

RE: Word 2003 "not enough memory or disk space to run word"

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2004-05/0283.html>

From: Raghu Prakash (*raghupg_at_online.microsoft.com*)

Date: 05/05/04

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Hi,

Thank You for replying..

If Word crashes as soon as it opens ...

a)

It is most likely to be due to template corruption. To verify whether this is the case, start Word without templates and add-ins loaded, to see whether it still crashes: to do this, click the Start button in the bottom left of your screen, select Run, and type winword.exe /a. (You may need to specify the full path although you probably won't.)

Note the space before the forward slash! If you miss out that space, you'll get an error message such as: "Cannot find the file 'winword.exe/a' or one of its components".

The /a switch is intended as a troubleshooting tool only, and you shouldn't continue to use it to start Word. Any customisations you make while in this mode will be discarded.1

If that fixes it, either your Normal.dot template or one of the files in Word's Startup path are probably corrupt, so the next steps to try are:

i) Moving any files that are in Word's Startup2 path to another folder, or

Renaming any files in Word's Startup2 path from [filename].dot to [filename].old.

If you cannot see the file extensions (as in [filename].dot), you can switch their display on in Windows Explorer. To do so, select View + Folder Options (or Tools + Folder Options, or View + Options, in some versions of Windows); and on the "View" tab of the dialog, deselect "Hide file extensions for known file types".

If in doubt, move the files instead of renaming them.

b)

If it isn't a template corruption, it may be a corrupt registry key – try deleting the Data Key – follow this link for more details.

c)

Another possibility is that you have a network printer driver that is not installed on your hard disk, but that is set up as your default printer.

When Word opens, it needs to query your default printer driver (the one shown as “Default” under Start + Settings + Printers). For most people, even if the default printer is a network printer, this will not cause any problems, because the printer driver will usually be installed on your hard disk. But if you use a Microsoft network at work, you can use a printer driver that's located on a server, and not installed on your hard disk. This makes it easy for IT to update everybody at once with new driver versions, or different driver configurations.

But if you are not connected to your network (for instance, because you have a laptop, or because your server has gone down) and if the driver is installed on the server and not on your hard disk, Word can't query the driver; and unfortunately, rather than give a meaningful error message, it just crashes!

Note that this scenario can also cause problems for PowerPoint and Excel, but not when you first open them; only Word crashes on startup as a result of this.

You can tell whether your network printer drivers are installed locally or on the server by going to Start + Settings + Printers and right-clicking on the printer icon; if the driver is installed on the server, then the title bar of the printer's Properties dialog will say: “[Printrname] on [Servername] Properties”; whereas with a locally installed network printer driver, it shows just “[Printrname] Properties”.

If your default printer is a network printer, and if the printer driver is installed on the server, the best solution is to reinstall your network printer's driver on your hard disk. To do so, run the “Add Printer” wizard under Start + Settings + Printers, while you are connected to the network. After installing the new driver, delete the old icon. The problem should now be fixed.

If you do not currently have access to your network, temporarily make a local printer the default (right-click and select “Set as Default”). Or if you don't have a driver installed for a local printer, work through the “Add Printer Wizard” (Start + Settings + Printers) and add a local printer driver as the default – note that a physical printer does not need to be present in order to do this.

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If your IT department have set up your PC in such a way that you can't install new printer drivers on your hard disk, the only fix is to make sure that your default printer is a local printer.

d) If you are running Norton AntiVirus (NAV), or Norton SystemWorks, which incorporates NAV, there may be a conflict between the so-called Norton AntiVirus plug-in for Microsoft Office and another third party add-in that you have installed. Typically, you may get the error message: "Error VBE6.DLL".

It is actually a very good idea to disable the NAV plug-in for Office in any case, as it confers no real benefit and it slows Word down. Click here for details of how to disable it.

There are two specific add-ins that are known to conflict with the NAV plug-in:

If you have Adobe Acrobat version 5.0, you should upgrade to version 5.0.5, whether or not you decide to continue to run the NAV plug-in for Office – the Acrobat update fixes many other problems as well, and it's free. Click here for details of how to upgrade.

If you have WinFax PRO v10.02, click here for details of the bug and the fix.

If you also use Excel you may find that the error occurs there as well. The only fix in this case is to disable the Norton AntiVirus Office Plug-in.

However, if you don't want to disable the NAV plug-in (and if you don't get any problems with Excel), the fix on the Symantec site is to install a replacement WinFax add-in, which is available for download on their web page. Unfortunately their instructions for installing the add-in are misleading, so use the following steps instead:

i) To find out where Word's Startup folder is, look under Tools + Options + File Locations in Word2.

ii) Close Word, and, on the Symantec site, right-click where it says "Winword2k.dot"; select "Save Target As"; and save the file in Word's Startup folder (overwriting the existing file if it's there).

iii) In Windows Explorer, press Ctrl+F, and search for Winword2k.dot. If you find you have more than one copy, delete the one that you didn't just install. The reason for doing this is that there is a bug in the WinFax installer software – it doesn't always install its add-in in the right folder.

But in any case, it really is a good idea to disable the NAV plug-in, and if you do so, you won't get any of these conflicts.

Please let me know if i can be of further assistance...

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Thank You...

Raghu...

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