

# Re: Entourage Crash

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*Source:*

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.entourage/2006-08/msg00519.html>

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- *From:* [writerm@xxxxxxxx](mailto:writerm@xxxxxxxx)
  - *Date:* 25 Jul 2006 18:38:02 -0700
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Thanks for the advice. I did try the Cmd-S, and Shift key that someone mentioned, and neither one worked. I went to the server for Comcast and looked at email, then deleted everything on their server to eliminate a possible email causing the problem, and it still crashed. I guess I'll have to reload Entourage from the disk.

Mike

Allen Watson wrote:

Try launching Entourage holding down Cmd-S; it suppresses schedules that run at startup, including trying to pick up mail. There may be a corrupt message that Entourage is trying to download. If it does not crash, set Entourage to work offline (Entourage menu); then see if you can use webmail to delete suspect messages (probably the oldest message you have not downloaded). Or set the account in Entourage to allow online access, then select the account in the folder list to view messages.

More on crashes can be found on the Entourage help pages:

<http://entourage.mvps.org/troubleshoot/crashes.html>

On 7/22/06 5:03 PM, in article  
1153613039.111202.299620@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "writerm@xxxxxxxx"  
<writerm@xxxxxxxx> wrote:

I've got Entourage 10.1.6, and running Tiger. It's suddenly started crashing on startup. It tries to start, the screen comes up showing the inbox, then it crashes. I've tried fixing permissions, ran applejack, and Xupport, and zapped the PRAM, but it's still crashing. I'm not a techie, and don't understand the reports, but I've put it here in case someone out there has a clue.

Thanks

Date/Time: 2006-07-22 16:41:45.539 -0700  
OS Version: 10.4.7 (Build 8J135)

Re: Entourage Crash

Report Version: 4

Command: Microsoft Entourage

Path: /Applications/Microsoft Office X/Microsoft Entourage

Parent: WindowServer [63]

Version: 10.1.6 (10.1.6 (040913), © 1995–2001 Microsoft Corporation.  
All rights reserved.)

PID: 218

Thread: 0

Exception: EXC\_BAD\_ACCESS (0x0001)

Codes: KERN\_INVALID\_ADDRESS (0x0001) at 0x04bbf99c

Thread 0 Crashed:

0 Microsoft Framework DB 0x01652670 0x15eca20 + 416848

1 Microsoft Framework DB 0x0165105c 0x15eca20 + 411196

2 Microsoft Framework DB 0x016515f8 0x15eca20 + 412632

3 Microsoft Framework DB 0x01687a90 0x15eca20 + 634992

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