

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/2005-01/0340.html>

From: John McGhie (john_at_mcghie.name)

Date: 01/12/05

Date: Wed, 12 Jan 2005 18:54:18 +1100

Hi Jason:

If you are still with us, would you like to email me a full (complete) System Profile from your bad setup, if it still exists?

Please Zip or stuff it before you send it. I would like to put it in to the developers.

I can't make any suggestions that would avoid a full re-install, because I (now) do not have a clue what the problem was.

As I said, "something" is blocking Word from disk access. It can be almost anything that prevents Word being able to write to disk. Word uses a "streaming" access to write to disk, it is not a straight write such as other applications perform. It's rather sensitive to timing issues.

Popular sources of bother are where the Applications folder and the user's home folder are not on the same volume as the OS. Bad directory permissions can do it. Backup applications locking files can do it. Incorrect user permissions to the Temp directory or the document directory can do it. The user of a Word document needs full access to both the document folder and the temp folder, because Word performs a Write, Rename, Remove, Rename to save a file. (It first writes a temporary file, then deletes the old backup, then renames the original file as the backup, then renames the temporary as the original — the idea is to protect against crashes during the writing of the file.)

The error message is so generic that the list of causes is endless (and I don't know most of them!). I have not yet heard from the Developers.

Cheers

On 8/1/05 8:32 PM, in article
1105176756.599503.198080@c13g2000cwb.googlegroups.com, "JasonRomney"
<jason.romney@netvideo.com.au> wrote:

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

- > *OK, so this time I took the opportunity of having a second internal*
- > *disk in the G5 (now freed up by the removal of the RAID configuration,*
- > *to reinstall the OS from scratch, install all the updates from the*
- > *Internet to bring it up to the latest everything (10.3.7 etc) and then*
- > *reinstalled Office 2004 from scratch on this virgin OS install. Then I*
- > *installed Microsoft AutoUpdate 1.1.2 when prompted (dated 9/11/04),*
- > *followed by Office 2004 for Mac Service Pack 1 dated 12/10/04. All*
- > *22.8M*