

Re: Error Message when trying to open Word 2000

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2004-02/0250.html>

From: TF (*terryfarrell%40%6d%73%6e%2ecom*)

Date: 02/21/04

Date: Sat, 21 Feb 2004 12:16:39 -0000

John

This may seem a stupid question but are you certain that Word isn't opening but is off screen? When you use Start, Run and type in

winword /a

and press Enter, what happens? Have you looked in Windows Task Manager to be absolutely sure it isn't fired up?

--

Terry Farrell - Word MVP

<http://word.mvps.org/>

"John B." <anonymous@discussions.microsoft.com> wrote in message news:135dc01c3f80e\$9ee6eaf0\$a101280a@phx.gbl...

: 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

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: 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 recap the issue:
: >
: >- You are unable to start Word using the /a switch which
: rules out
: >add-ins, Normal.dot, Registry, etc.
: >- You have renamed winword.exe and mso9.dll and
: reinstalled to rule
: >out corruption
: >- You are using Windows ME so you do not have
: Compatibility option set
: >for Winword.exe
: >
: >Additional items to try or verify:
: >- Are you using a local printer or a network printer? (If
: in doubt
: >install any printer driver using the Add Printer Wizard)
: >- Have you tried starting Windows in Safe Mode?
: >- Are you using Norton AV? If so have you disabled the
: Office Plug-in
: >option?
: >- Search for multiple occurrences of Winword.exe and
: MSO9.DLL
: >

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: >- Delete all *.tmp files (this should be done anyway
: since you have
: >been experiencing multiple crashes):
: >
: >- Exit Word and Outlook if you are using it as your email
: editor and
: >reboot your computer if you recently experienced a crash
: >- Go to Start/Find/Files or Folders (or Start/Search then
: select Files
: >or Folders)
: >- Change "Look in" to reflect the drive/folder to the
: root of your
: >Local drive.
: >- In the Named text box, type *.tmp
: >- Click the "Find Now" command
: >- Delete the temp files you find.
: >
: >*Note that these can be deleted directly from the Find
: Results.
: >
: >To group the files for a single deletion:
: >- Click any file in the list
: >- Press <Ctrl A> to select all
: >
: >Should you encounter a "File in use" error, press <Ctrl>
: and click the
: >file to deselect it.
: >
: >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.
: >
: >For more information on this and a full
: cleanup/maintenance procedure
: >that should be run periodically, see this article:
: >http://www.mvps.org/word/FAQs/AppErrors/LockedFiles.htm
: >
: >
: >---
: >Please post all follow-up questions to the newsgroup.
: Requests for
: >assistance by email can not be acknowledged.
: >
: >~~~~~
: >Beth Melton
: >Microsoft Office MVP
: >
: >Word FAQ: http://mvps.org/word
: >TechTrax eZine: http://mousetrax.com/techtrax/
: >MVP FAQ site: http://mvps.org/
: >
: >
: >"John B." <anonymous@discussions.microsoft.com> wrote in
: message
: >news:1364001c3f732$89a80020$a601280a@phx.gbl...
: >> Renaming 9.0 to Old9.0 and running the repair function
```

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: did
: >> replace the 9.0 but did not fix my problem I still get
: the
: >> same error message. What should I do with the "old9.0"
: >> should I deleted the new 9.0 and rename the "Old9.0"
: back
: >> to 9.0 or should I delete the "Old9.0".
: >>
: >> What else can I try??
: >>
: >> Again thanks for your efforts in helping me to correct
: >> this problem.
: >>
: >> John B.
: >> >-----Original Message-----
: >> >Hi John,
: >> >
: >> >Here's what I would like you to try first:
: >> >
: >> >In the Registry drill down to:
: >> >HKEY_CURRENT_USER\Software\Microsoft\Office\9.0
: >> >
: >> >And rename 9.0 to "Old9.0" without the quotes.
: >> >
: >> >In Add/Remove Programs use the "Repair" function for
: >> the
: >> Word
: >> >installation. This will recreate the Office\9.0 branch
: >> in
: >> the Registry
: >> >using the defaults.
: >> >
: >> >If this corrects the problem then the renamed Registry
: >> key can be
: >> >deleted.
: >> >
: >> >--
: >> >Please post all follow-up questions to the newsgroup.
: >> Requests for
: >> >assistance by email can not be acknowledged.
: >> >
: >> >~~~~~
: >> >Beth Melton
: >> >Microsoft Office MVP
: >> >
: >> >Word FAQ: http://mvps.org/word
: >> >TechTrax eZine: http://mousetrax.com/techtrax/
: >> >MVP FAQ site: http://mvps.org/
: >> >
: >> >
: >> >"John B." <jebunner@yahoo.com> wrote in message
: >> >news:12deb01c3f693$6847d7b0$a601280a@phx.gbl...
: >> >> Hello,
: >> >> Nothing I have tried has allowed word to open. I just
: >> >> tried rebooting and starting in safe mode but word
: >> still
: >> >> would not open I still get the same error message.
: >> Yes I
: >> >> tried starting word as you suggested with the space
: >> and /a
: >> >> but that did not work.
: >> >>
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: >> >> Anything else I can try???? What about removing all
: of
: >> my
: >> >> microsoft works suite and then reinstalling it?
: >> >>
: >> >> I appreciate your assistance.
: >> >>
: >> >> John B.
: >> >>
: >> >> >-----Original Message-----
: >> >> >Hi John,
: >> >> >
: >> >> >Just to verify, you were unable to start Word by
: going
: >> to
: >> >> Start/Run
: >> >> >and running:
: >> >> >
: >> >> >winword /a
: >> >> >
: >> >> >Note the space before the forward slash.
: >> >> >
: >> >> >If Word starts then the likely cause is a corrupt
: >> >> Normal.dot. Locate
: >> >> >Normal.dot and rename it to OldNormal.dot. Word will
: >> >> create a new one
: >> >> >upon starting.
: >> >> >
: >> >> >If this resolves the problem, any customizations
: can be
: >> >> copied to the
: >> >> >new Normal.dot via the Organizer (Tools/Templates
: and
: >> Add-
: >> >> Ins) Once
: >> >> >this is complete OldNormal.dot can be discarded. If
: the
: >> >> problem still
: >> >> >exists then you can delete the new Normal.dot and
: >> rename
: >> >> your
: >> >> >OldNormal.dot to Normal.dot.
: >> >> >
: >> >> >Failing that, does the error occur if you start
: Windows
: >> >> in Safe Mode?
: >> >> >--
: >> >> >Please post all follow-up questions to the
: newsgroup.
: >> >> Requests for
: >> >> >assistance by email can not be acknowledged.
: >> >> >
: >> >> >~~~~~
: >> >> >Beth Melton
: >> >> >Microsoft Office MVP
: >> >> >
: >> >> >Word FAQ: <http://mvps.org/word>
: >> >> >TechTrax eZine: <http://mousetrax.com/techtrax/>
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