

Re: Word 2007 crashes when loading a Word 97 document

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-03/msg00294.html>

- *From:* Bill Angell <BillAngell@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 27 Mar 2008 06:16:03 -0700
-

Terry,

Great questions I should have thought to mention.

I have installed all Patches and updates to Office/Word and Vista/XP. The print driver was just installed on Sunday. (Sore subject as the "professional" who did it took nearly 3 hours to install it on my home network and tried to charge me \$360 but I refused to pay more than an outrageous \$200. It was a driver for an HP Deskjet 940. Never could get the driver for the Sharp laser printer to work but I'm working on that as well by myself this time.)

A similar Theatre Calendar with links on actual calendar dates works just fine.

I'll have to look into the Open and Repair. After several unsuccessful attempts to load it, Word did give me an option to try but all it did was bring over the text with no formatting. That was of no use to me.

--

Bill
billangell@xxxxxxxxxxxxx

"Terry Farrell" wrote:

- Have you patched Office and Windows up to date?
- Have you got an up to date printer driver installed and set as Windows Default?
- Do other documents open correctly?
- Have you tried opening using Open and Repair option?

--

Terry Farrell – MSWord MVP

"Bill Angell" <BillAngell@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:86EA5347-C02B-4EBC-BDBD-D7B7536C17F5@xxxxxxxxxxxxxxxxxxxxx>

Re: Word 2007 crashes when loading a Word 97 document

I have recently gotten a new Dell laptop running Vista to which I added Microsoft Office Professional 2007.

I have a Theatre list that I have worked on for years in older versions of MS Word and it loads every time. But when I tried numerous times to load it into Word 2007, word crashed and automatically restarted. We got the very same result when trying to load it on another computer running Word 2007 under Windows XP.

The document is set to 2 columns. Each column has a continuously running table with 3 columns. As rows are added they spill over into the next column and to the next page for about 3 or 4 pages. The tables depend heavily on internet links to convey additional information so there are hundreds of Internet links within the table.

This seems to me to be an obvious Word 2007 bug that Microsoft needs to fix.

I am reluctant to activate my 90 day internet help to resolve something which I believe to be Microsoft's error and problem rather than just my failure to understand how the program is supposed to work.

I don't know how to attach the file to this posting but I would be happy to e-mail it to anyone who wants a crack at it because the information is all public anyway.

Thanks,

--

Bill

billangell@xxxxxxxxxxxx