

Word 2003 hangs on opening

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2007-09/msg00108.html>

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I am running Word 2003 under Windows XP. It was working fine but now just hangs. If I follow the main advice of deleting the normal.dot template then it will open OK the first time I try after the deletion and re-creates the template file. Close Word down and re-open and it will hang until terminated using Task Manager, normal.dot deleted again then restarted. I have 3 different users defined all with administrator status and get the same problem under all users.

I have also followed step by step the advice given here <http://word.mvps.org/FAQs/AppErrors/ProbsOpeningWord.htm> to delete certain registry keys, have no network printers defined/attached, have NAV installed on the box but totally switched off(as far as I am aware) including all services set to manual start up only.

Nothing new has recently been installed on this machine.

Now I am stuck. Has anyone got any ideas what else I might try ?

Thanks,

Kevin Long

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