

Re: Word 2007 has stopped working on Vista Home Premium

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2007-03/msg00026.html>

- *From:* "Terry Farrell" <terryfarrell@xxxxxxx>
 - *Date:* Fri, 2 Mar 2007 08:00:00 -0000
-

You need to search for normal.dotm and you need to check search hidden files and folders and non-indexed files option.

It is usually located in your user roaming profile in Vista. By default that would be
C:\User\username\appdata\roaming\microsoft\templates

Terry

"Ako" <ako@utopia> wrote in message news:OdOHKfGXHHA.4240@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thank you. Unfortunately, I still cannot find nrmal.dtx I thought I changed the settings were no files would be hidden including system files but maybe I failed to do so. At the moment, I don't remember how to do this.

I should also say that when I spoke of Word working in safe mode, I know that the tech and I opened 15 files once Word was open and that we opened Word from the icon and by first clicking on a file, but I don't think we did several runs at trying to open file by clicking on a file.

Anyway, I would like to look at the normal.dtx file it you would tell me where to find it.

In terms of HP, I called them and was told the only driver available now is the one that comes with Vista. I was asking about some features missing from the driver when the printer was on an Xp machine and they told me to sign up for notification of release of this new driver. So yes I have the latest driver as far as I know. I got another email from them two days ago and I double checked the message and link and do not see any new drive for an HP Officejet 7410 All in One.

"Terry Farrell" <terryfarrell@xxxxxxx> wrote in message news:D9E6C4CC-1681-4E9D-B16E-AA49ABBED400@xxxxxxxxxxxxxxxxxxxx

The equivalent to normal.dot is normal.dotx in Word 2007. Make sure that you have the latest driver downloaded from HP for your printer as that is one of the causes of problems in Vista/Word2007.

To find anything in Vista, use its very powerful search. Click on the start logo and the Start Menu pops up with the cursor already in the Search dialog.

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Just type Start and it should pop up almost immediately. You can do this for ANYTHING on your computer, not just applications or folders but emails, contacts, whatever... (including normal.dotm, of course).

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Terry Farrell – MS Word MVP

"Ako" <ako@utopia> wrote in message
news:%23nKGo0CXHHA.4844@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thanks for taking time to help.

I had seen this document from a link in an earlier thread here. I am having trouble making the translation from Xp to Vista. For example, when I search the c drive of my pc, I get 128 normal.dotms but not a simple normal dot. Has this been replaced by normal.ela?

I have run the firewall (NIS 2007) enabled and disabled. I have checked and unchecked the box that runs Norton anti-virus for Word documents.

Word does not crash every time it is opened. When I click the desktop icon, it is less than 50% crashes. When I first click on a file, it may be over 50% crashes. This morning it worked perfect until about 2 hours of use and now I'm back to where I started.

I know how to work around these things, but I will be traveling for two weeks and my spouse who teaches school would not have a clue what to do and I find it hard to help by telephone. It would be nice to do a remote operation of the pc, but I don't know enough about all the security issues involved.

I don't have a network printer. My HP 7410 All-in-One is connected by a USB cable.

I don't know how to find the startup folder in Vista.

There are a web add=ons like Adobe Acrobat creating pdfs, but I am most suspicious that the normal file has been corrupted. Any change you can tell me where to find that in Office 2007 Suite running on Vista?

"Jay Freedman" <jay.freedman@xxxxxxxxxxxx> wrote in message
news:4mjcu2lv0qb5jnmcco5tmuuhlrkcu7d2mi@xxxxxxxxxxxxx

The key statement is "running in safe mode and finding that it works"

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okay that way". When you run in safe mode, or if you launch Word from a command prompt with the /a switch, Word doesn't load the default template (Normal.dotm) or any add-ins from the Startup folder. It's 99.9% certain that the cause of the crashes is a corrupted or faulty template or add-in.

Use the procedures at <http://www.word.mvps.org/FAQs/AppErrors/ProbsOpeningWord.htm> to figure out which template or add-in is the culprit. Be aware that the article was written for Word 2003 and earlier running on Windows XP or earlier, so a few names are different -- you'll have Normal.dotm instead of Normal.dot, and the path to the Templates and Startup folders are different in Vista than in XP.

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Regards,
Jay Freedman
Microsoft Word MVP FAQ:
<http://word.mvps.org>

On Wed, 28 Feb 2007 19:48:13 -0600,
"Ako" <ako@utopia> wrote:

For the better part of a month, I have been trying to solve a sync problem between my Smartphone (Cingular 3125) and my new pc (Dell XPS 410) that came with Vista Home Premium. It worked (i.e. that is sync) the first day or so and then never again until last night when Word 2007 (Office Standard 2007 Suite) was crashing so much that I did a repair from the control panel. Suddenly I could sync again and then Word was working

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properly.

I returned home from the office today and I can still sync but Word is back to where it has been for at least a week. I spent 3 hours on the phone with Ms tech today and did look at the threads here but did not see this exact problem.

For maybe 10 days, when I click on the shortcut icon on the desk there are several times that Word will crash. If I tried to open a Word file, the percentage of crashes goes up. The error messages are like this. First there is a flash that says "Ms Word has stopped working" then the green bar with the message working or checking for a solution. Then in a flash I see another windows that says "Ms Office Trying to Recover".

That disappears quickly then a window remains with this message:
"Ms Word has stopped working. A problem caused the program to stop working correctly. Windows will close the program and notify you if a solution is available." When I close this window, there is never a web page with any solution.

Among those I talked to today, there was talk about Word, Outlook, Vista, about uninstall and reinstalling everything,

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about conflicts with some of my office software (esp Adobe products), suspicion about my firewall (NIS 2007) which I often disable when testing out these issues, running in safe mode and finding that it works okay that way, disabling everything in msconfig but still several crashes.

Can anyone help me? I can't take another marathon phone call with tech support passing me from one to another and talking about schemes that would virtually wipe away all my work of configuring this machine. I personally wonder about some of the Windows updates since Word was fine until about 10 days ago and I think I was well past loading new software at that point.

Any help would be much appreciated.

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Regards,

Jay Freedman

Microsoft Word MVP FAQ:

<http://word.mvps.org>

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