



WordPerfect freezes or generates errors while opening

- WordPerfect Office Suite

When I open WordPerfect® it generates error messages or hangs. What do I do to fix this problem? This document will cover basic troubleshooting techniques on resolving the most common problems within WordPerfect. The scope of this document is strictly limited to configuration or installation problems with local workstations, and does not encompass network based installs.

Several factors are known to cause WordPerfect to crash or hang while opening. If the product produces error messages while opening, the issue could be attributed to a damaged default template, or even a printer driver. To troubleshoot this problem, try following the article sections below, trying WordPerfect after each section.

Delete the default template in WordPerfect

NOTE: Deleting the default template will restore any customization of WordPerfect to the factory defaults. If you do not want to lose this information permanently, rename this file rather than deleting it.

- Locate the WordPerfect default template file and delete the file. If you are not sure where the default template is located, refer to Article for the default locations of the WordPerfect default template files.
- Launch WordPerfect to recreate a new default template

Download the latest Service Pack

Ensure that you have the latest Service Pack available for your version of WordPerfect. Refer to the following articles to get the download locations for the latest WordPerfect Service Packs.

WordPerfect 12: Article

WordPerfect 11: Article

WordPerfect 10: Article

WordPerfect 9: Article

- Launch WordPerfect to see if issue was addressed with Service Pack

Restoring WordPerfect to its factory defaults

NOTE: Ensure that you have the installation CD for WordPerfect before proceeding. Refer to Article for information on restoring WordPerfect to its factory defaults.

- Launch WordPerfect to see if a modification to WordPerfect was causing the problem

Login using a new User Profile

NOTE: These instructions are only effective for Windows 2000 & Windows XP users. If you have Windows 98 or Windows ME, skip this step.

- Click on the Start menu and select Settings and then Select the Control Panel NOTE: If you have Windows XP, your Control Panel might be listed directly under the Start menu
- Double-click on Users & Passwords (or User Accounts)
- Follow the on-screen instructions to create a new account with full administrative privileges
- Restart your computer and login as the new user account
- Launch WordPerfect to see if the problem was due to a corrupted Windows user profile

Disable the Startup items using MSCONFIG

NOTE: This step is for Windows 98, Windows ME and Windows XP users only. Windows 2000 users, please refer to the following step: Disable the Startup items through the System Registry.

- Click on Start and select Run
 - Type ?msconfig? (without the quotes) in the Open box and click on OK
 - Click on the Startup tab
 - Click on the Disable All button
 - Click on OK NOTE: When prompted to restart your computer, click on YES.
 - Launch WordPerfect to see if the problem was due to a program conflict with another program running in the background
- NOTE: If you would like to restore your startup items, repeat the instructions above and recheck all items under the Startup tab.