

Long error message when opening documents

Source:

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Hi all,

Whenever I open an Office 2002/2003 document, I get the error message below. I tried the following and all failed:

- Uninstalled Office 2002
- Uninstall Norton Antivirus Corporate edition 7
- Deleted the Office folder in program Files
- Restarted the PC
- Then reinstalled antivirus and Office 2003
- Updated both.

The PC is clean of viruses and spyware and had nothing modified in it when this error started appearing.

Thank you.

****The error message****

You may be encountering this message because an anti-virus program is not allowing the file to open. This can be caused by one of two conditions. Either the anti-virus program needs to be updated (due to a compatibility problem with this application) or there is a virus in the file but the anti-virus program cannot properly remove or process the virus it has found.

In either case, the file you are attempting to open should be treated as infected until you have updated your anti-virus software to the latest updates available from the vendor. All major anti-virus software manufacturers have created updates to address known compatibility problems with Office applications. They also usually provide a virus signature file that is available for download from the Internet and must be updated regularly to properly scan for all known forms of viruses.

If you are experiencing this problem on a computer where a new version of anti-virus software was recently installed from a CD-ROM, it is advised to connect to the Internet and download the latest updates available from the vendor.

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If you are experiencing this problem on a computer where the latest version of the software is installed, all signature files are up to date, and the file will not open (but other files do) then it is very likely the file is infected with a virus and the anti-virus program cannot remove the infection.

There is also the possibility the file is corrupt (damaged) and cannot be properly handled by either the anti-virus software or the affected Office application. In this case, it may be necessary to attempt recovery of the file using the related recovery utilities that may be available with the application (not all applications have file recovery or repair capabilities).

For more information about this issue, see the Microsoft Knowledge Base article 835404.