

Re: need help

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.docmanagement/2004-12/4086.html>

From: Jolen98 (*Jolen98_at_discussions.microsoft.com*)

Date: 12/22/04

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actually i got rid of the norton anti virus and as soon as i did that i could open ne doc thxs for all your help

–Joleen

"garfield–n–odie" wrote:

> *Okay, this error message usually means that the Office Plugin from
> Symantec/Norton AntiVirus is conflicting with Word. You say you have
> McAfee Security Center. I'm guessing that once upon a time some version
> of Norton was installed on the computer, and it's possible that the
> Norton Office Plugin is still registered in Windows even if you
> uninstalled Norton. Search for the OFFICEAV.DLL file on your system
> (include hidden and system files/folders) and note the directory path
> where it is located. Close all open applications. From Windows, click
> on Start | Run. In the Open dialog box, type the command (including
> quotes):*
>
> *Regsvr32 –U "C:\<path>\OfficeAV.dll"*
>
> *Replace <path> with the directory path for your OfficeAV.dll file. Click
> on OK. You only have to run this command once (not every time you
> restart your computer). You should get the message:*
> *"DllUnregisterServer in C:\<path>\OfficeAV.dll succeeded." Does that work?*
>
>
> *Jolen98 wrote:*
>
> *> how i try to open it is i either double click in my docs or by going to word
> > and then go to open this is the message i get
> > the file what ever file it is is not available
> > then
> > You may be encountering this message because an anti–virus program is not
> > allowing the file to open. This can be caused by one of two conditions.
> > Either the anti–virus program needs to be updated (due to a compability
> > problem with this application) or there is a virus in the file but the
> > anti–virus program cannot properly remove or process the virus it has found.
> > In either case, the file you are attempting to open should be treated as*

> > *infected until you have updated your anti-virus software to the latest*
> > *updates available from the vendor. All major anti-virus software*
> > *manufacturers have created updates to address known compatibility problems*
> > *with Office applications. They also usually provide a virus signature file*
> > *that is available for download from the Internet and must be updated*
> > *regularly to properly scan for all known forms of viruses.*
> > *If you are experiencing this problem on a computer where a new version of*
> > *anti-virus software was recently installed from a CD-ROM, it is advised to*
> > *connect to the Internet and download the latest updates available from the*
> > *vendor.*
> > *If you are experiencing this problem on a computer where the latest version*
> > *of the software is installed, all signature files are up to date, and the*
> > *file will not open (but other files do) then it is very likely the file is*
> > *infected with a virus and the anti-virus program cannot remove the infection.*
> > *There is also the possibility the file is corrupt (damaged) and cannot be*
> > *properly handled by either the anti-virus software or the affected Office*
> > *application. In this case, it may be necessary to attempt recovery of the*
> > *file using the related recovery utilities that may be available with the*
> > *application (not all applications have file recovery or repair capabilities).*
> > *For more information about this issue, see the Microsoft Knowledge Base*
> > *article 835404.*
> > *like i said earlier i already updatd the anti virus program*
> > *help*
> > *thxs*
> > *-Joleen*
> >
> > *"garfield-n-odie" wrote:*
> >
> >
> >> *What error message do you get when you try to open a Word document? Are*
> >> *you trying to open the document by clicking on File/Open in Word, or by*
> >> *double-clicking on a filename from My Computer or Windows Explorer, or*
> >> *by clicking on an attachment in an email?*
> >>
> >> *Jolen98 wrote:*
> >>
> >>
> >>> *i recently installd Office 2003 SBE and i installd the service pack for it*
> >>> *but word doesnt let me open ne of my documents or my mom's docs*
> >>> *i ave zonealarm i recently updatd that and i ave mcafee security center the*
> >>> *newest version*
> >>> *i dont know what to do*
> >>> *need help fast*
> >>> *ne help would be great*
> >>> *thxs*
> >>> *-Joleen*
> >>
> >>
>
>