

Re: winword.exe process randomly disappears

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2007-03/msg00027.html>

- *From:* "Terry Farrell" <terryfarrell@xxxxxxx>
 - *Date:* Fri, 2 Mar 2007 08:03:35 -0000
-

Get the user to start in safe mode and work for a while to see if that temporarily stops the problem. This will help point to the problem area.

From Start, Run type in

winword /a

and press enter. In safe mode, Word starts in its default install mode bypassing all templates and add-ins, etc. This will determine if it is a Word problem or a third party add-in problem. It is usually the latter.

Terry

"bhogan101" <bhogan101@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:81EC97FD-08FA-4E1A-85CC-9B9C4C315481@xxxxxxxxxxxxxxxxxxxx>

Hi all,

The problem still exists. the client has just called stating that removing the "handwriting recognition" module has not resolved the issue. Any ideas/tips on what i could try next?

Thanks.

"bhogan101" wrote:

Thankyou very much Terry.

After i posted i checked the other posts in this group and found the references to the KB article about the known problem with handwriting recognition. I have taken the steps to remove it from clients machines and will re-post if this doesn't resolve the issue. Thanks for your help.

"Terry Farrell" wrote:

> One known bug is that Word closes when you click on the Task Bar icon >
to

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> switch to another open document. This is due to a known bug with the
> handwriting Recognition part of Office 2003. If you run Office Setup, >
choose
> Change, Advanced Options and look for handwriting Recognition under
> Alternative Inputs. Select 'Not available on my computer' and click OK. >
Set
> up will remove it.
>
> Test Word again and if it is OK, it is safe to reverse the procedure if > you
> need to use Handwriting Recognition.
>
> -- > Terry Farrell – MS Word MVP
>
> "bhogan101" <bhogan101@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message
>
> news:8A9AED91-7CCE-41BA-A5B3-C0E68BE519AE@xxxxxxxxxxxxxxxxxxxx
>> Hi friends,
>>
>> Yep ... this is very difficult to debug.
>>
>> As the subject states users at a client site will be happily working >>
away
>> running certain macros without fail and then randomly the winword.exe
>> process
>> will terminate, no errors, no warnings ... no nothing ... just gone.
>>
>> I've tried to make the word installation as "vanilla" as possible by
>> performing the following:
>>
>> Replaced normal.dot
>> Applied every service release & hotfix to Office 2003
>> Removed all external templates & addins (except mine)
>> Ran a "Detect & Repair"
>>
>> The VBA code is sound ... It runs perfectly OK at 3000 other client >>
sites.
>>
>> I have been able to replicate the problem once. I repeated the same >>
action
>> approximately 1,000 times after the crash in an effort to repeat the
>> behaviour but without success.
>>
>> Can anyone give me some ideas/tips on how to start debug this.
>>
>> Thanks in advance.
>>
>> Ben.
>

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