

## Re: Office 2008 (specifically, Excel/Word/Powerpoint) crash on startup

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*Source:* <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office/2008-02/msg00773.html>

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- *From:* Mickey Stevens <[mickey.stevens@xxxxxxxx](mailto:mickey.stevens@xxxxxxxx)>
  - *Date:* Wed, 27 Feb 2008 20:13:52 -0600
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Try checking for corrupt fonts. You can find a detailed procedure at the McGimpsey & Associates web site.  
<<http://www.mcgimpsey.com/macoffice/office/troubleshooting.html#fonts>>

On 2/25/08 9:18 AM, in article  
6ced43c6-322a-493a-a6ad-502af77613bc@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx,  
"tradsam@xxxxxxxx" <[tradsam@xxxxxxxx](mailto:tradsam@xxxxxxxx)> wrote:

Everytime I attempt to open Excel or Word or Powerpoint, I get a crash. Entourage, however, works. 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 Office 2004 left on the system.

Any help/suggestions to fix will be welcome.

Thanks in advance

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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:

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# 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)  
# 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

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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 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/

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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  
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

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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/  
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

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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  
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/

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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  
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

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Time from launch: 0 hours, 0 minutes, 1 seconds

Total errors on this client: 22

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Mickey Stevens (Microsoft MVP for Office:mac)

Office & Mac Resources: <<http://home.earthlink.net/~mickey.stevens/>>

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