

Re: word 2007 app crash

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-04/msg00453.html>

- *From:* tod <tod@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 23 Apr 2008 13:23:03 -0700
-

After some time with HP technical chat today, we simply set the HP printers in my laptop to not be the "default" printer by setting up a fake non-HP printer as default. Key being fake printer. No more crashes so far in word and printing on normal printer HP 7960 and Laser jet 4000 works normally through using the pull down printer menus. Hp said they will not be updating the HP drivers to resolve this issue. They did not give reason why.

footnote: I ahve now set default to the office image writer printer and still no problems have reoccurred.
regards for the help!

"Terry Farrell" wrote:

It's the HP Printer driver. Please go to the HP support site and report this error. Demand a fix for this bug. It has been bugging Word 2007 users for over a year and still HP has not fixed the error.

"tod" <tod@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:AB1162A8-F921-4276-8D3C-F3CF55BEB892@xxxxxxxxxxxxxxxxxxxx>

This below failure report occurs when I close word 2007 std edition without first closing the word doc or docx that is open. It occurs whether Word 2007 is setup to compatability mode or not. It occurs whether word is set to save in .docx or save in .doc Not all old documents cause the event. I have been unable to find a pattern of types of existing files that cause the event but a high high majority of files cause it and this includes files I regularly use from the last one to five years from various versions of word and from various operating systems of XP and vista.

details: two versions of the crash report are copied below to you as one version casues word to reopen and one version casues word to close.

Re: word 2007 app crash

problem sequence. one or more doc or docx are open in word. I ask the docs to close individually. all will close with no messages or alarms until last doc is closed. the last one is requested to close by using the word main window X. at that time the word main page closes from desktop, then "microsoft windows" message appears that says MS Office Word has stopped working. "Windows can check online for a solution to the problem and try to recover your information and restart." problem details are what are copied below. APPCRASH is listed as problem event name for the restarts and office 12 crash is listed for the word must close event.

After my input of either choice "restart program" or "Check online for a solution and restart program", the command is accepted and crash message window closes then a message appears that says word cannot open the file ~
WRS{97c34DCD-A350-4083-A740-2BDE4F438CA0}.tmp same message goes on to say "if file is stored on computer there may be a problem with hardware. try saving the file in another location and opening it there." file name seems to change also as here's another file listed on another crash I just did ~WRS(10563FCB-90CD-4618-819A-0510E899F9B7).tmp

the input request is "ok?" only.

upon hitting ok, all messages disappear, new message appears that says word is trying to save my information and check for solution. after a few seconds this closes and new message says word is restarting for one type of crash. word restarts with blank doc 1 and event is finished. The second event says word is closing upon searching for "online solution" and that is what happens.

finally note that closing any number of documents that are open in either .doc or .docx and then closing word with separate command will not ever cause a crash.

I apologize for entering this issue on someone else's thread.

_word reopening issue_____
Problem signature:
Problem Event Name: APPCRASH
Application Name: WINWORD.EXE
Application Version: 12.0.6211.1000

Re: word 2007 app crash

Application Timestamp: 46d4a7df
Fault Module Name: hpz3r4v2.dll
Fault Module Version: 61.63.249.0
Fault Module Timestamp: 45c2d639
Exception Code: c0000005
Exception Offset: 00046078
OS Version: 6.0.6001.2.1.0.768.3
Locale ID: 1033

Additional information about the problem:

LCID: 1033
Brand: Office12Crash
skulcid: 1033

Read our privacy statement:

<http://go.microsoft.com/fwlink/?linkid=50163&clid=0x0409>

word closing issue:

Application Version: 12.0.6211.1000
Application Timestamp: 46d4a7df
Fault Module Name: hpz3r4v2.dll
Fault Module Version: 61.63.249.0
Fault Module Timestamp: 45c2d639
Exception Code: c0000005
Exception Offset: 00046078
OS Version: 6.0.6001.2.1.0.768.3
Locale ID: 1033

Additional information about the problem:

LCID: 1033
Brand: Office12Crash
skulcid: 1033