

Re: Office Stopped Working

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- *From:* "Bookman" <mceschner@xxxxxxxxxxxxxxxx>
 - *Date:* Wed, 11 Mar 2009 12:06:51 -0500
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Hi,

You might try this:

In Word, click the Office button.

On the bottom right of the menu there is a button for "Word Options" Click that.

Select Resources on the left side list.

Then "run Microsoft Office diagnostics."

I've never used this before, but saw a posting on another forum with a similar problem, same error code, this procedure was recommended. Hope it works for you!

"ainow" <ainow@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:24637A85-85C0-41D1-9ED0-351C690A2D7B@xxxxxxxxxxxxxxxxxxxx>

I am running Vista Ultimate 64-bit SP1 (Intel Core 2 Quad, Q6600 @ 2.40 GHz and 5 GB of ram with a Rating of 5.2 Index) and Microsoft OneCare and Office Enterprise 2007.

EVERYDAY Outlook, Access, Word, etc. "stop working" (in other words Office 2007 does NOT work), this occurs widely, form every time to hours without a problem.

Sometimes Access will display Send Info window and/or an error message.

"The exception unknown software exception (0xe0000002) occurred in the application location 0x76ebf35f" or "...0x7539f35f" etc.

Sometimes, once one of the Office programs stops, they all stop – cold boot sometimes helps.

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I do not have these problems on my Vista Ultimate 32-bit SP1 computer.

Did a repair on Office, did not correct the problem.

Uninstalled and reinstalled Office, did not correct the problem.

What can be done about this problem?

Jim

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