

Re: "Microsoft Office Word has stopped working"

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Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-12/msg00007.html>

- *From:* "Suzanne S. Barnhill" <sbarnhill@xxxxxxxx>
 - *Date:* Sun, 30 Nov 2008 22:15:41 -0600
-

Both those modes bypass the printer driver (along with Normal.dot, the Registry, and add-ins), so that just proves that one of those is the problem. If you have no printer driver installed locally, then the printer will be the problem.

--
Suzanne S. Barnhill
Microsoft MVP (Word)
Words into Type
Fairhope, Alabama USA

"100NU" <bhardwajdharmesh@xxxxxxxxxxxxx> wrote in message
news:66E3A4A4-6334-4802-8A90-38D3AB429EC0@xxxxxxxxxxxxxxxxxxxx

Thanks Terry,

I will ask our IT guy but I doubt he would know as he find every solution just by gollging the problem and our CRM support would noot cover it.

Also just wanted to let you know that word opens in safe mode and also with
/a switch.

--
100NU

"Terry Farrell" wrote:

I suggest that you find out from IT support at work about the printer.
But
Word must have a locally installed printer driver set as the Windows
default
to work correctly.

Terry

"100NU" <bhardwajdharmesh@xxxxxxxxxxxxx> wrote in message

Re: "Microsoft Office Word has stopped working"

news:CE126DF3-3AF3-4B03-8CD7-9BF4E08DBB30@xxxxxxxxxxxxxxxxxxx

Word start up folder is empty.

I do not know if Xerox printer driver is installed locally.
How can i
check?
Xerox printer port is TCP/IP. This machine is a tablet and I
access our
office network and printer thru wireless.

I am not sure if this help, however I amin really big trouble
since I
use
word for most of my jobs.

--
100NU

"Terry Farrell" wrote:

Is the Xerox printer driver locally installed?

Have you checked in the Word Startup
folder?

Terry

"100NU"

<bhardwajdharmesh@xxxxxxxxxxx> wrote
in message

news:0CEFF65C-A69A-47F4-B6F7-610255B66692@xxxxxxxxxxxxxxxxxxx

I do have a normal template
in word. But this the only
one I have. It
is
under "Document Template"
however I do not have
anything under
"Global
Templates and Add-Inns".

I have four printers in my
printer folder in control
panel. Default
printer
is Xerox work center that is
on TCP/IP port. It is on the

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office
network.
Second one is Microsoft XP
document write which is on
local port
(XPS
local
port). Third one is Microsoft
Imaging Writer and it's on
local port
too.
Fourth one is fax. I have
never used anything other
than Xerox
printer.

Does it help to resolve the
problem?

Thanks

--

100NU

"Terry Farrell" wrote:

You MUST
have a
global
template
(normal.dot
or dotm).
Have you
set
Windows
Explorer to
show
Hidden
Files &
Folders and
System
Files?

Have you
got a local
printer
driver
installed
and set as

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the system
default?

Terry

"100NU"

<bhardwajdharmesh@xxxxxxxxxxx>

wrote in

message

news:B8F02F5C-200F-4E89-AEB8-3A26562894B6@xxxxxxxxxxx

OK

I

do

not

have

any

global

template

or

any

COM

add-ins.

I

checked

it

as

per

the

link

in

your

post.

--

100NU

"Terry

Farrell"

wrote:

May

be

a

COM

add-in.

Have

you

eliminated

bad

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printer
driver
or
partially
corrupt
normal.dot?

Terry

"100NU"

<bhardwajdharmesh@xxxxxxxxxxxx>

wrote

in

message

news:09B7890F-8ED7-4EE2-A00F-CA02B9A861

Thanks

Terry,

Unfortunately,

there

is

no

addins

in

Tools>Templates

&

addins.

The

box

is

empty.

Also

under

Tools>options>file

location>Modify

and

it

modified

it

to

STARTUP\

but

still

word

does

not

work.

Is

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there
any
way
to
wind
out
what
is
wrong?

Thank
you

--
100NU

"Terry
Farrell"
wrote:

--
Sounds
like
a
bad
third
party
add-in.
Test
by
running
in
Safe
Mode.
From
Start,
Run
(Winkey+R),
type
in

winword
/a

and
press
enter.
Open

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a
document
and
test
for
editing
and
closing
now.
If
it
is
OK
now,
then
you
have
installed
something
that
has
placed
an
incompatible
add-in
in
Word/Office.

See
how
to
find
add-ins

<http://www.word.mvps.org/FAQs/Cu>

<http://office.microsoft.com/en-us/ass>

--
Terry
Farrell
--
MSWord
MVP

"100NU"
<bhardwajdharmesh@xxxxxxxxxxxx>
wrote
in
message
<news:0B250FB1-174D-4FD5-8C80>

Re: "Microsoft Office Word has stopped working"

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Hi,

I
have
Vista
Ultimate
with
Office
2003
and
MS
CRM.

I
have
been
using
this
laptop
for
many
months
and
never
had
any
issue
with
office.

We
have
just
installed
CRM
and
still
having
some
issues
with
it
though

I
don't
think
it
got
anything
to
do
with
Word.

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I
did
install
adobe
pdf
professional
and
when
Word
stopped
working

I
uninstalled
it
but
word
still
does
not
work.

Whenever

I
try
to
open
any
word
document

I
get
the
error
"Microsoft
Office
Word
has
stopped
working"

I
looked
into
some
of
Terry
Farrell
post
on
the
same

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issue
and
so
far
tried
below
options
without
any
luck:

Editing
reg
on
user
and
local
machine
from
dada,
options
and
addins
to
olddata,
old
options
and
oldaddins
respectively.

However
nothing
works.

I
can
start
the
word
in
safe
mode.

Any
help
would
be
highly
appreciated.

Re: "Microsoft Office Word has stopped working"

--
100NU