

Re: Error Message when trying to open Word 2000

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2004-02/0239.html>

From: John B. (*anonymous_at_discussions.microsoft.com*)

Date: 02/21/04

Date: Fri, 20 Feb 2004 16:06:57 -0800

I have tried everything listed below:

- I am unable to start Word using the /a switch
- I have renamed winword.exe and mso9.dll and reinstalled
- I am using Windows ME so I do not have Compatibility option set for Winword.exe

Additional items to try or verify:

- I am using a local printer
- I Have tried starting Windows in Safe Mode?
- I do not have Norton AV installed.
- I have Searched for multiple occurrences of Winword.exe and MSO9.DLL and did not find any.
- I have now Delete all *.tmp files.
- I have tried exiting Outlook. I am using it as my email editor and rebooted my computer.

I do not completely understand this instruction but I did a search for ~\$*.do? I did not find any of these files.

"As an additional note, the Owner file is another temporary files Word creates. If you have been experiencing multiple crashes or if Word has been hanging on you then it is best to search for Owner files(~\$*.do?) and delete those as well. These can cause "file in use" and "read only" errors."

I also used regedit to delete the "DATA" key (which has not been regenerated).

An interesting side note my MSWorks word processor works.

Also I can not do a systems restore as for some reason I have no restore points. I am trying to figure out how to get my system to create restore points???

Thanks,

John B.

>-----Original Message-----

>Hi John,

>

>If you want to reset the Office applications to the defaults then

>delete the renamed key. If you want to preserve any preferences you

>may have made then delete the new key and rename the old one back.

>

>However if you want to rename the old key back then I would wait until

>you have Word back up and running. Knowing that the primary Registry

>branch for Office is 'clean' will help with future troubleshooting.

>:-)

>

>I must say this has me stumped! Let's make sure you have tried

>everything and