

Word 2003 freezes and loses saved files

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Word 2003 freezes and CPU usage shows 100%.
I save every 15 minutes but the last file save seen is often 2 hours ago.
I have automatic back set for every 3 minutes (used to be 10 but after 1st two crashes diminished it)
I am running WIndows XP and Office 2003 Pro.
McAfee Virus Scan.
Operating system newly installed (1-2 month ago).
Cannot get Office 2003 SP 1 to install from web.

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