

Word 2004 (and Entourage) problems since Tiger Upgrade

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Hello,

I've been using Word 2004 since it came out without problems. In fact the entire Office suite has been in my experience rock solid. That is until I upgraded to Tiger. Since upgrading to Tiger I have had HUGE problems with Word, and some annoyances with Entourage.

Let me start with Entourage as the problem is simply that I get the SBOD (Spinning Beachball of Doom) frequently and Entourage just hangs for a minute or so before coming back to life. While not critical, this is annoying.

Now the word problems are more frustrating (and down right annoying). I get a similar SBOD problem except the software never recovers. I get a Not Responding error from the Force Quit menu. In addition, I frequently try to open a file (often from an Entourage Attachment but also from my desktop) and get a message that the file is corrupt.

Here is what I have found/tried so far:

1. It turns out the files are not actually corrupt. If you tell Word to try to recover the file when prompted, the file will turn out to be severely corrupted – seeing field codes instead of formatting etc... However, if you say do not try to recover, quit word and try again – the file will almost always open up without problem (and without any sign of corruption).
2. I have deleted all Office preference files without success.
3. I have used several utilities to check for damaged or problematic fonts.
4. I have tried logging in as a "safe user" and had the same problems.

I'd really appreciate some help on this as I've lost a lot of work this way where Word just hangs on me. Usually I can recover most of the file, but not everything and not all the time.

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Just to add some extra info that may be helpful in the diagnostic:

- I'm running Tiger (and have updated to 10.4.1)
- I'm running Word 2004 version 11.1 (040910)
- I'm using a G4 (1.25GHz) 15" Powerbook with 1GB of RAM and have around 15GB free on my harddrive.
- I have Endnote 8.0 installed on my computer and it is linked to Word.

Thanks in advance,

Neil

- ***Follow-Ups:***

- ◆ ***Re: Word 2004 (and Entourage) problems since Tiger Upgrade***
◇ *From: Daiya Mitchell*

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