

Re: Windows word program stops everytime I use the "save as" comma

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Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2006-04/msg00206.html>

- *From:* "Suzanne S. Barnhill" <sbarnhill@xxxxxxxx>
 - *Date:* Sun, 16 Apr 2006 00:10:55 -0500
-

Have you tried uninstalling the patch?

—

Suzanne S. Barnhill

Microsoft MVP (Word)

Words into Type

Fairhope, Alabama USA

Word MVP FAQ site: <http://word.mvps.org>

Email cannot be acknowledged; please post all follow-ups to the newsgroup so all may benefit.

"Vaughan" <Vaughan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:B648C6DA-5E55-4BDE-A98F-26152AEC2294@xxxxxxxxxxxxxxxxxxxxxxxx

The article simply gave the same information that I had already tried

without

any success.

At the end, it indicated that I could pay for support to resolve the problem.

That is unacceptable. Why does microsoft produces products that stop computers from working?

Why did it retread a solution that had failed?

"Jay Freedman" wrote:

A Microsoft employee posted this advice a few minutes ago:

"There is now a KB article (<http://support.microsoft.com/kb/918165>) addressing the issues that customers are reporting with MS06-015. It provides information on the cause and what the customer can do to eliminate the problems they're seeing without removing the security update."

—

Regards,

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Jay Freedman

Microsoft Word MVP FAQ: <http://word.mvps.org>

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On Sat, 15 Apr 2006 13:27:01 -0700, Vaughan

<Vaughan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Thank you, for the ideas.

I had not put in a carriage return. I re-entered the thing and got no

change.

I just deleted the update and am about to restart the computer. I've

had to

restart word

and outlook about 40 times since last night. I'm fine if I stick to

the

internet.

But nothing with MS Office products is working right.

"Jay Freedman" wrote:

I'll start by saying that I don't have the problem, possibly because

I

don't own any HP accessories, so I haven't

tried Steve's suggestion

and I couldn't verify that it works if I did.

I'm going by posts from

others saying that it works.

Things to check are:

- Were you logged into an administrator account when you made the registry change? (I'm not sure you can edit that area at all if you don't have administrator privileges.)

- Did you locate the correct key?

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\

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Shell Extensions\Cached
(On my XP system, the Cached key doesn't exist. I assume it's created by the update.)

– Did you remove the carriage return that Steve's posting software inserted between the first closing bracket and the second opening bracket in the key name? This was noted by "George" in a reply about five posts down the thread from Steve's.

– In the event this still doesn't work for you, I think the probability of being zapped by the vulnerability is fairly low if you don't go to web pages of questionable parentage. According to the description at <http://www.microsoft.com/technet/security/bulletin/ms06-015.msp>, to trigger the vulnerability you'd have to visit a malicious web page that redirects you to a server that downloads an attack program to your PC.

--
Regards,
Jay Freedman
Microsoft Word MVP FAQ:
<http://word.mvps.org>
Email cannot be acknowledged; please post all follow-ups to the newsgroup so all may benefit.

On Sat, 15 Apr 2006 11:46:01 -0700,
Vaughan
<Vaughan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

I did what Steve identified in his post, but found the post a bit

unclear.

He proposed the value of opening the registry editor

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Then going to DWORD
Value
Then Rename the resulting
value

"{A4DF5659-0801-4A60-9607-1C48695EFDA9}

{000214E6-0000-0000-C000-000000000046}
0x401", without the quotes
Then Right click the value,
select Modify, and type "1"
into the

Value Data

field
Then Close Registry Editor
I did this and the problem
with word remains--an
inability to save

files.

What was unclear for me
was if the new thing I
renamed was the full

line

that he proposed..
OR was it part of that line. I
never saw an initial value to

understand

what was happening.
Steve warned against
uninstalling the fix since it
addresses a

critical

security issue.
So I'm in the proverbial
damned if I do, damned if I
don't

situation.

The computer's safe or I can
save word documents.

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Doesn't Windows have a
better option beyond this?
Thanks!

suggested changing

"Jay Freedman" wrote:

The quick
but unsafe
way is to
uninstall the
security
patch that's
causing the
problem. In
Add/Remove
Programs,
check the
box at the

top

marked
"Show
updates".
Select
"Security
Update for
Windows
XP
(KB908531)"
and click
the Remove
button.

For a better
workaround,
until a new
security
patch is
ready, read
Steven
Hui's post at

http://groups.google.com/group/microsoft.public.windows.inetexplorer.ie6.browser/browse_frm/thread/b043a7dd986d

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Use the
registry
change in
Method 1.
Also read
the replies
that

follow

that post,
which give
some useful
advice.

--

Regards,
Jay
Freedman
Microsoft
Word MVP
FAQ:
<http://word.mvps.org>
Email
cannot be
acknowledged;
please post
all
follow-ups
to the
newsgroup
so all may
benefit.

On Fri, 14
Apr 2006
23:37:01
-0700,
Vaughan
<Vaughan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

Every
time
I
try
to
save
a
document

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using
the
"save
as"
command,

the program

simply
shuts
down
and
stops.
I
have
to
end
the
program
using
the

task

manager
and
then
restart
the
program.
Does
anyone
know
how
to

debug this

kind
of
difficulty?
Thanks