finder* and navigate again, this time to the startup location you noted for *Word*; if nothing was set, use the default location which is:

Microsoft Office [...]| Office | Startup | Word

Paste the bundle

Start *EndNote* and *Word* and check that the tools have appeared

2.5 No EndNote toolbar nor menu Tools showing – Add-ins loaded

Choose **Tools | Templates and Add-Ins**

In the Templates & Add-Ins dialog, make sure that that the files **EndNote CWYW Commands.dot** and **EndNote CWYW Word [...].bundle** are listed and checked (ticked).

2.6 No EndNote Toolbar showing in Word after installing EndNote (Word 2011)

If the tools are still not appearing after following the steps above, the Visual Basic Component may not be installed for *Word 2011*.

2.7 System Preferences

In the Apple menu, click System Preferences.

Click Security & Privacy.

Click the Privacy tab (along the top).

Click the Automation options, along the left.

Here, make sure that "Microsoft Word" and "EndNote" are both turned on.

Now, quit Word and reopen it and try to insert your citations.

2.8 EndNote runs slowly or freezes (Mac OS 10.8.2)

Some *EndNote* users have found a problem in Mac OS 10.8.2: severe slowness, or the program freezes while you insert or format references into a document using Cite While You Write in *Word*.

The EndNote company says this: "If you're experiencing these problems, try logging out your Mac and back in, or see the [Thomson Scientific] [Knowledge Base article](#). Apple has been alerted, but the more users who report the problem, the more likely they'll prioritise a permanent fix. So if you're affected, please contact Apple directly."

<http://help.thomson.com/default.asp?portalid=TSC&article=123873>

3 Windows version only

In *Word for Windows*, the EndNote tools should appear on an extra tab of the ribbon. If *EndNote* has been installed on your computer, but this tab does not appear, try the following.

3.1 Getting the EndNote tools started in Word

It has been suggested that before you use the tools for the first time, you should close *Word*, then open *EndNote* and an EndNote library, then re-open *Word* and click on one of the EndNote tools. The programs only need to be opened in this order the first time you use the tools, so that *Windows* will be configured correctly.

3.2 Restoring the EndNote tools – Ribbon display

The ribbon tab for EndNote may have become unchecked.

On the **File** menu (or **Office** menu) select **Options** or **Word Options**

Choose **Customize Ribbon** and make sure that **EndNote** is checked

Click **OK**

The EndNote tab should now appear in the *Word* ribbon

3.3 Restoring the EndNote tools – Enable all applications

If all applications have become disabled in *Word*:

On the **File** menu (or **Office** menu) select **Options** or **Word Options**

Choose **Trust Center**

Click the **Trust Center Settings** button

Choose **Add-ins**

Make sure that **Disable all Application Add-ins (may impair functionality)** is not checked (ticked)

Exit *Word* and then re-open it

3.4 Restoring the EndNote tools – Add-Ins loaded

If the EndNote tools were previously seen in *Word*, but have disappeared, try these:

On the **File** menu (or **Office** menu) select **Options** or **Word Options**

Click on **Add-ins**

Change the **Manage** options from **COM Add-ins** to **Disabled Items**

Click **Go**

Select (highlight) any EndNote item(s) and click **Enable**

Click **OK**

3.5 Installing the EndNote tools – Repair method

Some versions of **Word** have a **Repair** function, which may help here:

In the *Windows* Control Panel, choose **Add or Remove Programs** or **Programs and Features**

Select **EndNote** and click the link for **Change** or **support information**

Select **Repair**; click **Next** on each of these screens until the process finishes

Quit and restart all *Office* applications and check for the tools in *Word*

3.6 Installing the EndNote tools – Startup files method

Two files are supplied with *EndNote*, which you need to copy into the folder that your *Word* uses as its “startup”.

First find out where your startup folder for *Word* is:

On the **File** menu (or **Office** menu) select **Options** or **Word Options**

In the list of categories on the left of the dialog, choose **Trust Center**, then the **Trust Center Settings...** button at the bottom-right

Choose the **Trusted Locations** category on the left, then select (highlight) the **Word default location: Start Up** item in the list

Make a note of the path to the Microsoft Word Startup folder (the path should be displayed in full just below the list box)

Close all *Office* apps, including *Word* and *Outlook*

Next copy/paste the correct bundle of *EndNote* files into that startup folder:

Launch *Windows Explorer* and locate your *EndNote* folder: the default installation path is similar to **C:\Program Files\EndNote_x** (where *x* is your version of *EndNote*)

These are the two files in this folder you need to copy:

EN_xCWYW.dot

EN_xCwyw.WordXP.wll

(where *x* is your version of *EndNote*)

If you do not see the **.wll** and **.dot** file extensions, go to the **Tools** menu in *Windows Explorer* and select **Folder Options** on the **View** tab; uncheck the box for **Hide file extensions for known file types** and click **OK**

If you cannot find the specified folder, your preferences may have been set to hide the folder. In *Windows Explorer* go to **Tools|Folder Options**, and on the **View** tab make sure that **Show hidden files and folders** is checked (ticked)

Navigate to the Word Startup folder that you noted earlier and paste these two files into this folder.

Now check the effect in *Word*:

Start *Word*: the **EndNote** toolbar should now show up as a tab of the ribbon.

3.7 Installing the EndNote tools – Re-Download plug-ins method

Make sure *Word* and *Outlook* are closed completely.

Uninstall the “EndNote Plug-ins” via Windows Control Panel|Programs.

Download the latest Plug-in from EndNote Online website and run it.

During the install, make sure to select “All features will be installed”.

When complete, try *Word* again.

3.8 Installing the EndNote tools – Command line method

If you are comfortable working with a command line, the following has been suggested:

First open a command line (Windows XP):

On the Start menu, choose or type **Run**

Choose **Command Prompt**

At the > prompt, type the following (or equivalent):

CD "C:\Program Files\Common Files\ResearchSoft\Cwyw\16"

Note that if you have common files installed in a different location, you would need to find this **Cwyw** folder in that other location.

From this folder, run the command:

```
regsvr32 "EndNote Cwyw.dll"
```

3.9 EndNote tools are visible but buttons do not work – Software conflict

This may be due to a conflict between *EndNote* and other *Microsoft Word* Add-in files. Other programs which can cause a problem are Snag-IT, Flash Paper, Mendeley, some versions of PDFMaker.DOT and PalmAPP.DOT.

The list of add-ins that are loaded in *Word* can be seen using the method described in part 3.4 above.

3.10 EndNote tools are visible but buttons do not work – Startup folder method

Sometimes the installation for *EndNote* does not work properly.

In this case, you manually copy the **ENxCWYW.dot** and **ENxCWYW.wll** files into the startup folder for *Word* (as described in part 3.6 above).

4 More ideas

More text collected from EndNote knowledgebase:

4.1 EndNote X8 Mac and EndNote online Mac: Tools in Word

To make the tools work with **EndNote** and **Word**:

1. Start EndNote.
2. In Word, click on the Word menu and select About Word. Make sure this reads at least version 15.25. If you do not have this version click on the Help menu and select Check for Updates, then follow the steps to update Word. If the Auto Update is not able to locate the latest version for some reason, you can download the updates from [Microsoft at their update page here](#).
3. Close Word and go to EndNote.
4. Click the EndNote menu and select "Customizer"
5. Check the box in front of the "Cite While You Write" option.
6. Click Next until the Customizer is finished. Open a library.
7. Then open **Word** and check the ribbon for the **EndNote** tab.

4.2 EndNote bundle

1. Close Word and EndNote.
2. Open your hard drive and go to the following folder:
Applications: EndNote: Cite While You Write
Copy the file "EndNote CWYW Word [...].bundle" by highlighting the file and choosing

"Edit > Copy."

NOTE: If you do not see the "EndNote CWYW Word [...].bundle" file in the "Applications: EndNote: Cite While You Write" folder (or if this file is not the most up to date version), you can follow these steps:

- a. Download a copy of the latest EndNote online tools [here](#).
 - b. Run this file and follow the steps to install the tools in Word.
 - c. Skip step 3.
3. Go to the folder "[Hard Drive Name] : Library : Application Support : Microsoft : Office365 : User Content : Startup : Word" and paste the file, "Edit > Paste."
Note: If you have trouble finding the above location you need to click on Finder (in the Dock the icon of a face). In the Finder choose Go / Computer / Macintosh Hard Drive. You should then be able to follow the path above.
Note: In non-English versions of Word, the folder named "Startup" may be called "Start" or be in the localized language of Word.
 4. Start Word, choose "Word / Preferences" and click on "File Locations."
 5. If the Startup folder is set to any location, highlight "Startup" and click on "Reset"
 6. Click **OK** and Quit Word.
 7. Start EndNote and then start Word.

If the tools are still not present, they may not have been installed. Please follow these steps:

1. Quit Word.
2. Download the "EndNote CWYW Word [...].bundle.zip" file from www.EndNote.com
3. Unzip the "EndNote CWYW Word [...].bundle" file.
4. Place this file in the folder [Hard Drive Name] : Library : Application Support : Microsoft : Office365 : User Content : Startup : Word.
5. Start Word and look for the EndNote tab in the ribbon.

4.3 Tools are present, but not responsive

If you are seeing the **EndNote** tab in the ribbon, but the commands are not functional or only beep or do nothing when clicked, some settings may need to be reset. Do the following to resolve this:

1. Create a compressed backup of the library.
2. Quit EndNote and Word.
3. Open Finder, hold down the "Option" key on your keyboard and go to the "Go" Menu and choose "Library" then open the "Preferences" folder. [**Note:** If the Library folder is still not visible, try holding down the "Shift" key instead of the "Option" key with macOS Sierra or later.]
4. Remove the "com.ThomsonResearchSoft.EndNote.plist" file.
5. Browse to the "[Hard Drive Name] : Library : Application Support : Microsoft : Office365 : User Content : Startup : Word" folder.
6. Delete the "EndNote CWYW Word 2016.bundle" file.
7. Launch EndNote.
8. Run the Customizer to install the Cite While You Write tools. With **EndNote online**, run the "Install Cite While You Write" application.

4.4 Tools are missing, but everything appears correctly configured:

If the issues persist, try resetting your word preferences:

1. Quit EndNote, Word and any Microsoft application.
2. Find and drag the Normal.dotm template to your desktop.
3. To access this folder, please click on the Go menu of your Finder and then press the "Option" key on your keyboard. Library should then appear as an option in the Go menu. Click this and proceed to Group Containers : UBF8T346G9.Office : User Content : Templates to find the Normal.dotm file. **[Note:** If the Library folder is still not visible, try holding down the "Shift" key instead of the "Option" key with macOS Sierra or later.]
4. Rename this file Abnormal.old
5. Look for any pre-2016 Normal templates on your computer. Drag them to the desktop and rename. The location would depend on the version of Word:
 - o **Word 2008 and 2011:** Click on the Go menu of your Finder and then press the "Option" key on your keyboard. Library should then appear as an option in the Go menu. Click this and proceed to Application Support:Microsoft:Office:User Templates to find the Normal.dotm file.
 - o **Word 2004:** Users:[your login name with the house icon]:Documents:Microsoft User Data.
 - o **Word X:** Microsoft Office X:Templates.
6. Remove or rename the following files/folders if they exist:
 - Users:[your login name with the house icon]:Library: Containers: com.microsoft.Word
 - Users:[your login name with the house icon]:Library:Preferences:Microsoft:Word Settings (10)
 - Users:[your login name with the house icon]:Library:Preferences:Microsoft:Word Settings (11)
 - Users:[your login name with the house icon]: Library: Preferences:com.Microsoft.Word.plist
 - Users:[your login name with the house icon]:Library:Preferences:Microsoft:Office 2011 (The entire folder would need to be renamed or removed here)
 - Users:[your login name with the house icon]:Library:Preferences:Microsoft:Office 2008 (The entire folder would need to be renamed or removed here)
7. Restart your computer.
8. Empty the Trash.

4.5 EndNote for Windows: Tools are disabled or missing in Word

This article is intended to restore the EndNote tools on Windows based systems.

Word 2007/2010/2013/2016 (Win):

1. **Word 2007:** Click on the Office icon and select "Word Options."
Word 2010/2013/2016: Click on the File ribbon and select "Options."
2. Click on "Add-ins."
3. Change the "Manage" options to "Disabled Items."
4. Click Go.
5. Highlight any EndNote item(s) and click "Enable."
6. Click OK.

Word 2000/2002/2003 (Win):

1. Click the "Help menu" and select "About Microsoft Office Word."
2. Click "Disabled Items."
3. Highlight any EndNote item(s) and click "Enable."
4. Click Close.
5. Click OK.
6. If prompted, select to allow the file(s) to be loaded by Word. Close and re-open Word when this is done.

Note: With **Word 2010/2013/2016**, the ribbon tab may also be unchecked. Click on the File menu and select Options. Click on **Customize Ribbon** and check **EndNote** if it is unchecked. Click OK.

Word 2007/2010/2013/2016 (Win):

1. **Word 2007:** Click on the Office icon and select "Word Options."
Word 2010/2013/2016: Click on the File ribbon and select "Options."
2. Open Word and click on the File ribbon and select "Options."
3. Click on "Add-ins."
4. At the bottom of the page, next to "Manage:" set the Drop down to "COM Add-ins"
5. Click Go.
6. Select EndNote Cite While You Write (If it is unchecked).
7. Click OK.

Word 2000/2002/2003 (Win):

1. Click the "Help menu" and select "About Microsoft Office Word."
2. Click "COM Add-ins."
3. Select EndNote Cite While You Write (If it is unchecked).
4. Click Close.
5. Click OK.

Word 2007/2010/2013/2016

If the option to "Disable all Application Add-ins" is checked, that can also cause the tools to not appear. To turn off this setting, do the following:

1. **Word 2007:** Click on the Office icon and select "Word Options."
Word 2010/2013/2016: Click on the File ribbon and select "Options."
2. Click on "Trust Center."
3. Click "Trust Center Settings."
4. Click "Add-ins."
5. Uncheck "Disable all Application Add-ins (may impair functionality)" and click OK.
6. Click OK.
7. Exit Word and then re-open it.

Word 2002 or Word 2003 (Windows)

If you still do not see the tools or you are getting an error message and have either Word 2002 (XP) or Word 2003, you may try the following:

1. Open Word 2002 (XP) or Word 2003, and go to the help menu, and run "Detect and Repair".
2. Check the "Discard my settings and restore default settings" button, and click ok.
3. Restart your computer and Click the Start menu > Programs (or All Programs) > EndNote > Configure EndNote. Install the Cite While You Write (CWYW) tools again.
4. First open your EndNote library then open Word and try the tools.