

# Re: Word 2007 enterprise

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*Source:*

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.docmanagement/2008-12/msg02363.html>

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- *From:* "Graham Mayor" <[gmayor@xxxxxxxxxxxxxxxxxxxxxx](mailto:gmayor@xxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 18 Dec 2008 08:12:30 +0200
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It seems likely that you have an add-in of doubtful compatibility – 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>.

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Graham Mayor – Word MVP

My web site [www.gmayor.com](http://www.gmayor.com)  
Word MVP web site <http://word.mvps.org>  
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Wordpainter wrote:

On a random basis, Word 2007 on a Vista Home Premium laptop, will fail to start, giving a message saying a problem prevented it from starting properly. Then saying it is recovering my information, then saying it must shut down the program and finally (when word has been initiated by double clicking on a word file) a message that it cannot find the file specified. I have used Office diagnostics: it says everything is fine. I have changed the name of normal.dot so word will create a new one, that doesn't help either. It is an entirely random occurrence. Often but not every time. Open or not open with the exact same file at different times. Also. It always will open the file if the "Edit" choice is picked, but that choice is not always present in the dropdown menu. I need some help.