

Re: problem opening excel-word-access (office files in general) double clicking in Windows Explorer

HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Word\Data
HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Word\Options

4. Right click the registry key and choose Rename to rename Data as OLD_Data. Rename Options as OLD_Options.
5. Restart the Word program.

Happy weekend!

Emily Lin,
Microsoft Online Partner Support

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from this issue.
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Reply-To: "Fran Vázquez" <fvazquez@xxxxxxxxxxxxxxxxxx>
From: "Fran Vázquez" <fvazquez@xxxxxxxxxxxxxxxxxx>
References: <#Rosgq1fIHA.5900@xxxxxxxxxxxxxxxxxxxxxxxx>
<Khy4812fIHA.6844@xxxxxxxxxxxxxxxxxxxxxxxx> <AXt1G#zgIHA.360

@TK2MSFTNGHUB02.phx.gbl>

Subject: Re: problem opening excel-word-access (office files in general) double clicking in Windows Explorer
Date: Thu, 13 Mar 2008 09:23:06 +0100
Lines: 165
X-Priority: 3
X-MSMail-Priority: Normal
X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
X-RFC2646: Format=Flowed; Original
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198
Message-ID: <OL5t8N0hIHA.4712@xxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.office.setup
NNTP-Posting-Host: router.gelos.es 212.9.66.214
Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP04.phx.gbl
Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.office.setup:10717
X-Tomcat-NG: microsoft.public.office.setup

Hi Emily,

Unfortunately I tried all the steps you told me excepting booting in safe mode. All were with no results.

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I'll try the safe mode and I'll tell you.

Thanks for your help.

"Emily Lin" <v-emilin@xxxxxxxxxxxxxxxxxxxxxx> escribió en el mensaje
news:AXt1G%23zgIHA.360@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi Fran,

I would appreciate it if you could drop me a note to let me know the status of the issue in the thread. If you have any questions or concerns, please feel free to let me know. I am happy to be of assistance.
:)

Sincerely,

Emily Lin,
Microsoft Online Partner Support

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X-Tomcat-ID: 87546351
References:
<#Rosgq1fIHA.5900@xxxxxxxxxxxxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit
From: v-emilin@xxxxxxxxxxxxxxxxxxxxxx (Emily Lin)
Organization: [Microsoft]
Date: Thu, 06 Mar 2008 09:35:20 GMT
Subject: RE: problem opening excel-word-access (office files in general)
double clicking in Windows Explorer
X-Tomcat-NG: microsoft.public.office.setup
Message-ID:
<Khy4812fIHA.6844@xxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.office.setup
Lines: 88

Re: problem opening excel-word-access (office files in general) double clicking in Windows Explorer

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Path: TK2MSFTNGHUB02.phx.gbl
Xref: TK2MSFTNGHUB02.phx.gbl
microsoft.public.office.setup:10592
NNTP-Posting-Host: tk5tomimport2.phx.gbl 10.201.218.20

Hi Fran,

Check the following points to see if it is helpful.

#1 Temp disconnect from the network. Double click an Office file to open it. What is the result? If it works fine, go to My Computer > click the Tools menu > Disconnect network drive > if there is any network drive, disconnect it. Test the issue again.

#2 Check the folder setting

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1. Open My Computer.
2. Click Tools menu > Folder Options > go to View tab > uncheck the option "automatically search for network folders and printers "
3. Click OK.

Try to double click a Word document to see if everything works fine.

#3 Come into Windows Safe mode to test the issue

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To come into Windows safe mode, please follow the steps below:

Windows safe mode: All the third-party software and the unnecessary hardware driver (such as video card, network card;-) is disabled.

1. Restart your computer
2. Keep press F8, until the screen "Windows Advanced Options Menu" appears.
3. Press "Up arrow" in the keyboard to select "Safe Mode", press "Enter"

4. Double click an Office file to test the issue and let me know the result.

#4 Install all available updates for your Antivirus/Firewall program on the appropriate website. Search for the file OfficeAV.dll on your

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computer (also search in the hidden files/folders). If you find it, temp rename it as officeav.old to test the issue.

Perform the above steps and let me know the result. If anything is unclear or if you have any other concerns, please don't hesitate to contact me.

Regards,

Emily Lin

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Reply-To: "Fran Vázquez"
<fvazquez@xxxxxxxxxxxxxxxxxxxx>
From: "Fran Vázquez"
<fvazquez@xxxxxxxxxxxxxxxxxxxx>
Subject: problem opening
excel-word-access (office files in general)
double clicking in Windows Explorer
Date: Thu, 6 Mar 2008 08:20:57 +0100
Lines: 27
X-Priority: 3
X-MSMail-Priority: Normal
X-Newsreader: Microsoft Outlook Express
6.00.2900.2180
X-RFC2646: Format=Flowed; Original
X-MimeOLE: Produced By Microsoft
MimeOLE V6.00.2900.3198
Message-ID:
<#Rosgq1fIHA.5900@xxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.office.setup
NNTP-Posting-Host: router.gelos.es
212.9.66.214
Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl
Xref: TK2MSFTNGHUB02.phx.gbl

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microsoft.public.office.setup:10591
X-Tomcat-NG:
microsoft.public.office.setup

Hi,

My computer was working correctly until last week, but suddenly I had a problem when double clicking office files from Windows Explorer.

If I click any office file in Windows Explorer (local or in a network location) it takes about 30 seconds to open.

If I open Word, Excel or access and then click on 'open file' and select a file, it opens instantly.

What I have tried so far:
-run 'winword /r' and 'excel /register' with no success
-repaired office

Any other kind of file is opened instantly (jpg, txt, ...).

My computer is a PIV3,2 GHz, 1 GByte Ram, so performance is not an issue.

Thanks in advance for your answer.

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