Word 2007 hyperlink not working

NOTE: The hyperlink does work if you type it directly in the browser or in the Open box of the Run dialog box (click Start, and then click Run).

**Cause**

This problem occurs when the following conditions are true:

* You are using Microsoft Internet Explorer:
  + A proxy server -or-
  + A firewall that does not allow HTTP requests to be placed on your local network

-and-

* Internet Explorer is not your default browser.   
    
  -and-
* The ForceShellExecute registry key is not present in the following location or is not set to 1:   
    
  For 32 bit Office Versions installed on 64 bit OperatingSystems  
    
  HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Office\9.0\Common\Internet  
    
  For 32 Bit Office Versions installed on 32 bit Operating Systems or 64 Bit Office Versions installed on 64 bit Operating Systems  
    
  HKEY\_LOCAL\_MACHINE \Software\Microsoft\Office\9.0\Common\Internet

**Workaround**

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](https://support.microsoft.com/en-us/kb/322756) How to back up and restore the registry in Windows

To have us work around this problem for you, go to the "Here's an easy fix" section. If you prefer to fix this problem manually, go to the "Let me fix it myself" section.

**Here's an easy fix**

To fix this problem automatically, click the **Download** button. In the **File Download** dialog box, click **Run** or **Open**, and then follow the steps in the easy fix wizard.

* This wizard may be in English only. However, the automatic fix also works for other language versions of Windows.
* If you’re not on the computer that has the problem, save the easy fix solution to a flash drive or a CD, and then run it on the computer that has the problem.

Download

**Let me fix it myself**

Easy fix 50655  
  
To work around this issue, either add the ForceShellExecute subkey, if it is not present, and set the Value data, or if it is present, set the Value data of the ForceShellExecute subkey.

**Adding the Internet Subkey to the Registry and Setting the Value Data**

1. Quit any programs that are running.
2. Click Start, and then click Run. Type regedit in the Open box, and then click OK.
3. In Registry Editor, browse to one of the following subkey (create the keys when they do not exist):

For a 32 Bit version of Office on 64 bit version of Windows  
  
HKLM\SOFTWARE\Wow6432Node\Microsoft\Office\9.0\Common\Internet\  
  
For a 32 Bit version of Office on 32 bit version of Windows  
  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\9.0\Common\Internet  
  
For a 64 Bit version of Office on 64 bit version of Windows  
  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Office\9.0\Common\Internet

1. Make sure the Internet subkey is selected. On the Edit menu, point to New, and then click DWORD Value. Add the following registry value:

Value Name: ForceShellExecute

1. Double-click ForceShellExecute, and then set the Value data to 1. Click OK.
2. On the Registry menu, click Exit.