

Re: word 2007 app crash

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-04/msg00477.html>

- *From:* Claire <ccesareosilva@xxxxxxxx>
 - *Date:* Thu, 24 Apr 2008 17:27:39 -0700 (PDT)
-

On Apr 23, 3:25 pm, ags <a...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I have been having the same problem the last couple of days ever since I installed a new Photosmart C4380 printer. I was at a loss for what to do until I stumbled on this discussion. I sent an email support request to HP insisting that they issue a patch; we will see.

Thanks!

"Terry Farrell" wrote:

Tod

They are pathetic! This is the first time I've heard them as having said they won't be updating the driver.

So the solution presented of not setting the HP printer as the default but to use another driver – only selecting the HP when you need to print to it is the work around. If you do this for a long complex document, after switching to the offending driver, check the document layout hasn't changed too much before printing though as Word relies on printer drivers for laying out documents and every printer driver gives slightly different results.

Terry

"tod" <t...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:A690133E-890C-41D5-9071-CE2600B97A65@xxxxxxxxxxxxxxxx

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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" <t...@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

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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.

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"

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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

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the input request is "ok?"
only.

upon hitting ok, all
messages disappear, new
message appears that says
word
is trying to save my
infomormation 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 elses
thread.

_word reopening
issue_____

Problem signature:

Problem Event Name:

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APPCRASH

Application Name:
WINWORD.EXE
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

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
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I was having the same problem, but for me the problem resolved itself simply by turning my printer off when I want to close a document.