

Re: Word is a lone blue apple / no task bar / will not open

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2007-12/msg00244.html>

- *From:* "CyberTaz" <typegeneral taz1ATcomcastdotnet>
 - *Date:* Tue, 18 Dec 2007 12:28:29 -0500
-

Hi Yvette –

Sounds like something may be awry at the system level, so even though other apps haven't been affected [yet] the first thing I'd be tempted to do is run Disk Utility – Verify Disk to see if any errors are found. If so, report back with detailed results if you aren't certain how to proceed. If the verification goes OK I'd then run Repair Disk Permissions from the same window & see if there is any improvement.

You didn't mention specific versions of Word or OS X, so I'd also suggest you make sure that both are fully updated – right now there are at least 3 different flavors of "OS X" widely in use (10.3.x, 10.4.x, & 10.5.x) and Word (Office) might be anywhere from 11.0 – 11.3.9 – so what combination you have could be a factor.

However, it's quite possible that one of Word's underlying support files has been damaged or corrupted for some other reason, so if the above doesn't help follow the troubleshooting steps at the links below for testing Normal and Preferences:

<http://word.mvps.org/mac/MacWordNormal.html>

<http://word.mvps.org/Mac/DamagedPrefs.html>

--

HTH |:>)

Bob Jones

[MVP] Office:Mac

"YvetteMountain" <u39995@uwe> wrote in message news:7ce1245eea907@xxxxxx

I do not know what caused my WORD to become nonfunctionall late yesterday afternoon. I performed usual functions in a few docs, and later when attempting to open the same doc I had previously edited, I got a rainbow wheel spinning for an extended period of time. The doc never opened again and I now have only a lonely blue apple in the top left corner instead of

Re: Word is a lone blue apple / no task bar / will not open

the
full task bar. When I try to open WORD, the error message states
something
to the effect that the function can not be performed.

My other microsoft office apps are fine.

Mac OSx, Microsoft Office 2004

Please help if you can.

Thank you,

YvetteMountain