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You receive an error when trying to open a .docx file in Word 2003 or with the Word Viewer

Symptom

When trying to open a .DOCX file in Word 2003 with the Compatibility Pack or in the Word Viewer with the Compatibility Pack, you receive the following error message:

"there was an error opening the file."

Cause

This issue may be caused by the OLE32.dll file not being registered correctly.

Resolution

To Try to resolve this issue, follow the steps below:

1. Close any applications that are running.
2. Open an elevated command prompt. To do this, click **Start** , click **All Programs** , click **Accessories** , right-click **Command Prompt** , and then click **Run as administrator** . If you are prompted for an administrator password or for a confirmation, type the password, or click Allow .
3. Type the following:
    regsvr32 %SystemRoot%\system32\ole32.dll and then click OK.
4. When you receive the message "DllRegisterServer in ole32.dll succeeded.", click OK:

    .

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APPLIES TO

- Microsoft Office Word Viewer 2003, when used with:
  Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats
- Microsoft Office Word 2003, when used with:
  Microsoft Office Compatibility Pack for Word, Excel, and PowerPoint 2007 File Formats

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