

RE: word 2007 app crash

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-04/msg00482.html>

- *From:* ags <ags@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 25 Apr 2008 06:06:05 -0700
-

I just did the "quick fix" by changing my default printer to Microsoft Imaging and that seems to work. But I got a helpful response from HP also.

Here is what they offered:

We have a known compatibility issue with Microsoft word 2007. We are working on it and soon will be releasing a solution for it. However, I appreciate your efforts in trying to resolve this issue. I regret for the inconvenience caused.

However, as a work around please perform the following steps:

Work around 1: Please select any other printer (if any) as default printer in Printers and faxes folder. (Please perform the following steps)

1. Click on Start and open Control Panel.
2. Open Printers and Faxes.
3. Right click on any printer icon other than HP Photosmart C4380 all in one and select as 'Set this printer as Default printer'.

Now verify the result.

If you does not have any other printer icon in Printers and Faxes folder, please perform Work around 2.

Work around 2:

1. Click Start and open Printers and Faxes.
2. On the left side of the page near the top, click Add a printer.
3. In the Add printer box, double-click Add a local printer.
4. Click Use an existing port, and then click Next.
5. Under Manufacturer, click the manufacturer of your printer, for example, HP, and then under Printers, click the different printer that your manufacturer recommended, for example HP DeskJet 550c.
6. If you see "Which version of the driver do you want to use? click Use the driver that is currently installed (recommended), and then click Next.
7. Click to select the Set as the default printer check box, click Next, and then click Finish.
8. In the Printers and Faxes folder, double-click the new printer.
9. On the Printer menu, click Properties.
10. On the Ports tab, click to select the appropriate port check box for your printer, and then click OK. For example, you can select LPT1 if your printer is connected to your computer (LTP1 is a port that is used by most computers to communicate with a local printer).

"Baja Boojum" wrote:

Hello All:

I got this response today from HP. I went through the entire procedure; so far it appears to work. Note the link is for my HP c6180 printer, but it may be valid for all the All-In-Ones. Good Luck!

I understand from your mail that 'an application failure' error message appears after exiting Word 2007. I regret for the inconvenience caused to you and I will certainly assist you in this regard. I seek your kind cooperation. This issue could occur be related to startup entries running in the background. Please perform below steps to isolate the issue:

Disabling HP related files from the Startup:

- =====
1. Click Start Icon.
 2. Select "run" or select the "Search" box and type msconfig.
 3. User Account window may pop up with this message "Windows need your permission".
 4. Click continue.
 5. Select startup tab.
 6. Disable all hp related entries.
 7. Restart the computer.
 8. Once the computer is restarted, it will show that some startup entries are blocked. Ignore this message and continue.

If the issue persists, please uninstall and reinstall the software:

Step-1:

=====
Uninstallation:

Please uninstall the All-in-One software from the computer using the following steps:

A. Programs and features:

- =====
1. Click Start, Control Panel and double-click Programs and features.
 2. If there is an entry relating to one of the printers, select it, then click Change/Remove.
 3. Follow the dialog and "uninstall all" or "remove all" as appropriate. Some "printer software" have programs that show up here and it will be a good idea to remove those before going any further. Here are the list of softwares to be removed:
HP PSC & Officejet
HP Solution center
HP Photosmart series drivers
HP Document viewer

HP Deskjet preload drivers.
HP Image zone
HP Software update
Step-2:
=====

Disable Device Discovery Service:
=====

- 1) Click on the "Windows Icon" icon on the bottom left corner of the screen , type "services.msc" in the "Start Search" edit box, and hit enter. This will trigger Vista to pop-up a "User Account Control" dialog to prompt for permission to continue. Click "Continue" to allow Vista to open the Services management console application.
- 2) The Services management console application is made up of 2 panels. The right panel contains a list of all services available on the system. Scroll thru this list and look for a service called "HP CUE DeviceDiscovery Service".
- 3) Right-click on "HP CUE DeviceDiscovery Service" and select "Properties" to open the "HP CUE DeviceDiscovery Service Properties" dialog.
- 4) From the "HP CUE DeviceDiscovery Service Properties" dialog, click on the "General" tab. If the "Service status" shows that the service has started, click on the "Stop" button to force the service to stop.
- 5) Change the "Start type" to "Disabled" and click on the "OK" button on the bottom of the dialog to apply the changes.

Step-3:
=====

Turn off the Terminate and Stay Resident programs:
=====

- Click the Start icon.
- In the Start Search text box located above the Start icon, type msconfig and then press Enter.
- On the User Account Control window, click Continue . The System Configuration window display.
- Click the General tab.
- Select the Selective Startup check box.
- Verify that the Load Startup Items check box is not selected.
- Click the Services tab.
- Select the Hide All Microsoft Services check box.
- Click Disable All .
- Click OK.
- Click Restart to apply the changes. The computer automatically restarts.
- Clear the temporary files and folders:

=====

Start the Disk Cleanup utility.

- Click the Start icon.
- Click All Programs.
- Click Accessories.
- Click System Tools.
- Click Disk Cleanup.
- On the Disk Cleanup Options window, click My files only or Files from all users on this computer .
- In the Drives drop-down list, select the drive to clean up and then click OK

RE: word 2007 app crash

On the Disk Cleanup utility report that displays, select the appropriate check boxes to remove the unnecessary components and then click OK.

Step-4:

=====

Register VBSCRIPT.DLL:

=====

Search for the file VBSCRIPT.DLL on the computer. It is usually located in C:\Windows\System32 folder.

Click Start and then click Accessories.

Right-click Command Prompt and click Run as Administrator.

Type the following in the command prompt:

CD C:\WINDOWS\SYSTEM32

(or the appropriate folder location where VBSCRIPT.DLL is located).

Press Enter.

Type REGSVR32 VBSCRIPT.DLL in the command prompt and press Enter.

A message displays that VBSCRIPT has been installed successfully.

Step-5:

=====

Please download and install the software from below weblink:

<http://h10025.www1.hp.com/ewfrf/wc/softwareDownloadIndex?softwareitem=mp-47461-1&lc=en&cc=us&>

NOTE: Clicking the link above may give an error indicating it is invalid.

Copy the URL starting from "http" till "2093" and paste in the address box of the browser, then press Enter Key.

I believe performing the above steps will resolve the issue. If you need further assistance, please do reply with the observations and results. This will help me to assist you further, and I thank you for being a valuable HP customer.

Have a Nice Time.

Sincerely,

Jennifer

HP Total Care.

"tod" wrote:

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 compatibility 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

RE: word 2007 app crash

RE: word 2007 app crash

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

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

RE: word 2007 app crash

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