

## Re: problem saving with Microsoft Word in Office 2004 on G5 with 10.3.7 OSX

**Source:** <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2005-01/0214.html>

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**From:** Beth Rosengard (*bethrosengard\_at\_earthlink.net*)

**Date:** 01/06/05

Date: Thu, 06 Jan 2005 11:18:37 -0800

Hi Jason,

I can't answer most of your questions, I'm afraid; but let me ask one: Do you have "Allow Fast Saves" checked in Preferences> Save?

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\*\*\*Please always reply to the newsgroup!\*\*\*

Beth Rosengard

Mac MVP

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

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

On 1/5/05 11:32 PM, in article

1104996755.060823.15100@z14g2000cwz.googlegroups.com, "JasonRomney"

<jason.romney@netvideo.com.au> wrote:

> I am getting a recurrent problem with Word whilst trying to save a  
> number of different Word documents and wonder if anyone has also  
> experienced this? I am using a dual 2.5Ghz G5 with 4GB RAM and 2  
> internal 250GB disks RAIDed into one disk on the desktop using the OSX  
> RAID facility.  
>  
> The G5 reports the following message when an attempt is made to save  
> just about any reasonably substantial Word document:  
>  
> There is a serious disk error on file "Word Work File D\_47857804"  
>  
> Here are the things I have tried to fix the problem:  
>  
> 1. I booted into an OSX 10.3.7 installed on my external Lacie drive  
> which was created by using Clone Doubler on the G5's internal hard  
> disk. When I fire up Word from the Lacie external firewire disk (after  
> booting up from that Lacie firewire disk), the same error message could  
> be generated when repeatedly test saving a Word document.  
>  
> 2. so going back to a normal bootup, that is, from the G5's own  
> internal hard disk, the error message happens whether I save a file to  
> the G5's internal hard disk or to the Lacie external drive. (even  
> though it seems unlikely that both drives would have this problem).  
>  
> 3. I have reinstalled initially just Word and then the entire suite of  
> applications in Office 2004 for Mac and the same error message occurs  
> afterward when I try to save a document in Word. I have also tried  
> renaming the Word template Normal file, and renaming the Word  
> preferences file. I also did a full uninstall of Office 2004 via the  
> special UnInstall program, including a search (and manual delete) after

> the de-install procedure for all Microsoft-related prefs and plist  
> files for each application in the Office Suite that might have been  
> left over by the uninstaller program. Then reinstalled the Office Suite  
> again - same problem.  
>  
> 4. I have tried to save multiple different documents but the error  
> message is not restricted to attempts to save just one Word document,  
> that is, the error message recurs after 5 to 30 saves are made of  
> apparently ANY Word document.  
>  
> 5. I copied the contents of one of the documents the saving of which  
> triggers the error message into a new document, and saved, but the  
> error message recurs with the new document thus saved, as well.  
>  
> I can report the following observations:  
>  
> 1. the Work File identifier is different each time eg it is not always  
> D\_47857804 but may be some other letter and number  
>  
> 2. if I search the hard disk for the Word Work File that is nominated  
> as being subject to the serious disk error, I can't find the file  
>  
> 3. If I ignore the error message and just keep working, albeit  
> nervously, the document does not seem to corrupt and seems to save OK  
> on subsequent attempts. (If I move the document onto another computer  
> and start editing it with Word on the new computer, no more error  
> message recur).  
>  
> 4. the error message can be fairly reliably summoned on just about any  
> document. I hit a keyboard key at random, over and again, saving  
> between key presses, and the problem recurs after about 20 such saves.  
>  
> 5. the same document(s) that trigger the problem (ie just about ALL  
> Word documents on the G5) will not trigger such a problem on the 17inch  
> Powerbook when using the same version of Word.  
>  
> 6. The version of Word I'm using on the G5 is 11.1 (040910). I've tried  
> to see whether the problem recurs if I go back to the version of Word  
> prior to the service pack upgrade and yes, the error message does  
> recur.  
>  
> What do you think is the problem?  
>  
> I have tried running Disk Warrior over both disks and they seem to  
> check out fine (ie both the G5's internal disk and the external Lacie  
> firewire disk).  
>  
> Do you think this could be a Logic Board problem with the G5? Do you  
> think Word is actually saving correctly and giving a bogus error  
> message or that the saves Word is doing are somehow flawed when it  
> reports the error? Do you think this problem could be restricted to  
> Word only or extend to other as yet undetected applications? Do you  
> think this problem is common to all G5s running Word, or just mine? Do  
> you think the problem is related to the RAID array (uninstalling the  
> RAID is quite a business when you have a huge amount of data on a 500GB  
> disk... although that is obviously going to be one of my next steps).  
>  
> Do you think the problem may lie, not so much with Word itself but with  
> the fact that the G5's internal hard disk (there are two internal  
> drives installed on the G5) have been fused together with a RAID array  
> to appear as just one disk?  
>

microsoft.public.mac.office.word: Re: problem saving with Microsoft Word in Office 2004 on G5 with 10.3.7 OSX

> Any advice or experience with this kind of problem would be very  
> gratefully received please.  
> Kind regards,  
> Jason Romney  
> jason.romney@netvideo.com.au  
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