

Re: Word 2004 + Macintel + Some Adobe OpenType Fonts = Crash on save

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<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2006-09/msg00007.html>

- *From:* "John McGhie [MVP -- Word and Word Mac]" <john@xxxxxxxxxxx>
 - *Date:* Fri, 1 Sep 2006 16:58:27 +1000
-

Hi Geoff:

Well, again I see nothing much wrong with your second document either (the one without the equations...).

However, what I was trying to find out was what was causing the problems with the documents you have problems with. Removing equations is a first step. Equations are a very complex OLE object which corrupts easily. If you remove the equations and the problem does not go away, it wasn't that! We have a data point :-)

You said the problem is fixed by copying into a new document, not Maggying. That means the problem is not certain kinds of document property corruption. If it had been corrupt document properties, what you did would not have fixed the document but a Maggie would do so. We get another data point :-)

My next suggestion after removing the equations would have been to rebuild each of the tables. The second document you sent also had tables in it. Tables are another complex object that corrupts easily. If we convert each of the tables to text, then back to a table again, that might fix the problem. If it does, we have another data point. If copying all of the text to another document fixes the problem, then it is **likely** that the problem is corrupt tables.

But if that did not fix the problem either, then the problem would seem more likely to be the Agarramond font.

I also routinely create documents far more complex than these two, so as you say, there is no particular reason why this document should fail. I've tested your documents in Word 2004 on a G4 and Word 2003: I can't see any reason they should fail. So I am strongly suspicious that the problem is the ATS Font Crash issue.

BTW: This thread is mis-titled. This bug is not related to Adobe fonts or OpenType fonts per se. It's the presence of certain glyphs in **a font used in the document**, no matter how they are encoded (we have reports in TTF, OTF and PostScript) . The problem has so far been reported in fonts from

Re: Word 2004 + Macintel + Some Adobe OpenType Fonts = Crash on save

Adobe and LinoType, but not Apple or Microsoft ones. Of course, that doesn't mean that Apple and Microsoft fonts are immune, it just means nobody has reported the problem in fonts from those suppliers yet!

The problem does not appear to occur if the document does not include a Preview Image. Save Preview Image seems to be the installation default in Mac Word 2004, which is why this problem is quite widespread.

Hope this helps

—

John McGhie <john@xxxxxxxxxxxx>
Consultant Technical Writer, Microsoft MVP (Word, Word for Mac)
Sydney, Australia +61 (0)4 1209 1410

"gruth" <geoffruth@xxxxxxxx> wrote in message
news:1157038612.434013.168350@xx

I don't think that the MathType eqns are relevant. I had the same behavior with a file only containing a table (which I've sent to you separately). However, I do agree that the file I sent you is certainly complex.

I don't like the corrupt idea either, because I have NEVER had problems with these files on a PPC machine. I routinely create complex files like this, and I've never encountered this particular style of crashing.

Also, to reiterate, when I copied the whole thing (select all) into a new document with preview turned off, it saved fine.

C) Your document contains MathType equations within table cells. Both tables and equations are "complex objects" and thus subject to corruption.

So it's possible that your document has one or more corrupt tables or equations. If it does, copying to a new document may indeed fix the problem.

Equations are "OLE Objects" which are stored in the same "Document Properties" container as the Preview Picture. It may be that the Macintel

Preview Font Crash can be caused by equations as well as preview pictures.

It would be interesting to make a copy of one of your crashing documents and remove from it only the equations...

Re: Word 2004 + Macintel + Some Adobe OpenType Fonts = Crash on save

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It wouldn't fix anything, but if it cured the crashes, it would give us another data point.

Cheers

On 31/8/06 11:56 AM, in article
1156989363.121424.138480@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "gruth"
<geoffruth@xxxxxxxx> wrote:

Very interesting. When I "save as..." to a new file, Word still crashes in the old way.

However, when I "maggie" it (as you term it), it works fine. I actually just selected all text rather than the all-but-last-paragraph approach you describe. That worked fine.

I'll still send a copy of one of these files.

- G

John McGhie [MVP - Word and Word Macintosh] wrote:

Oooops... I was wrong...

- 1) Turn "Save preview..." OFF
- 2) Open document THAT WAS CREATED IN WORD 2004 and has a Preview
- 3) Save as new file ...

That gets rid of the Preview Image from within the document. After that, you should be able to Save As normally.

Further testing indicates that this works ONLY with documents created in Word 2004 for the Mac. I have a document here created in Word 2003 on the PC. I can't get rid of the preview from those documents...

On the other hand, another user who has not applied the latest Office

Re: Word 2004 + Macintel + Some Adobe OpenType Fonts = Crash on save

2004

updates cannot get rid of existing preview images under any circumstances.

What remains to be proven is whether simply turning the Preview OFF solves the problem, whether the preview remains in the document or not.

* If the problem is caused simply by the preview image being in the document, then this work-around will not cure the problem.

* If the problem is that Word is attempting to WRITE TO the Preview, then turning off the Preview preference will work.

Another strategy you can try is to "Maggie" the document. Copy all but the last paragraph mark to a brand new document (with Preview turned OFF). That will definitely remove the preview picture.

Hope this helps

On 27/8/06 11:31 AM, in article C1173306.44749%john@xxxxxxxxxxxxx, "John McGhie [MVP – Word and Word Macintosh]" <john@xxxxxxxxxxxxx> wrote:

Hi Geoff:

Yes, please: let's have a sample of one of those document. Please Zip of Stuff it so it doesn't get damaged in transit.

Also: having turned OFF "Save preview picture..."

Re: Word 2004 + Macintel + Some Adobe OpenType Fonts = Crash on save

make sure you make
a
small change (add and
delete a space...) then SAVE
the document to
remove
the preview image from the
document :-)

Cheers

On 27/8/06 5:36 AM, in
article
1156620989.942141.268140@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx,
"gruth"
<geoffruth@xxxxxxxx>
wrote:

Hi. I have
some bad
news.

While
Aaron's
method
works for
MOST of
my
documents,
I'm still
getting
the same
hanging
behavior
(Word gives
beachball,
other apps
quit,
fonts
systemwide
get weird)
in some
complex
Word
documents.
In particular
anything
with
complex

Re: Word 2004 + Macintel + Some Adobe OpenType Fonts = Crash on save

tables
seems to
hang the
system. I'm
happy to
send anyone
a copy of a
sample
offending
doc if they
would like.

– Geoff

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Please reply to the newsgroup to maintain
the thread. Please do not
email
me unless I ask you to.

John McGhie <john@xxxxxxxxxxx>
Microsoft MVP, Word and Word for
Macintosh. Consultant Technical
Writer
Sydney, Australia +61 (0) 4 1209 1410

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