

## Re: Excel causes system freeze

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*Source:*

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.excel/2008-06/msg00304.html>

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- *From:* Todd Aton <[toddaton@xxxxxxxxxxxxxx](mailto:toddaton@xxxxxxxxxxxxxx)>
  - *Date:* Mon, 23 Jun 2008 15:53:20 -0700
- 

I can understand your frustration. I have three Macs that I depend on to get my work done and it's painful when one or more of them aren't cooperating. Are you getting the spinning ball or the Error Reporting dialog when Excel freezes? Can you describe to me what you're doing prior to Excel freezing happily over and over?

Todd Aton  
Macintosh Business Unit  
Microsoft Corporation

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On 6/21/08 2:08 PM, in article [ee8e637.88@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ee8e637.88@xxxxxxxxxxxxxxxxxxxxxxxxxxxx), "Vasil" <[snkvs@xxxxxxxx](mailto:snkvs@xxxxxxxx)> wrote:

Now in response to this message I can say from my experience that despite Mac 10.5.3. and SP 1 installed on my iMac which has an ATI Radeon card, Excel continue to freeze happily over and over. As you can imagine for those of us who rely on their computers to do some significant job this is really frustrating.

Keith,

I appreciate your frustration. But perhaps you've misunderstood the previous discussion on this. Microsoft worked hard for several months to gather data on this system freeze bug, posted a bug to Apple since we determined that it was an OS bug, and checked in regularly with Apple over the last few months letting them know how painful this bug was to our customers.

Via the channels we have with Apple, they told us that the bug was fixed in 10.5.3. Once 10.5.3 was released, I sent mail to this newsgroup as well as to a couple of dozen customer who had reported this bug to us directly

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asking them to let me know if upgrading to 10.5.3 resolved the bug for them.

So far, 99% of the people who have replied to me have told me that the 10.5.3 update has resolved the problem for them.

So, if you are still experiencing this system freeze after upgrading to 10.5.3, we certainly want to know.

Now, if just Excel is crashing (not the system), we want to help. But I will need more information. Could you explain the scenario in which Excel is crashing? Could you click on More Information in the Microsoft Error Reporting tool, then copy and paste the crash log and email it to me (patmcmil@xxxxxxxxxxxxxx)?

I hope it's clear from this that Microsoft is listening and wants to help.

Thanks,

Pat

On 6/6/08 8:09 AM, in article ee8e637.80@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "Keith Sterling" wrote:

June 5th is the last response and guess what Microsoft are doing nothing about it. The only app to crash on my Mac is Excel.

So easy to reproduce, just open a Workbook that was saved as Maximised and boom Microsoft kills my Mac, cheers guys

Started opening all my Workbooks with NeoOffice now, opens everytime, never crashes, never kills my Mac.

How about treating us as customers who actually paid money for a product which doesn't work. Can I have my money back please, or shall I just continue to use NeoOffice and bin Excel

--  
Pat McMillan  
Macintosh Business Unit

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