

Re: how to completely remove word 97

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2006-10/msg00028.html>

- *From:* "David" <aaa@xxxxxxxx>
 - *Date:* Tue, 3 Oct 2006 06:54:18 -0700
-

I installed the HP Laser 4 driver and made it the default printer, rebooted, and launched word 97. There was no change in the symptoms. Before the BSD, word 97 and my psc 1315 worked fine.

I am ready to remove office.

David

"garfield-n-odie [MVP]" <garfieldnodie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:ugin7Sq5GHA.3960@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

My feeling is that Word is crashing because of a problem with your normal printer driver. Word relies heavily on information from the printer driver for page layout and pagination functions, so having no printer in Word is worse than having a printer. Don't know what kind of printer you have, but I suggest you install the driver for a HP Laserjet 4 (it doesn't matter if you don't actually have one of those to attach to your computer) and make it the default, and then see if the crashing problem persists.

David wrote:

I only have one printer so I removed it and word still crashes. I then reinstalled the printer and the problem is still there.

David

"garfield-n-odie [MVP]" <garfieldnodie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:uX07yXn5GHA.1200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Does the problem persist if you select a different default printer in Start | Control Panel | Printers?

David wrote:

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Thanks for the link.

Word does not crash as soon as it opens. I can make it happen if I select a file to open, open it, and then as I use it, it crashes. If instead of opening it, I select the file and then click advanced, word crashes. If I open word but do not use it or open a file, it sits there fine with a white screen.

I tried the following steps:

- 1, does not apply;
- 2 a, word crashes with the /a switch as described above;
- 2 a i, renaming normal.dot did not fix it.
- 2 a ii, the word startup path in tools/options is c:\...\office\startup.
The file there is mscreat.dir. I renamed but no fix; same as above.
When I try to modify the document file location in tools/options/file locations, the folder name window has an undeletable C. I can not change the default document file location. It says that folder C is not accessible. If I put in a folder name, it says that folder is not valid even when I type the path.
- 2 b, did not help;
- 2 c, does not apply;
- 2 d, does not apply;
- 3 does not apply;
- 4 a & b, do not apply;
- 4 c, there are no add-ins but when I open Templates and Add-Ins, the document template window has a N that comes back when I delete it, close T & A, and then reopen it.

I have run AV, anti-trojan, and spyware s/w and have not found anything.

What next?

David

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"garfield-n-odie [MVP]"
<garfieldnodie@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in message
<news:%23xmz6Ym5GHA.2264@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Uninstalling/reinstalling
doesn't usually help to fix
Word problems.
Before you do that, try
working through the
troubleshooting steps at
<http://word.mvps.org/FAQs/AppErrors/ProbsOpeningWord.htm>

David wrote:

WinXPsp2,
word 97,
and excel
97.

Several
days ago I
got a BSD
with the
message
"Stop
0x00000ed
Uncountable_Boot_Volume."
Rebooting,
rebooting in
safe mode,
and
command
line did not
help so I
used my
recovery
disk. I have
backups
of my
important
files and I
am trying to

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restore my
computer
setup to
pre error
status. I
have used
word 97 and
excel 97
with win
95, 98,
and xp. It
works fine
for what I
do. So I
reinstalled
both of
them
and excel
works fine
but word
gives me
the
"application
has
encountered
an error and
must close"
message. I
have
removed
and
reinstalled
word but I
get the same
message. I
then
removed
word, ran
disk error
check
which
found a few
bad
locations,
and then
reinstalled
word. Same
problem. It
might be a
registry
problem.

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I would like to completely remove word 97 and try again. I found the OFF97 article ID: 254250 that gives the steps to completely remove office 97. However, excel 97 seems to work and I would like to just remove word 97 if it is possible. If that is not possible, I will use the remove office 97 procedure, run error checks, and see if a reinstall works.

I do not know what caused the boot error. Everything except word 97 seems to work.

Thanks for any help and if this is not the

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correct
group for
this
question,
redirect me
and I will
post there.

David