

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/msg00060.html>

- *From:* "Terry Farrell" <terryfarrell@xxxxxxx>
 - *Date:* Sun, 4 Mar 2007 16:27:08 -0000
-

Your correct in that HP has still not released the Vista drivers.

Did MS get you to test in safe mode? TO start Word in Safe Mode, press WinKey+R top open the Run dialog and type in

winword /a

and press enter. Does Word open correctly now?

Terry

"Ako" <ako@utopia> wrote in message news:u3htddmXHHA.4308@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

I re-ran Office Diagnostics and again no problems are reported.

My printer is an HP Officejet 7410 All-in-One, but the driver is 6/06 (version 6.0.6000.16386) by Ms. I called HP and asked when they were going to have an HP driver out since I was missing features of the driver that worked with Xp. They said it was in the works and I signed up to be notified, but no message nor did I find anything about a new driver for my unit on their web yesterday. I have run the driver update, but it stays the same.

The Ms tech also talked about Adobe and WP conflicts. I don't remember if any of the Adobe products have had patched since they were installed, but there was a Vista patch for World Perfect X3. I don't remember the timing, but that was a few days ago.

"Terry Farrell" <terryfarrell@xxxxxxx> wrote in message news:7D5FD4B1-8BCB-4226-8F29-FA86A7DE5449@xxxxxxxxxxxxxxxxxxxx

If it is a corrupt file (as the MS Support suggests), then running Office Diagnostics should catch and repair the corrupt file.

However, do you have a default printer driver installed? Have you checked that it is up to date (the latest from the manufacturer)?

terry

"Ako" <ako@utopia> wrote in message

Re: Word 2007 has stopped working on Vista Home Premium

news:eUXRnnfXHHA.596@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

I talked to a Ms tech by phone and he wanted to do a complete uninstall and reinstall Office Suite 2007. I am 24 hours from 1 to 2 weeks of travel and said there were not enough hours to get everything done.

But I also wonder if there is not a less invasive way to tackle this problem. He thinks some of the files have been corrupted and even though we have replaced the normal.dorm file and disabled NIS plug-in, etc., when we did the repair (with the cd) he said that process would not catch all files that were corrupt.

For him to walk me through a very clean uninstall and reinstall might be like building a house, but to get my pc back to where it was will be like rebuilding a city. Any suggestions?

"Ako" <ako@utopia> wrote in message
news:u\$\$rbGNXHHA.4188@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Thanks. I did another advanced search for "everywhere" but again no such file was found.

When I went to the folder you identified, I see normal.dotm but not normal dotx

BTW, I don't know if this is a coincidence, but when opening a file with Ms Explorer than than start/computer, Word seems less likely to crash. I probably earlier said it was worse when I tried to open a file first than using the shortcut icon on the desktop, but should have clarified that I normally use start/computer rather than than windows/e (Windows Explorer) to open these files. I have only tried windows/e a few times since noticing this trend and so far Word has not crashed.

"Terry Farrell" <terryfarrell@xxxxxxx>
wrote in message
news:0D85C174-8B05-42A9-B2ED-A13A9CB69DEB@xxxxxxxxxxxxxxxxxxxx

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

Re: Word 2007 has stopped working on Vista Home Premium

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@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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

Re: Word 2007 has stopped working on Vista Home Premium

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 if 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

Re: Word 2007 has stopped working on Vista Home Premium

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@xxxxxxx

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

Re: Word 2007 has stopped working on Vista Home Premium

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.
Just
type
Start
and
it
should
pop
up
almost
immediately.
You
can
do
this

Re: Word 2007 has stopped working on Vista Home Premium

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

Re: Word 2007 has stopped working on Vista Home Premium

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

Re: Word 2007 has stopped working on Vista Home Premium

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

Re: Word 2007 has stopped working on Vista Home Premium

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

Re: Word 2007 has stopped working on Vista Home Premium

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"

Re: Word 2007 has stopped working on Vista Home Premium

<jay.freedman@xxxxxxxxxxxx>

wrote

in

message

news:4mjcu2lv0qb5jnmcco5tmuuhlrkcu7d2mi@xxxx

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

Re: Word 2007 has stopped working on Vista Home Premium

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>
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

Re: Word 2007 has stopped working on Vista Home Premium

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.

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

On
Wed,
28
Feb
2007
19:48:13
-0600,

Re: Word 2007 has stopped working on Vista Home Premium

"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

Re: Word 2007 has stopped working on Vista Home Premium

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
properly.

I
returned
home
from
the
office
today
and
I
can
still
sync
but

Re: Word 2007 has stopped working on Vista Home Premium

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

Re: Word 2007 has stopped working on Vista Home Premium

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

Re: Word 2007 has stopped working on Vista Home Premium

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

Re: Word 2007 has stopped working on Vista Home Premium

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,
about
conflicts
with
some
of
my
office
software
(esp
Adobe
products),
suspicion

Re: Word 2007 has stopped working on Vista Home Premium

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

Re: Word 2007 has stopped working on Vista Home Premium

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.

Re: Word 2007 has stopped working on Vista Home Premium

Any
help
would
be
much
appreciated.

--

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.

Re: Word 2007 has stopped working on Vista Home Premium