

Re: Excel/Powerpoint/Word crash on startup

Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office/2008-02/msg00717.html>

- *From:* John McGhie <john@xxxxxxxxxxx>
 - *Date:* Tue, 26 Feb 2008 21:01:49 +0930
-

First, try using Disk Utility to repair permissions.

If that does not fix it, try this:

- 1) Quit all Microsoft applications.
- 2) Track down all instances of pre-2008 Normal template on your computer, and drag them to your desktop. The file is called simply "Normal" and has no extension.
- 3) Find and drag the file Normal.dotm to your desktop. Unless you have moved it, it should be in
~/User/Library/Application Support/Microsoft/Office/User Templates/
- 4) If the following files exist, Remove or rename them:

~/Library/Preferences/Microsoft/Word Settings (10)

~/Library/Preferences/Microsoft/Word Settings (11)

User/Library/Preferences/com.Microsoft.Word.plist

User/Library/Preferences/Microsoft/Office 2008 (the whole folder!)
- 5) Now re-start Word 2008 and it should be OK.

Be thorough with this, if you leave any of these files behind Word 2008 will find them and won't replace them. Do it right and Word will construct a new, clean, set of preferences and everything should now work.

Hope this helps

On 25/02/08 11:46 PM, in article
3e9e01c3-1b80-4c25-820f-e723f29f2689@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "Rajesh
Viswanathan" <rajeshv@xxxxxxxx> wrote:

Everytime I attempt to open Excel or Word or Powerpoint, I get a

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crash. Appended below is the crash information.

I have tried other suggestions included in the forum (removing preferences, opening with shift key). There are no old versions of 2004 left on the system.

Any help/suggestions to fix will be welcome.

Thanks in advance

Microsoft Error Reporting log version: 2.0

Error Signature:

Exception: EXC_BAD_ACCESS
Date/Time: 2008-02-25 09:14:54 -0500
Application Name: Microsoft Excel
Application Bundle ID: com.microsoft.Excel
Application Signature: XCEL
Application Version: 12.0.0.071130
Crashed Module Name: MicrosoftOLE
Crashed Module Version: unknown
Crashed Module Offset: 0x00007a0a
Blame Module Name: MicrosoftOLE
Blame Module Version: unknown
Blame Module Offset: 0x00007a0a
Application LCID: 1033
Extra app info: Reg=en Loc=0x0409

Thread 0 crashed:

1 0x015a0a0a in _RegInitialize + 0x000008CE (MicrosoftOLE + 0x00007a0a)
2 0x015a0c4a in _RegInitialize + 0x00000B0E (MicrosoftOLE + 0x00007c4a)
3 0x0159f374 in _RegFlush + 0x000004FC (MicrosoftOLE + 0x00006374)
4 0x015a0113 in _RegOpenKey + 0x00000045 (MicrosoftOLE + 0x00007113)
5 0x0168e2e3 in _IsolateFilename + 0x00000095
(MicrosoftOLEAutomation + 0x0003e2e3)
6 0x01690595 in _LoadRegTypeLibOfSzGuid + 0x00000057
(MicrosoftOLEAutomation + 0x00040595)
7 0x016909d8 in _LoadRegTypeLib + 0x000000CE
(MicrosoftOLEAutomation + 0x000409d8)
8 0x0463c708 in _ChartInitialize + 0x00000078
(MicrosoftChartPlugin + 0x001c0708)
9 0x02133413 in _McpGetIMcpCtrlFromControl + 0x000005AD
(MicrosoftComponentPlugin + 0x0012b413)
10 0x02133663 in _McpGetIMcpCtrlFromControl + 0x000007FD
(MicrosoftComponentPlugin + 0x0012b663)

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11 0x0088c475 in __mh_execute_header + 0x0088B475 (Microsoft Excel + 0x0088b475)
12 0x00002d8e in __mh_execute_header + 0x00001D8E (Microsoft Excel + 0x00001d8e)
13 0x00002cb5 in __mh_execute_header + 0x00001CB5 (Microsoft Excel + 0x00001cb5)

X86 Thread State:

eax: 0x00000000 ebx: 0x015a098e ecx: 0x00000000 edx:0x05379630
edi: 0x00000001 esi: 0x0537963c ebp: 0xbffff3c8 esp:0xbffff390
ss: 0x0000001f eip: 0x015a0a0a cs: 0x00000017 ds:0x0000001f
es: 0x0000001f fs: 0x00000000 gs: 0x00000037 eflags:0x00010213

Thread 1:

1 0x90037b57 in _mach_wait_until + 0x00000007 (libSystem.B.dylib + 0x00037b57)
2 0x900377d9 in _sleep + 0x00000079 (libSystem.B.dylib + 0x000377d9)
3 0x013c2265 in _MerpCreateSession + 0x00000B05 (merp + 0x00002265)
4 0x013c18cd in _MerpCreateSession + 0x0000016D (merp + 0x000018cd)
5 0x013c1954 in _MerpCreateSession + 0x000001F4 (merp + 0x00001954)
6 0x013c240d in _MerpCreateSession + 0x00000CAD (merp + 0x0000240d)
7 0x90024227 in __pthread_body + 0x00000054 (libSystem.B.dylib + 0x00024227)

X86 Thread State:

eax: 0xfffffa6 ebx: 0x9003781e ecx: 0x8bd2ce17 edx:0x00000245
edi: 0x00000245 esi: 0xaae455b2 ebp: 0xb009da78 esp:0xb009d9ec
ss: 0x0000001f eip: 0x90037b57 cs: 0x00000017 ds:0x0000001f
es: 0x0000001f fs: 0x00000000 gs: 0x00000037 eflags:0x00000202

Loaded modules:

0: Microsoft Excel (12.0.0.071130 Reg=en Loc=0x0409): /Applications/Microsoft Office 2008/Microsoft Excel.app/Contents/MacOS/Microsoft Excel
1: merp: /Applications/Microsoft Office 2008/Microsoft Excel.app/Contents/MacOS/./Frameworks/merp.framework/Versions/12/merp
2: MicrosoftOleo: /Applications/Microsoft Office 2008/Microsoft Excel.app/Contents/MacOS/./Frameworks/MicrosoftOleo.framework/Versions/12/MicrosoftOleo
3: Netlib: /Applications/Microsoft Office 2008/Microsoft Excel.app/Contents/MacOS/./Frameworks/Netlib.framework/Versions/12/Netlib
4: MicrosoftOLE: /Applications/Microsoft Office 2008/Microsoft

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Excel.app/Contents/MacOS/./Frameworks/MicrosoftOLE.framework/Versions/
12/MicrosoftOLE
5: MicrosoftOLEAutomation: /Applications/Microsoft Office 2008/
Microsoft Excel.app/Contents/MacOS/./Frameworks/
MicrosoftOLEAutomation.framework/Versions/12/MicrosoftOLEAutomation
6: StdUrlMoniker: /Applications/Microsoft Office 2008/Microsoft
Excel.app/Contents/MacOS/./Frameworks/StdUrlMoniker.framework/
Versions/12/StdUrlMoniker
7: PowerPlantCore: /Applications/Microsoft Office 2008/Microsoft
Excel.app/Contents/MacOS/./Frameworks/PowerPlantCore.framework/
Versions/12/PowerPlantCore
8: MicrosoftComponentPlugin: /Applications/Microsoft Office 2008/
Microsoft Excel.app/Contents/MacOS/./Frameworks/
MicrosoftComponentPlugin.framework/Versions/12/
MicrosoftComponentPlugin
9: MicrosoftOffice: /Applications/Microsoft Office 2008/Microsoft
Excel.app/Contents/MacOS/./Frameworks/MicrosoftOffice.framework/
Versions/12/MicrosoftOffice
10: PowerPlant: /Applications/Microsoft Office 2008/Microsoft
Excel.app/Contents/MacOS/./Frameworks/PowerPlant.framework/Versions/
12/PowerPlant
11: OfficeArt: /Applications/Microsoft Office 2008/Microsoft Excel.app/
Contents/MacOS/./Frameworks/OfficeArt.framework/Versions/12/OfficeArt
12: SmartArt: /Applications/Microsoft Office 2008/Microsoft Excel.app/
Contents/MacOS/./Frameworks/SmartArt.framework/Versions/12/SmartArt
13: MicrosoftChartPlugin: /Applications/Microsoft Office 2008/
Microsoft Excel.app/Contents/MacOS/./Frameworks/
MicrosoftChartPlugin.framework/Versions/12/MicrosoftChartPlugin
14: libSystem.B.dylib: /usr/lib/libSystem.B.dylib
15: libmathCommon.A.dylib: /usr/lib/system/libmathCommon.A.dylib
16: CoreText: /System/Library/Frameworks/ApplicationServices.framework/
Versions/A/Frameworks/CoreText.framework/Versions/A/CoreText
17: ATS: /System/Library/Frameworks/ApplicationServices.framework/
Versions/A/Frameworks/ATS.framework/Versions/A/ATS
18: CoreGraphics: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/
CoreGraphics.framework/Versions/A/CoreGraphics
19: CoreFoundation: /System/Library/Frameworks/
CoreFoundation.framework/Versions/A/CoreFoundation
20: CoreServices: /System/Library/Frameworks/CoreServices.framework/
Versions/A/CoreServices
21: libcucore.A.dylib: /usr/lib/libcucore.A.dylib
22: libobjc.A.dylib: /usr/lib/libobjc.A.dylib
23: libstdc++.6.dylib: /usr/lib/libstdc++.6.dylib
24: libgcc_s.1.dylib: /usr/lib/libgcc_s.1.dylib
25: IOKit: /System/Library/Frameworks/IOKit.framework/Versions/A/IOKit
26: libauto.dylib: /usr/lib/libauto.dylib
27: CarbonCore: /System/Library/Frameworks/CoreServices.framework/
Versions/A/Frameworks/CarbonCore.framework/Versions/A/CarbonCore
28: OSServices: /System/Library/Frameworks/CoreServices.framework/
Versions/A/Frameworks/OSServices.framework/Versions/A/OSServices

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29: CFNetwork: /System/Library/Frameworks/CoreServices.framework/
Versions/A/Frameworks/CFNetwork.framework/Versions/A/CFNetwork
30: WebServicesCore: /System/Library/Frameworks/CoreServices.framework/
Versions/A/Frameworks/WebServicesCore.framework/Versions/A/
WebServicesCore
31: SearchKit: /System/Library/Frameworks/CoreServices.framework/
Versions/A/Frameworks/SearchKit.framework/Versions/A/SearchKit
32: Metadata: /System/Library/Frameworks/CoreServices.framework/
Versions/A/Frameworks/Metadata.framework/Versions/A/Metadata
33: libz.1.dylib: /usr/lib/libz.1.dylib
34: Security: /System/Library/Frameworks/Security.framework/Versions/A/
Security
35: DiskArbitration: /System/Library/Frameworks/
DiskArbitration.framework/Versions/A/DiskArbitration
36: libbsm.dylib: /usr/lib/libbsm.dylib
37: SystemConfiguration: /System/Library/Frameworks/
SystemConfiguration.framework/Versions/A/SystemConfiguration
38: CoreAudio: /System/Library/Frameworks/CoreAudio.framework/Versions/
A/CoreAudio
39: ApplicationServices: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/ApplicationServices
40: AE: /System/Library/Frameworks/ApplicationServices.framework/
Versions/A/Frameworks/AE.framework/Versions/A/AE
41: ColorSync: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/
ColorSync.framework/Versions/A/ColorSync
42: PrintCore: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/
PrintCore.framework/Versions/A/PrintCore
43: QD: /System/Library/Frameworks/ApplicationServices.framework/
Versions/A/Frameworks/QD.framework/Versions/A/QD
44: HIServices: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/
HIServices.framework/Versions/A/HIServices
45: LangAnalysis: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/
LangAnalysis.framework/Versions/A/LangAnalysis
46: FindByContent: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/
FindByContent.framework/Versions/A/FindByContent
47: LaunchServices: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/
LaunchServices.framework/Versions/A/LaunchServices
48: SpeechSynthesis: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/
SpeechSynthesis.framework/Versions/A/SpeechSynthesis
49: ImageIO: /System/Library/Frameworks/ApplicationServices.framework/
Versions/A/Frameworks/ImageIO.framework/Versions/A/ImageIO
50: libcrypto.0.9.7.dylib: /usr/lib/libcrypto.0.9.7.dylib
51: libcups.2.dylib: /usr/lib/libcups.2.dylib
52: libJPEG.dylib: /System/Library/Frameworks/

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ApplicationServices.framework/Versions/A/Frameworks/ImageIO.framework/
Versions/A/Resources/libJPEG.dylib
53: libJP2.dylib: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/ImageIO.framework/
Versions/A/Resources/libJP2.dylib
54: libGIF.dylib: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/ImageIO.framework/
Versions/A/Resources/libGIF.dylib
55: libRaw.dylib: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/ImageIO.framework/
Versions/A/Resources/libRaw.dylib
56: libTIFF.dylib: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/ImageIO.framework/
Versions/A/Resources/libTIFF.dylib
57: libPng.dylib: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/ImageIO.framework/
Versions/A/Resources/libPng.dylib
58: libRadiance.dylib: /System/Library/Frameworks/
ApplicationServices.framework/Versions/A/Frameworks/ImageIO.framework/
Versions/A/Resources/libRadiance.dylib
59: libxml2.2.dylib: /usr/lib/libxml2.2.dylib
60: Accelerate: /System/Library/Frameworks/Accelerate.framework/
Versions/A/Accelerate
61: vImage: /System/Library/Frameworks/Accelerate.framework/Versions/A/
Frameworks/vImage.framework/Versions/A/vImage
62: vecLib: /System/Library/Frameworks/Accelerate.framework/Versions/A/
Frameworks/vecLib.framework/Versions/A/vecLib
63: libvMisc.dylib: /System/Library/Frameworks/Accelerate.framework/
Versions/A/Frameworks/vecLib.framework/Versions/A/libvMisc.dylib
64: libvDSP.dylib: /System/Library/Frameworks/Accelerate.framework/
Versions/A/Frameworks/vecLib.framework/Versions/A/libvDSP.dylib
65: libBLAS.dylib: /System/Library/Frameworks/Accelerate.framework/
Versions/A/Frameworks/vecLib.framework/Versions/A/libBLAS.dylib
66: libLAPACK.dylib: /System/Library/Frameworks/Accelerate.framework/
Versions/A/Frameworks/vecLib.framework/Versions/A/libLAPACK.dylib
67: libiconv.2.dylib: /usr/lib/libiconv.2.dylib
68: DesktopServicesPriv: /System/Library/PrivateFrameworks/
DesktopServicesPriv.framework/Versions/A/DesktopServicesPriv
69: Foundation: /System/Library/Frameworks/Foundation.framework/
Versions/C/Foundation
70: libGL.dylib: /System/Library/Frameworks/OpenGL.framework/Versions/
A/Libraries/libGL.dylib
71: libGLU.dylib: /System/Library/Frameworks/OpenGL.framework/Versions/
A/Libraries/libGLU.dylib
72: Carbon: /System/Library/Frameworks/Carbon.framework/Versions/A/
Carbon
73: ImageCapture: /System/Library/Frameworks/Carbon.framework/Versions/
A/Frameworks/ImageCapture.framework/Versions/A/ImageCapture
74: SpeechRecognition: /System/Library/Frameworks/Carbon.framework/
Versions/A/Frameworks/SpeechRecognition.framework/Versions/A/
SpeechRecognition

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75: SecurityHI: /System/Library/Frameworks/Carbon.framework/Versions/A/
Frameworks/SecurityHI.framework/Versions/A/SecurityHI
76: Ink: /System/Library/Frameworks/Carbon.framework/Versions/A/
Frameworks/Ink.framework/Versions/A/Ink
77: Help: /System/Library/Frameworks/Carbon.framework/Versions/A/
Frameworks/Help.framework/Versions/A/Help
78: OpenScripting: /System/Library/Frameworks/Carbon.framework/
Versions/A/Frameworks/OpenScripting.framework/Versions/A/OpenScripting
79: Print: /System/Library/Frameworks/Carbon.framework/Versions/A/
Frameworks/Print.framework/Versions/A/Print
80: HTMLRendering: /System/Library/Frameworks/Carbon.framework/
Versions/A/Frameworks/HTMLRendering.framework/Versions/A/HTMLRendering
81: NavigationServices: /System/Library/Frameworks/Carbon.framework/
Versions/A/Frameworks/NavigationServices.framework/Versions/A/
NavigationServices
82: CarbonSound: /System/Library/Frameworks/Carbon.framework/Versions/
A/Frameworks/CarbonSound.framework/Versions/A/CarbonSound
83: CommonPanels: /System/Library/Frameworks/Carbon.framework/Versions/
A/Frameworks/CommonPanels.framework/Versions/A/CommonPanels
84: HIToolbox: /System/Library/Frameworks/Carbon.framework/Versions/A/
Frameworks/HIToolbox.framework/Versions/A/HIToolbox
85: OpenGL: /System/Library/Frameworks/OpenGL.framework/Versions/A/
OpenGL
86: Cocoa: /System/Library/Frameworks/Cocoa.framework/Versions/A/Cocoa
87: AppKit: /System/Library/Frameworks/AppKit.framework/Versions/C/
AppKit
88: CoreData: /System/Library/Frameworks/CoreData.framework/Versions/A/
CoreData
89: AudioToolbox: /System/Library/Frameworks/AudioToolbox.framework/
Versions/A/AudioToolbox
90: AudioUnit: /System/Library/Frameworks/AudioUnit.framework/Versions/
A/AudioUnit
91: QuartzCore: /System/Library/Frameworks/QuartzCore.framework/
Versions/A/QuartzCore
92: libsqlite3.0.dylib: /usr/lib/libsqlite3.0.dylib
93: libGLImage.dylib: /System/Library/Frameworks/OpenGL.framework/
Versions/A/Libraries/libGLImage.dylib
94: CoreVideo: /System/Library/Frameworks/CoreVideo.framework/Versions/
A/CoreVideo
95: QuickTime: /System/Library/Frameworks/QuickTime.framework/Versions/
A/QuickTime
96: libresolv.9.dylib: /usr/lib/libresolv.9.dylib
97: Kerberos: /System/Library/Frameworks/Kerberos.framework/Versions/A/
Kerberos
98: AGL: /System/Library/Frameworks/AGL.framework/Versions/A/AGL
99: OpenTransport: /System/Library/PrivateFrameworks/
OpenTransport.framework/OpenTransport

Operating System Information

Operating System: Mac OS X 10.4.11 (Build 8S2167)

CPU: Intel Core Duo, Number: 2, Speed: 1830 MHz

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gestaltPhysicalRAMSize err = 0, result = 2047 MB
gestaltSystemVersion err = 0, result = 0x1049
Screen: 1440 x 900, depth = 32, ltr = 0, 0, 900, 1440

Microsoft Application Information:

Error Reporting UUID: 21164205-ADE2-4110-A83C-D54B2DC7DC59
Time from launch: 0 hours, 0 minutes, 1 seconds
Total errors on this client: 22

Don't wait for your answer, click here: <http://www.word.mvps.org/>

Please reply in the group. Please do NOT email me unless I ask you to.

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