

Re: Can browse files in Explorer, can't in Office (word\excel)

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- *From:* "neil" <neilp67_@xxxxxxxxxxxx>
 - *Date:* Wed, 07 May 2008 16:06:06 GMT
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This is a bit of a long shot mainly because I assume they can create & save a new document. When Word loads it will use a template, usually default.dot (I think). You could try deleting or renaming that file and see if it has an effect. I can't remember the name of the Excel template. When you double click a word doc in explorer it may not load the template as you are asking it to just load the file. As I said it's a long shot that the template may be corrupt.

I guess these two people always use the same PC to login to. I there anything in common with the way they have them setup, or use office that is different to other users. What about opening a file saved to the local drive. (just as a test)

sorry I can't come up with a definite answer.

Neil

"The_professor" <Theprofessor@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:A241A3D1-4C87-4FB4-8E6F-9BEBB49B0FAF@xxxxxxxxxxxxxxxxxxxx>

Netil, Good question. Yes, I have tried running a detect and repair on Office. Also confirmed that the network adapter is set up the same as other PC's on the same subnet.

"neil" wrote:

Have you tried using the repair option in Office.

Neil

"The_professor" <Theprofessor@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:E2D4D207-3CED-435F-B6EA-F3B5E783BFCA@xxxxxxxxxxxxxxxxxxxx>

Greetings. I am trying to solve a mystery and maybe someone has seen this before.

Re: Can browse files in Explorer, can't in Office (word\excel)

Computers – XP/SP2 with all patches, Office2003/SP2

I have 2 people in my organization that can use Windows Explorer to view files on multiple mapped drives with no issues. When they use File, Open in Word or Excel, the computer stops responding and the customers have to Task Manager to close Word or Excel. If they double click a file in windows Explorer, the file will open with no issues. Not sure what could be causing this behavior. There is nothing in error or application logs that provides any clue.

Has anyone seen this before?