

Re: Latest on Word 2003 Crashing Display

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2004-12/2163.html>

From: Bob Buckland ?:-\ ("Bob")

Date: 12/23/04

Date: Thu, 23 Dec 2004 08:02:03 -0800

Hi Paul,

On your #9, safe mode, I took that to mean you had tested in Office safe mode, holding down the control key when starting Word, rather than in Windows safe mode. Have you tested in both?

Be interested to know what the result of the test with Canon as the default printer is in File=>Print.

Have you checked the refresh rate and drivers for your monitor as well?

=====

<<"Paul Beier" <PaulBeier@discussions.microsoft.com> wrote in message news:7CB52AF5-01C9-4459-B2B6-D920947DFE06@microsoft.com...

Hi Bob,

thanks for your reply. I appreciate you taking the time to write and offer your experience.

To answer your questions.

1. At the beginning of my problem I was in extensive contact with ATI who finally suggested turning off the graphics card entirely by sliding the accelerator completely to the left. After doing this, Word still crashed my display. They then suggested it was not a card problem. I have the latest Catalyst drivers installed (ver 4.12) and Word still crashes my system.
2. I have tried using the Microsoft Office Document Image Writer as the default printer and Word still crashed my system. I use a Canon i560 inkjet and have just installed the latest driver. Have yet to test this.
3. As for safe mode, check out number (9) in what I have tried. While Word doesn't crash my screen, I still get all sorts of weird things happening. Other Office applications work fine in safe mode.

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The support reference you requested is: SRZ041030001678

Thanks again,

Paul>>

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Bob Buckland ?:-)

MS Office System Products MVP

Courtesy is not expensive and can pay big dividends

> Hi Paul,

>

> Word has a history of being tough on graphic card
> drivers. Sometimes you may find that the card manufacturers
> have 'test'/pre-release driver updates that relate
> to Word issues available.

>

> Likewise, check for updated printer drivers for
> the printer selected in File=>Print in Word as
> well as trying a different printer (you can install
> a driver without needing to have a specific printer
> available). Word queries the printer when it starts
> and those settings can also affect the graphics.
> There have been issues similar to the font effect
> you're seeing, on screen, with certain printers/drivers
> in earlier Word versions. I noted that you tried
> changing the default printer drivers in one of
> your tests. Were they both the same brand and
> connection?

>

> If you turn down the hardware acceleration of the
> graphics card two or more clicks in the Windows
> Desktop properties, do you have the same
> problem? (Windows XP SP2 seems to have 'enhanced'
> a cycle matching issue with some graphics
> card drivers, usually high end or gaming ones
> with Direct X).

>

> When Word crashes, before trying the next 'test'
> use Start=>Search/Find and delete the leftover
> temp files found using a filename search string of
> ~\$*..*;*.tmp

>

> If you start Windows in safe mode (hold ctrl key
> when rebooting) does Word function (although its
> in 'VGA mode' at that point)?

>

> What is the SR (ref) # you're working with through MS
> Product Support?

>

> Navigating the MS Communities site can be interesting :)
> You may want to use Outlook Express as a newsreader
> and use the <news://msnews.microsoft.com> server as an
> option.

>

> =====

> "Paul Beier" <PaulBeier@discussions.microsoft.com> wrote in message news:4589F8AF-A366-42C0-86F
> Hi all,

>

> I have also posted this in the "Word Application Error" section to get more
> exposure.

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>
> Just thought I would renew the post in the hope of refreshing people's
> memory. Very interesting though that another user with similar specs to my
> system has just started experiencing the same problem. I have recently
> posted the following on "Experts Exchange" but so far no help.
>
> Hello Expert(s),
>
> I am trying this as a last resort as I did not wish to spend any more money.
> Have already paid Microsoft support who have been persistent in their
> attempts to help but so far have not been able to since contacting them about
> six weeks ago.
>
> Can I begin by saying I found it very difficult to navigate this site to the
> point of actually posting this query. I am here now so I guess it doesn't
> matter.
>
> I have a challenging problem which appears to be a similar one to one
> already posted. I subscribed in the hope of actually seeing a solution.
> Unfortunately, the experts have suggested solutions which I have already
> tried but no success. The problem was "Word crashes Windows XP". I have
> also tried the support forums in Microsoft without success. No-one can give
> me an answer short of a complete hardware rebuild.
>
> Here's the history:
>
> I have built an upgraded computer with the following components. This was a
> first attempt so I thought about hardware reseating etc. - no problems there.
>
> ASUS K8VSE Deluxe MOBO
> 512 Mb DDR400 Ram
> AMD 3000+ CPU
> Seagate 160 Gb SATA HDD
> Seagate 80 Gb IDE HDD
> GeCube 9600XT VIVO Graphics
> Winfast TV 2000 Expert Tuner Card
> LG DVD-RAM
> LG DVD-ROM
> Windows XP Pro SP1 Original Purchased Disk.
> Office Pro 2003 Original Disk
> Windows XP SP2 (from an original disk - not downloaded)
> Free Zonealarm Firewall (latest version)
> Latest NOD32 AV program
> Latest BIOS and drivers downloaded with AV switched OFF.
>
> I am into video editing and 3D gaming hence the moderate specs.
>
> I boot from the SATA (which has ten partitions) and use the IDE drive as a
> backup. The Windows partition size is 8Gb.
>
> To prevent posting solutions I have already tried, I will detail what my
> system can and can't do as well as what steps I have already done without
> success. I am a fairly competent with computers and can modify the registry
> with success.
>
> The system will:
>
> Run all Office applications I use frequently (I am a secondary teacher) -
> Excel, Publisher and Powerpoint. It will run them without crashing everyday
> - all the time.
> Run all video editing software, photo-editing software everyday - all the
> time.

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> Run all 3D games and childrens games everyday - all the time.
> Run all peripherals (scanner, removable drives, cameras, printer) with
> relevant software everyday - all the time.
> Surf the internet (with a broadband connection) everyday - all the time.
> Capture TV programs to HDD using the TV tuner, every.....
>
> Get the picture?
>
> The system will NOT:
>
> successfully run Word 2003 for more than 15 minutes. The problem is that
> each time I use Word, it will cause the screen to go black from between 0 to
> 15 minutes use. It randomly crashes the screen from immediately opening a
> pre-existing document to typing a new document randomly up to around 15
> mintues into using Word. Turning the screen on and off results in a grid
> pattern suggesting the screen is not receiving a signal from the computer. I
> must reboot to use the computer, resulting in disk checking etc - pain in the
> proverbial.... The problem has occurred since using the new computer.
>
> In short, the computer works perfectly for all other applications except
> Word. This has been extremely frustrating given the amount of documents our
> family produces.
>
> The monitor I use was from an older P3 computer which ran Office 2003 just
> fine...perhaps I should go back there...
>
> I have tried:
>
> 1) Reformatting both Drives and reinstalling everything, downloading updates
> (inculding latest Word 2003 SP1 update) with and without AV turned off.
> 2) Running OS from both drives
> 3) Running applications with and without installing SP2 (from both drives).
> 4) Reseating Hardware.
> 5) Repairing Office 2003
> 6) Completely uninstalling Office (have software that will supposedly do
> this) and reinstalling Office applications with advanced options - moving to
> other drives etc (with appropriate registry changes - "Old office" etc)
> 7) Normal.dot template changes in Word
> 8) Changing default printers.
> 9) Checking Word in safe mode - this is interesting, while the screen
> doesn't go black - other gliches occur such as:
> - screen freezes (loss of keyboard and mouse functions)
> - blue "ghosting" of the black font - a faded blue copy of each letter
> appears behind the black font. At times the black
> font will stop typing and the blue font will start. During this time,
> if I scroll the screen, the blue font moves behind the
> black while the black remains stationary. It then reverts to the black
> font, pushing the blue font ahead of the black.
> - When scrolling, the edge of the page starts to go "chunky" and blue.
> Other Office applications work fine in safe
> mode.
> 10) Using my previous versions of Windows XP and Office XP (original disks).
>
> All these permutations have taken considerable time and effort, as you can
> imagine. I repeat, none of them have been successful.
>
> Hope anyone can help,
>
> blessings,
>
> Paul>>
> --

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> Bob Buckland ?:-)
> MS Office System Products MVP
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