

Re: Open Dialog Box – Folders Won't Open

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.docmanagement/2006-04/msg02295.html>

- *From:* "Suzanne S. Barnhill" <sbarnhill@xxxxxxxx>
 - *Date:* Thu, 20 Apr 2006 13:08:14 -0500
-

I believe someone has already provided a patch that will perform the Registry edit. The link has been posted several times somewhere in this or the .application.errors NG.

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Suzanne S. Barnhill
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Word MVP FAQ site: <http://word.mvps.org>
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"Baraness" <Baraness@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:BC557546-A0B1-4DE8-B92B-0A76711C472D@xxxxxxxxxxxxxxxxxxxx

Hi Suzanne– I am one of those "average" users mentioned by Santara. This happened to my sister's computer a few days ago and mine today (after I downloaded the updates). I've read the instructions to fix and they are daunting – and I'm a relatively experienced user. Any chance that a fix

to

this will be soon forthcoming and I don't have to start messing around in

the

registry?

Thanks,

Elaine

"Santara" wrote:

Suzanne,

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Thanks for the info. I had already located it after I posted, but I

sure do

appreciate your input!

Hopefully Microsoft will send this fix out automatically, because the average user is NOT going to be able to do this fix manually.

Santara

"Suzanne S. Barnhill" wrote:

See "Problems in Windows Explorer or the Windows shell after you

install

security update MS06-015"
<http://support.microsoft.com/?kbid=918165>

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"Santara" <Santara@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
in message
news:251E250D-0D8D-4BCA-AC44-D1079230DE2F@xxxxxxxxxxxxxxxxxxxx

When I try to open a file in Word 2003, I can see the OPEN dialog box, but when I try to open the folder that contains the document,

the

program freezes up.

I cannot open a folder by any method. I can't

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double click, or

right

click,

or click the Open button. The whole program freezes and I have to

use the

Task Pane to End the program.

I wonder if the root problem might be in the Windows program, since

I

can't

use the Folder Pane in Windows Explorer either.

When I open Windows Explorer and try to use the Folder Pane on the

left

side

of the screen, it shows the hourglass icon but never completes the

task of

opening the list to show the available folders.

I can however use the right pane to open the folders.

Also, I find that I can't use the Address Line in Internet Explorer.

I

get

the same type of freeze problem I experience in Word.

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What do you suggest to fix this problem?

Things I have already done prior to sending this message are:

- 1) Ran complete Norton Virus Scan
- 2) Cleaned out un-necessary files (Temp files, Internet files,

Recycle

Bin,

etc)

- 3) Defraged Hard Drive (Even though the system said I didn't need

to)

Any help you can offer, I would appreciate.

Thank you!

Santara