

# Re: Word 2003 Crash on Open

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*Source:*

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-02/msg00189.html>

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- *From:* alan <[alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 14 Feb 2008 08:18:02 -0800
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Firstly and most important..... Read the queries properly "CAN OPEN IN SAFE MODE"!!  
Secondly, would hardly call it a waste of time if Word now works after an Office uninstall / reinstall as it didn't work previously! Updates appear to be the cause the problem. Can you rule this out?  
Lastly, what PATH am I to follow on the FAQ to resolve this issue as I see none that's applicable!?

Alan

"Terry Farrell" wrote:

Why don't people read and follow the FAQ.

Firstly, where does it say it is only for Word 2000? It is general for ALL versions. Secondly, uninstalling/reinstalling rarely ever fixes Word problems so why did you waste time doing that instead of following the FAQ guidance?

Thirdly, what happens when you start in Safe Mode – THE MOST IMPORTANT TEST OF ALL?

Terry

"alan" <[alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:5E8BE88B-040E-4799-9405-CC4898E94902@xxxxxxxxxxxxxxxxxxxx](mailto:news:5E8BE88B-040E-4799-9405-CC4898E94902@xxxxxxxxxxxxxxxxxxxx)

Thanks Terry, none of known problems on the link seem applicable.....

Not running Office 2000  
Not running Norton  
Been running ok with SP3 for months  
Uninstall Word only and reinstall, problem still exists  
Uninstall Office and reinstall, problem disappears  
Install updates (SP3 & 12th Feb) and problem reoccurs

Re: Word 2003 Crash on Open

Any ideas?

Thanks

"Terry Farrell" wrote:

See

<http://word.mvps.org/FAQs/AppErrors/ProbsOpeningWord.htm>

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Terry Farrell – MSWord MVP

"alan" <alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:B240D4B0-CA46-4E66-9329-178D4AC1681B@xxxxxxxxxxxxxxxxxxxx>

Office 2003 / Vista Home premium  
Word crashes on open with following error message.....

Problem signature:

Problem Event Name: APPCRASH

Application Name: WINWORD.EXE

Application Version: 11.0.8169.0

Application Timestamp: 465f2a40

Fault Module Name: WINWORD.EXE

Fault Module Version: 11.0.8169.0

Fault Module Timestamp: 465f2a40

Exception Code: c0000005

Exception Offset: 008dd0ac

OS Version: 6.0.6000.2.0.0.768.3

Locale ID: 2057

Can open in safe mode. Appears to have started since office / word updates of 12/02/08! All other applications in Office appear to be ok?