

Re: Word 2003 Crash on Open

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-04/msg00460.html>

- *From:* "I Hate Spam" <nospam@xxxxxxxxxx>
 - *Date:* Thu, 24 Apr 2008 02:15:20 -0700
-

I've had the same problem and I've spent the last THREE DAYS looking for an answer. I had tried EVERYTHING – reinstalling Word, opening it in safe mode, running detect and repair, etc., etc.

After doing yet ANOTHER search (I looked for "Offset: 008dd26c") I read where deleting (or renaming) normal.dot might do the trick. Fortunately, that was the answer. Now, when I open up the file I've been trying to work on for the past THREE DAYS, I have found that the formatting has been corrupted. As others seem to have been having the same problem, I can't help but wonder if MS issued a corrupt "update" that has caused this to occur.

Not a happy camper.

"Barry" <Barry@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:86FCA2C3-49A7-4DBB-A9B6-D9D5007A2221@xxxxxxxxxxxxxxxxxxxx>

I am having this same problem. I have tried the FAQ's; but am not really sure what I am looking for. How can I go about looking for where these add-ins may be located and how do I determine that they are corrupt? I can open in safe mode but a re-install does no correct the problem.

"Terry Farrell" wrote:

I absolutely assure you that if Word started in Safe Mode, then the problem was not with Word*. If reinstalling worked, it is more likely that a third party add-in that had a hook into Word has been broken. Eventually that same add-in may cause the same problem when it is next used. Typically the add-in may be part of a scanner, PDF, fax or AV utilities to name just a few known to be problematic.

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* Safe Mode starts Word in its raw default install mode bypassing all customizations, add-ins, templates and printer driver, etc. Basically, it proves that there is nothing wrong with the Word installation (with a few provisos).

I apologize if I seemed a bit shirty but just lately it seems that this question comes up and the FAQ gets skimped over and we go through the same procedure again which would have been found if the guide had been followed more carefully.

Terry

"alan" <alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:DC11917A-7857-436A-9BC7-DA4FC54EAB33@xxxxxxxxxxxxxxxxxxxx

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?

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

Terry

"alan"

<alan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

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

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@xxxxxxxxxxxx

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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

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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?