

# You receive error messages when you start Word

This article is a consolidation of the following previously available article: 328167

## Symptoms

When you start Microsoft Office Word, you may receive error messages that are similar to the following error messages:

run-time error.

subscript out of range.

Compile Error in hidden module **module name**.

Did this solve your problem?

Yes

No

Cannot display the template add in template is not valid **template name**.

Word cannot open this document template **template name**.

**module name** cannot be found.

Command cannot be performed because a dialog box is open.

Cannot open this file **file name**.

The file cannot be opened.

Microsoft VisualBasic - The macros in this project are disabled.

The add-in template is not valid.

## Cause

This behavior occurs because an add-in in one of the startup folders is not compatible with Word.

## Workaround

To identify the add-in that may be causing the behavior, follow these steps:

1. Quit all Microsoft Office programs, including Word and Microsoft Outlook.
2. Open the following folder for depending on your version of Word.

For Microsoft Office Word 2010:

Program Files\Microsoft Office\Office14\Startup

For Microsoft Office Word 2007:

Program Files\Microsoft Office\Office12\Startup

For Microsoft Office Word 2003:

Program Files\Microsoft Office\Office11\Startup

For Microsoft Word 2002:

Program Files\Microsoft Office\Office10\Startup

For Microsoft Word 2000:

Program Files\Microsoft Office\Office\Startup

3. Move any files that are located in that folder to your desktop.
4. Open the following folder:  
Documents and Settings\username\Application Data\Microsoft\Word\Startup
5. Move any files that are located in that folder to your desktop.
6. Restart Word.

You can also troubleshoot Word startup issues by using the Support Template. For more information about how to use the Support Template, click the following article number to view the article in the Microsoft Knowledge Base:

[820919](#) How to troubleshoot problems that occur when you start or use Word 2003 or Word 2002