

# RE: Opening .doc problem?

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2005-07/msg01121.html>

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- *From:* [v-jackyg@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-jackyg@xxxxxxxxxxxxxxxxxxxxxxxx) (Jacky Gu [MSFT])
  - *Date:* Thu, 14 Jul 2005 09:15:26 GMT
- 

Hello Titan,

As all the steps above can not resolve your problem and I mentioned that you have uninstalled and re-installed Office, I suggest that we can perform a clean re-install Office to resolve this problem. To do this, please perform the following steps:

1. Uninstall Office from Add/Remove Programs.
2. Download and install the Windows Installer CleanUp Utility from:  
<http://download.microsoft.com/download/E/9/D/E9D80355-7AB4-45B8-80E8-983A48D5E1BD/msicuu2.exe>
3. Run the utility and remove the Office entry from the list.
4. Reinstall Office and re-apply the latest update for it.

For more information about the Windows Installer CleanUp Utility, please refer to the following KB article: 290301 Description of the Windows Installer CleanUp Utility  
<http://support.microsoft.com/?id=290301>

If you need to save your settings in Office XP, please refer to this KB article:  
312978 How to use the Save My Settings Wizard to back up user settings in  
<http://support.microsoft.com/?id=312978>

Hope this helps.

Jacky Gu

Microsoft Online Partner Support

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BCPS:

<https://partner.microsoft.com/US/technicalsupport/supportoverview/40010469>

Others: <https://partner.microsoft.com/US/technicalsupport/supportoverview/>

If you are outside the United States, please visit our International

Support page: <http://support.microsoft.com/common/international.aspx>

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| Subject: RE: Opening .doc problem?

| From: Titan19 <nospam@xxxxxxxxxxx>

| References: <Xns9690A033EC1F5TitanLnine@xxxxxxxxxxxxxx>

<a\$cw4qhFHA.732@xxxxxxxxxxxxxxxxxxxxxx>

<Xns969149CD2439DTitanLnine@xxxxxxxxxxxxxx>

<klp9Wv5hFHA.3952@xxxxxxxxxxxxxxxxxxxxxx>

| Message-ID: <Xns96924E28AA4DATitanLnine@xxxxxxxxxxxxxx>

| User-Agent: Xnews/5.04.25

| X-No-Archive: yes

| Newsgroups: microsoft.public.office.misc

| Date: Wed, 13 Jul 2005 07:41:00 -0700

| NNTP-Posting-Host: c-24-127-73-98.hsd1.ca.comcast.net 24.127.73.98

| Lines: 1

| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl

| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.office.misc:40309

| X-Tomcat-NG: microsoft.public.office.misc

| v-jackyg@xxxxxxxxxxxxxxxxxxxxxx (Jacky Gu [MSFT]) wrote in

<news:klp9Wv5hFHA.3952@xxxxxxxxxxxxxxxxxxxxxx>:

| > Hello Titan,

| >

| > Based on my understanding, this issue also occur in Excel

| > on your side? Am I right?

| >

| > If so, please perform the following steps to see if they

| > can resolve the problem in Excel:

| > 1. On the Tools menu, click Options.

| > 2. Click the General tab.

| > 3. Click to clear the Ignore other applications check box,

| > and then click OK.

| > After you do this, you should be able to open workbooks by

| > double-clicking them in Windows Explorer.

| >

| > For the same issue in Word, please assist us in gathering

| > the following information for the further tests:

| > 1. What's the Word version on your side?

| > 2. Do you have the administartor permission on this

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| > machine? 3. Does this issue occur if you create a new user  
| > profile?  
| >

| When opening a .doc from within Outlook, I was getting "The  
| system can not find the file specified" as I stated above. That  
| is no longer the case since talking with Microsoft support  
| yesterday. After trying the suggestions they offered and online  
| for 3hrs I now get the following dialog box and they could not  
| fix the problem, so it's still an open case. :(

| "Word experienced an error trying to open the file. Try these  
| suggestions. Check file permissions for the document or drive;  
| Make sure there is sufficient free memory and disk space; Open  
| the file iwth the TextRecovery coverter. then a button with  
| "Show Help>>."

| As you suggested I applied the steps to Excel and was still  
| unable to open an .xls file in explorer window. I reiterate I  
| am able to open the same .xls file in Excel through "File" open  
| functions and this is also true with Word.

| My version is Office Professional 2003 SP1 for both Word and  
| Excel. I have no problems with any of the other Office  
| associated applications.

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• **References:**

◆ **[RE: Opening .doc problem?](#)**

◇ From: Jacky Gu [MSFT]

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