

## Re: Can't select or change options in Word 2007

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*Source:*

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2009-03/msg00184.html>

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- *From:* "Jay Freedman" <[jay.freedman@xxxxxxxxxxx](mailto:jay.freedman@xxxxxxxxxxx)>
  - *Date:* Thu, 12 Mar 2009 15:36:53 -0400
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All of that misery, including the fact that reinstalling doesn't fix the problem, is caused by damage to a registry entry. Follow the instructions in <http://support.microsoft.com/kb/940791> to fix it.

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Regards,

Jay Freedman

Microsoft Word MVP FAQ: <http://word.mvps.org>

Email cannot be acknowledged; please post all follow-ups to the newsgroup so all may benefit.

Marcalans wrote:

While working on a Word 2007 document, Windows Vista spontaneously began shutting down applications, installed automatic updates, and rebooted the system. When I returned to Word, I could no longer select text in a document by dragging through it with the mouse. I can no longer change Word preferences.

When I close Word, I get the following message:

"Microsoft Office Word has stopped working. Check online for a solution and close the program. Close the program." The program never checks for online solutions.

In addition, I get the following detailed error message:

Problem Event Name: APPCRASH  
Application Name: WINWORD.EXE  
Application Version: 12.0.6331.5000  
Application Timestamp: 48fa27b4  
Fault Module Name: mso.dll  
Fault Module Version: 12.0.6320.5000  
Fault Module Timestamp: 485ae817  
Exception Code: c0000005  
Exception Offset: 0003a9ed  
OS Version: 6.0.6001.2.1.0.768.3  
Locale ID: 1033

Additional information about the problem:

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LCID: 1033

Brand: Office12Crash

skulcid: 1033

I tried returning to the previous system restore point and then eventually had to reinstall Office 2007, but Word still does not work.

Any help would be appreciated.