

microsoft.public.mac.office.word: Re: Word "immediately" crashes when loading – 10.3.4 user

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Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2004-06/0195.html>

From: Beth Rosengard (*bethrosengard_at_earthlink.net*)

Date: 06/05/04

Date: Fri, 04 Jun 2004 22:57:45 -0700

Hi Rosie,

I'm afraid I know nothing about software manager programs, so if that is the cause of your problem, I wouldn't know.

If a single user were having your problem, however, I would wonder about possible font conflicts which are a known cause of Word X crashing on open. I would advise working through the procedures outlined here:
<<http://support.microsoft.com/?kbid=313535>>

As for uninstalling updates alone, it can't be done. You need to remove, reinstall and re-update Office. Here's the procedure:

The Remove Office tool is located in the Value Pack folder on the Office X CD. Install it and run it. Now reinstall Office X using the installer on the CD or do a Drag & Drop to the Applications folder. Also don't forget to install any Value Pack items you need. When you've finished, you'll need to download (<<http://www.microsoft.com/mac/download/>>) and install the Office X 10.1.2, 10.1.4 (includes 10.1.3) and 10.1.5 updaters.

For the most trouble-free installation, run Disk Utility First Aid to repair permissions after you remove Office, after you reinstall it and after you install all the updates. To repair permissions go to Macintosh HD/Applications/Utilities; open up Disk Utility; select your hard disk and click the First Aid tab and then the button to "Repair Disk Permissions".

Note: Before doing the removal, you may want to back up some files for later reinstallation. Consider these:

Normal Template

Your custom templates

Word Settings (10)

Settings files for the other Office apps

AutoCorrect List (called Office ACL English or whatever language)

Custom Dictionary

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Beth Rosengard

Mac MVP

Mac Word FAQ: <<http://word.mvps.org/FAQs/WordMac/index.htm>>

Entourage Help Page: <<http://www.entourage.mvps.org>>

On 6/4/04 5:26 PM, in article 1874901c44a93\$ad9bbfd0\$a501280a@phx.gbl,
"anonymous@discussions.microsoft.com" <anonymous@discussions.microsoft.com>

wrote:

- > I downloaded updates last night for Office X. It took quite awhile to
- > download the updates and , I stupidly assumed everthing would be fine.
- > Then, tonight, I tried to open a document that was attached to an email and
- > Word u