

Re: Word 2007 crashes upon inserting a picture into doc file

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-03/msg00013.html>

- *From:* "Terry Farrell" <terryfarrell@xxxxxxx>
 - *Date:* Sun, 2 Mar 2008 10:47:00 -0000
-

What do you mean by 'can't keep the app from crashing long enough to...'.

In your original post, you said it only crashed when you tried to insert a picture? But now you are suggesting that it is crashing all the time?

Terry

"Merriv" <Merriv@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:F2583C14-D27F-40A1-B9C6-65ED039BCAC6@xxxxxxxxxxxxxxxxxxxx

That's a possibility. Problem is, I can't keep the app from crashing long enough to verify. I believe that all drives are mapped and available, however, there was a drive that I had to replace recently. Do you have any suggestions in getting the app to look elsewhere for files? A 'repair' won't do it, and I've tried an 'old' .dotm file as well that didn't help either.

"Terry Farrell" wrote:

Possibly it is looking for a mapped drive that is no longer available. Check in Windows Explorer to make sure that all drive mappings are correct.

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Terry Farrell - MSWord MVP

"Merriv" <Merriv@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:0497AF4E-36DF-4EE0-B0C2-2288A3E3F089@xxxxxxxxxxxxxxxxxxxx

- > I've been running Word 2007 for several months now, using this function
- > quite
- > frequently, and have just begun to get this error a few days ago. When > I
- > attempt to do Insert/Illustrations/Picture, it brings up the "Insert
- > Picture"
- > file location box, then crashes with the good ole message of "Microsft
- > Office
- > Word has encountered a problem and needs to close. We apologize...." -
- > then

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- > it closes and reopens. It doesn't give me a chance to actually locate > the
- > file – it aborts immediately after opening the box. I've already > applied
- > the
- > Office SPks and have run the diagnostics and neither has helped. The
- > diagnostics tell me there is no problem, yet I am unable to insert a
- > picture.
- > Any ideas?
- >
- > OS: Win/XP