

# Re: Microsoft Word won't load on my iMac G4 after kernel panic

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*Source:*

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2006-08/msg00409.html>

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- *From:* "mmmmmark" <[mdneely@xxxxxxxxxxxxxxxx](mailto:mdneely@xxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 7 Aug 2006 08:31:30 -0500
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I agree with Elliot that it shouldn't be happening. BUT, since I own a G4 iMac of my own, I can tell you that it happens to me from time to time (and usually in fits of frequency). So...I feel your pain.

It seems that some preference files have not been entirely happy since about 10.3.5. I think someone inadvertently orphaned the G4 iMac when they made updates. I'm not at home to see exact names of files, but the ones that are always implicated are related to the video card. There are many threads on this on the Apple boards or visible via google search. Some people think that it is hardware related, but I've found that an archive and install fixes it for about another 6 mos to a year (and they the panics return).

It isn't prefs, per se, because I've tried replacing many of them with known good copies from another system. I think it is lower level device drivers and firmware that are actually being corrupted and the reinstall seems to fix it. Keep an eye on it and if it continues, try the reinstall.

Another thing to try that is much easier is to unhook all your cables and try blowing some compressed air from the bottom of the unit. Do this outside as it makes quite a mess. Overheating is also an issue with these units after many years.

Good luck!  
-Mark

"Elliott Roper" <[nospam@xxxxxxxx](mailto:nospam@xxxxxxxx)> wrote in message  
[news:070820061158175736%nospam@xxxxxxxx](mailto:news:070820061158175736%nospam@xxxxxxxx)

In article <[1154931398.353875.215000@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:1154931398.353875.215000@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>,  
<[nielsenk@xxxxxxxx](mailto:nielsenk@xxxxxxxx)> wrote:

Hi everyone  
As my subject line implies, my iMac G4 had several kernel panics yesterday, but I was able to restore most of the files and applications today. However, my Microsoft Word (Microsoft Office X) no longer

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functions. The icon is still in the dock, but if I click on the icon a black triangle briefly appears next to it and then disappears. I also cannot open any of the many Word documents on my computer.

What should I do? do I have to reinstall my Mac X 10.3 (Panther) software? I hope not—I don't want to lose all the other applications etc., if that's what it takes. on the other hand, I have to use Word every day and don't want to have to pay for it again.

To add to the advice of the others, before you do a lot of work re-installing things, it would be worth your while investigating the reason your machine panicked. Unless you had been doing some evil hackery, such as installing dodgy software with kernel extensions and the like, the overwhelming reason for a kernel panic is a hardware fault.

If you don't fix the fault, you are going to get a lot of experience installing software over and over again.

Have a look at your console logs. They are more than a bit geeky.

Got to Applications/Utilities and run `consol.app`

press "logs" on the top left

Firstly, open `~/Library/Logs`

turn down the crash reporter triangle and look for Microsoft Word in the list of crash reports that may have accumulated.

Scroll to the very end, then scroll back up looking for a row of asterisks. That marks the beginning of the report of your most recent Word crash. Check the data and time make sense, then see if there is anything interesting in the top dozen lines or so. (My last Word crash reported there was 6 weeks ago, and said there was a memory exception error, which is saying nothing more than Word tried to reach into some memory that it was not allowed to reach, almost certainly a corrupt document pointing at another part of itself that wasn't. It did not have anything to say about my more recent disaster where I deleted Word accidentally and then tried to run it from the dock icon, which behaved similarly to what you see.

While you are in console, `/Library/Logs` contains your panic reports.

(if the machine stayed alive enough to save its suicide note) My last panic reported an unexpected tcp lock (the network software went nuts while I was changing airport and ethernet cables)

By far the most common reason for un-induced kernel panics is hardware, and the most likely hardware fault is bad memory. You should go for years without a panic. Several in one day without doing anything naughty is almost certainly hardware.

If you have recently added memory or changed something in your machine, try reseating the memory, then try backing out of any changes you might have made to isolate the bad memory.

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I strongly recommend getting a good backup before your G4 gets sicker, and before you start fiddling with the hardware. Super Duper or Carbon Copy Cloner are good utilities for making complete copies of your system. You can boot from the copy afterwards. If you can't find disk space for a clone, at least back up your ~/Documents and ~/Library folders as well as all the files that Word strews around your machine (see <http://word.mvps.org/mac/BackUpPrefs.html> )

Also, you don't have to completely erase your machine to re-install the OS. Boot from the CD that came with your Mac and do an upgrade/restore. But do the backups first. I don't want you to send the boys round to my place after following my advice \*really\* screwed your G4.

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To de-mung my e-mail address:- fsnospam\$elliott\$\$

PGP Fingerprint: 1A96 3CF7 637F 896B C810 E199 7E5C A9E4 8E59 E248