

Re: Word is a lone blue apple / no task bar / will not open

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2007-12/msg00257.html>

- *From:* "YvetteMountain via MacKB.com" <u39995@uwe>
 - *Date:* Wed, 19 Dec 2007 15:34:06 GMT
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In the "About This Mac" drop down:

Model Name: iMac

Model Identifier: iMac4,1

Processor Name: Intel Core Duo

The Office: mac disk that was installed reads: Academic...Designed exclusively for Mac OS X. 11.0.0 is in the "About This Mac" drop down for Applications. All Microsoft Office software has been fine since long before I sat at this imac last May.

I will attempt to perform either/and/or the replacing/renaming the Normal template as well as the Preferences files if I can see that I can do this. I have no idea how to back up in this imac.

If I do figure out how to replace/rename Normal Template and Preference Files, is my next step to locate my OSX Source disk and follow your instructions by going into Disk Utility again? Is my source Disk the icon for the HD, or is a separate software disk lying around the studio somewhere, like the Microsoft office disks?

This is all owned by my boss, but I am the office manager, so I should be okay with this.

Thank you so much!

yvette@xxxxxxxxxxxxxxxxxxxxxx

Yvette

CyberTaz wrote:

First question: Do you have your user files backed up? I don't mean to alarm you, but it's always better to be safe than sorry:-) If not, that's the first thing to do – just in case something further develops. The error info you received may not be critical but it does suggest that there are file structure problems that need to be addressed. As others have indicated, however, reinstalling Office will do **nothing** to remedy your current situation and could possibly make matters worse.

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Once your files are backed up you can start the Mac from your OS X source disk & use Disk Utility to repair the file damage & fix the errors that were reported. Alternatively, if you have other disk utility applications (such as Disk Warrior, TechTool Pro) they can be used instead & may be even more effective. The Repair Disk routine may need to be run several times until no errors are reported.

If you haven't yet backed up your files you can still use the suggestions about replacing/renaming the Normal template as well as the Preferences files referred to in my first post. That could very well correct the issues you currently have with Word, itself, but if the disk errors aren't tended to the problem – as well as others – might well recur. IOW, I get the impression that the condition of your HD may have caused Word to fail and even if that symptom can be resolved the disease may still linger on to rear its ugly head.

Secondly, you haven't provided any of the specs requested in the second paragraph of my first reply. In order to offer any responsible suggestions on how to proceed this is pretty much *need to know* information. Additionally, something more about what type of Mac you have might be helpful as well as the *exact* wording of any error messages & what causes them to be triggered.

Thanks:

[quoted text clipped – 39 lines]

Peter

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Message posted via MacKB.com

<http://www.mackb.com/Uwe/Forums.aspx/word/200712/1>

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