

Re: Changing from 2003 to 2007

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.docmanagement/2008-08/msg00168.html>

- *From:* catsandbooks <catsandbooks@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 2 Aug 2008 08:40:01 -0700
-

Thank you. But like I said, I tried those links and I couldn't figure anything out from them. I do really appreciate the help, but I think I'll need to get someone to come and actually look at my computer to fix the problem.

"Graham Mayor" wrote:

If you can open the documents in safe mode, then the problem is likely to be (in order)

1. defective normal template
2. incompatible or defective add-in
3. Registry data key corrupt
4. Defective printer driver

All should be covered in the link
<http://word.mvps.org/FAQs/AppErrors/ProblemsStartingWord.htm>.
but always start problem solving with
[http://www.gmayor.com/what to do when word crashes.htm](http://www.gmayor.com/what_to_do_when_word_crashes.htm)

The dialogs and file locations may differ between Windows XP and Vista, but the essential premise is the same.

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<> <> <> <> <> <> <> <>
Graham Mayor - Word MVP

My web site www.gmayor.com
Word MVP web site <http://word.mvps.org>
<> <> <> <> <> <> <> <>

catsandbooks wrote:

Thank you for this detailed help. I deleted the trial version and tried to follow the directions for fixing 2002, but they didn't work. Everything was different because I have Vista. Finally I tried

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opening the program in safe mode so I could see if I could follow the directions in the second link. I found I could open the files and work on them in safe mode. So in a back-hand way this helped.

"Graham Mayor" wrote:

There are two issues here – an error in Word 2002 that caused it to stop working (which could have been fixed – see [http://www.gmayor.com/what to do when word crashes.htm](http://www.gmayor.com/what_to_do_when_word_crashes.htm) then <http://word.mvps.org/FAQs/AppErrors/ProblemsStartingWord.htm>.)

and

A security issue with Word 2007 see Microsoft Knowledge Base article 922850 see <http://support.microsoft.com/?kbid=922850>

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Graham Mayor – Word MVP

My web site www.gmayor.com
Word MVP web site <http://word.mvps.org>
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catsandbooks wrote:

I tried opening a file, and received this message;
"Microsoft Office has stopped working." I closed that message, and this popped up.
Problem caused by Microsoft Word 2002: consider upgrading

The problem was caused by Microsoft Word 2002, which was created by Microsoft Corporation. Microsoft Word 2002 is in its "Extended Support" phase. This phase of support began on July 11, 2006. Only security-related solutions are created by Microsoft for this version of Microsoft Office.

Recommendation

Consider upgrading to the latest version of Microsoft Office to receive full support. Go online to learn how to upgrade.

We also recommend that you periodically go to the Windows Update website and use the Microsoft Update option. Microsoft Update provides updates for Windows and other Microsoft products, including Microsoft Office. To use Microsoft Update, follow these steps:

Open Windows Update.
Do one of the following:
If you see the text You receive updates: For Windows and other products from Microsoft Update, click Check for updates, and then go to step 4.

If you see the text You receive updates: For Windows only click Get updates for more products.

On the Get updates for Windows, Office and more webpage, read and accept the Terms of Use, and then click Install. Windows Update will begin checking for updates. After Windows Update is done checking for updates, click View available updates, select the updates for Microsoft Office, and then click Install.

When I open 2007 and try to open a file (any file) from before, I get the message that "The file (filename) is not available."

"Herb Tyson [MVP]" wrote:

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This makes no sense... there is no reason that MS Office Student and Teacher 2003 should suddenly stop working in Vista, unless it was as trial version as well. What error message did you receive?

The trial version of Office 2007 should also not have any problems opening your files--the trial period allows full functionality until it expires.

How are you trying to open the files? From the Office program itself (i.e, Word, Excel, etc.) or from Windows Explorer. To be able to help, it is usually necessary to know the exact wording of the error message you are seeing.

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Herb Tyson MS MVP
Author of the Word 2007 Bible
Blog:
<http://word2007bible.herbtyson.com>
Web:
<http://www.herbtyson.com>

"catsandbooks"

<catsandbooks@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

<news:58B6066C-7E3B-45A0-B1D6-B2B6D633027A@xxxxxxxxxxxxxxxxxxxx>

I installed
Microsoft
Office
Student and
Teacher

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2003 on my
laptop
(Vista
platform)
and it was
working
fine until
today.

When the
computer
said it
would not
run 2003
anymore, I
activated
my trial
of 2007.

When I try
to open
any of my
files, it says
the file
doesn't
exist. Is this
because I
am running
the trial, or
are all my
files going
to remain
lost even if
I
purchase
the
program?