

Q. I recently installed Norton's Anti-virus 2003. Now I have problems with MSWORD. Once I save a document in Word 2000, if I go away and come back to work on it without shutting down the computer, I get this message: "Locked for editing by another user." I am the only user! I have no idea what to do. If I shut the computer down, and re-boot, I can access the document.

A. To resolve this problem, unregister the Norton AntiVirus Officeav.dll add-in. To do this, follow these steps:

1. On the **Start** menu, click **Run**.
2. In the **Open** box, type the following command, and then click **OK**:

**regsvr32 /u "c:\program files\norton antivirus\officeav.dll"**

If the command is successful, you see the message: "DllUnregisterServer in C:\Program Files\Norton AntiVirus\OfficeAV.dll succeeded."

**NOTE:** If the command is unsuccessful, search your hard disk drive for the file. It is possible that the file is located in a different folder.

The resolution above disables the virus scanning plug-in that is installed during setup of Norton AntiVirus 2000 or Norton AntiVirus 2001. This plug-in scans documents for macro virus infections in Microsoft Office products. When this plug-in is disabled, Norton AntiVirus does not scan documents that are opened. However, the Norton AntiVirus Auto-Protect feature should still provide ongoing protection by scanning any file that is run, downloaded, opened, created, or deleted.

Revised 5/30/2009 JMM