

Re: type 2 error when opening Word 98

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2005-06/msg00468.html>

- *From:* Beth Rosengard <bethrosengard@xxxxxxxxxxxxxx>
 - *Date:* Wed, 15 Jun 2005 15:45:07 -0700
-

Hi Jay,

Applying the updates probably won't help at this point. Once you have Word working again, *then* you should apply the updates.

13,620K Preferred memory assigned to Word 98 is not that much. Did you go as high as 48000K to see if that made a difference?

Have you checked for Add-Ins? What about starting up with extensions turned off? These procedures are explained in the same article I sent you to.

If you've tried everything in the article and nothing works, you should probably test your system as explained in Step 4 of this article: <<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q216733>>. And you might as well check the rest of this article to be sure you haven't missed anything.

Good luck!

--

Please always reply to the newsgroup!

Beth Rosengard
MacOffice MVP

Mac Word FAQ: <<http://word.mvps.org/MacWordNew/index.htm>>
(If using Safari, hit Refresh once or twice - or use another browser.)
Entourage Help Page: <<http://www.entourage.mvps.org>>

On 6/15/05 6:55 AM, in article
1118843740.838457.87250@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "jay"
<hey_itsmejay@xxxxxxxxxx> wrote:

- > Thank you for your response Beth, it is very generous of you to take
- > the time to help those of us in desperate situations. I don't know
- > about the memory problem part. I have 768 mgs with 13,620 in preferred.

Re: type 2 error when opening Word 98

> I did increase it as well as turning VM on, both with no effect on the
> problem. I followed your advice about clean install using the Remove 98
> & 2001 program. Still get the same system error on start-up. What I
> haven't tried is doing all the updates (since I can't even get the
> program to start). I'll try that next. I did a search on this topic in
> this group and noticed that nobody ever seemed to get a solution. Or at
> least they didn't post back that something had worked for them???

>

> Beth Rosengard wrote:

>> Hi Jay,

>>

>> It could well be a memory problem since Type 2 errors are system errors.
>> See this article for more, including how to properly increase Preferred
>> memory: <<http://word.mvps.org/MacWordNew/TroubleshootWord2001.htm>>

>>

>> --

>> ***Please always reply to the newsgroup!***

>>

>> Beth Rosengard
>> MacOffice MVP

>>

>> Mac Word FAQ: <<http://word.mvps.org/MacWordNew/index.htm>>
>> (If using Safari, hit Refresh once or twice – or use another browser.)
>> Entourage Help Page: <<http://www.entourage.mvps.org>>

>>

>>

>>

>>

>>

>> On 6/14/05 3:35 PM, in article
>> 1118788510.323209.75940@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "jay"
>> <hey_itsmejay@xxxxxxxx> wrote:

>>

>>> Has anybody figured this out yet?? I'm using OS 9.2 with over 700 mg
>>> ram. It worked fine until I ran into problems with Outlook and had to
>>> re-install that. I did do some individual tossing of files when I tried
>>> to straighten out Outlook. Finally got that to work and now Word 98
>>> crashes everytime I try to start it. It gets right to the Word logo
>>> screen and crashes. Usually with a type 2 error. I have reinstalled
>>> multiple times. Removed both with CD and RemoveOffice stand alone,
>>> downloaded from Microsoft. I've followed instructions from this site
>>> complete with rebuilding desk top, and nothing seems to work. I did the
>>> renaming Registration cache and Word settings, along with first run
>>> files. All to no avail. Please, please, please. HELP!

>>>

>

.

Re: type 2 error when opening Word 98

- **Follow-Ups:**
 - ◆ **Re: type 2 error when opening Word 98**
 - ◇ From: jay
 - ◆ **Re: type 2 error when opening Word 98**
 - ◇ From: jay

- **References:**
 - ◆ **type 2 error when opening Word 98**
 - ◇ From: jay
 - ◆ **Re: type 2 error when opening Word 98**
 - ◇ From: Beth Rosengard
 - ◆ **Re: type 2 error when opening Word 98**
 - ◇ From: jay

- Prev by Date: **Re: Crash report on Word for Mac 11.1 (OS X 10.4.1) -- long, includes data**
- Next by Date: **Re: Has anyone noticed Word performance improvements with Tiger**
- Previous by thread: **Re: type 2 error when opening Word 98**
- Next by thread: **Re: type 2 error when opening Word 98**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**