

Re: how to completely remove word 97

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2006-10/msg00043.html>

- *From:* "David" <aaa@xxxxxxxx>
 - *Date:* Mon, 2 Oct 2006 16:47:37 -0700
-

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:

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;

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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

"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 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

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word. Same problem. It might be a registry problem.

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

David