

## Word Will Not Save or Close a Document

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### Situation:

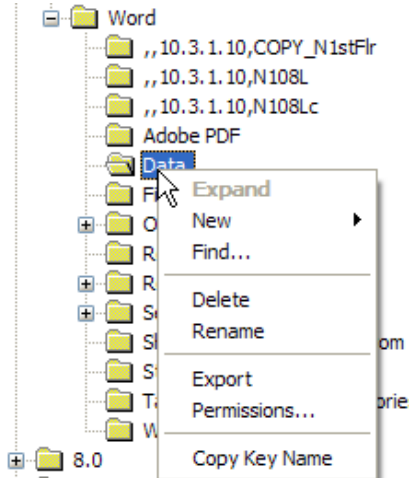
When you try to save or close a Word document, you get the error message "Microsoft Office Word Has Stopped Working". You can type, but not select any text or scroll up or down.

### Overview:

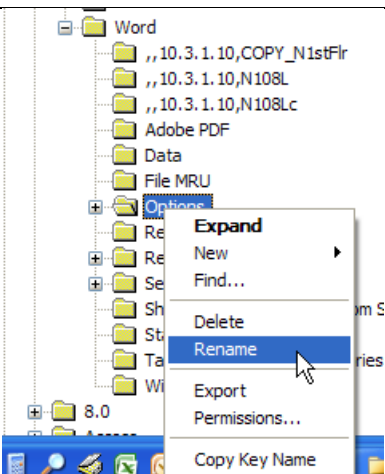
The problem is with two files that Word uses: Data and Options. These files have to be renamed in the registry so Word will not use them. Then Word must be restarted to correct the problem.

### Step by Step Instructions:

1.	Close Word
2.	Start, Run
3.	Type regedit, press ENTER
4.	HKEY_CURRENT_USER
5.	Software
6.	Microsoft
7.	Office
8.	12.0
9.	Word
10.	Rename the folder called data to olddata



The screenshot shows the Windows Registry Editor window. The left pane displays the tree structure of the registry, with the path HKEY\_CURRENT\_USER\Software\Microsoft\Office\12.0\Word expanded. The 'Data' folder is selected, and a context menu is open over it, showing options such as 'Expand', 'New', 'Find...', 'Delete', 'Rename', 'Export', 'Permissions...', and 'Copy Key Name'. The 'Rename' option is highlighted.

11.	Rename the folder called options to oldoptions	
12.	Close Regedit	
13.	Start Word	