

Re: Powerpoint graphics filters

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<http://www.tech-archive.net/Archive/Office/microsoft.public.office.developer.automation/2007-08/msg00041.html>

- *From:* "NigelGomm" <rentman@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 26 Aug 2007 21:13:30 -0400
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Steve,

as best i can tell on some powerpoint installations slide.export() will cause powerpoint to crash. My application then gets an error "remote procedure call failed".

This happens rarely (one in 50 PCs perhaps) but enough to be a nuisance.

Seems to happen with all versions of powerpoint (well, i've not seen it in 2007 yet).

A previous posting here (perhaps 2 years ago) got a response from Microsoft that the issue was to do with graphics filters being missing and i should tell customers to reinstall powerpoint. (Which didn't help)

You're saying that the filters are no longer optional? So the export method is failing for someother reason ?

It seems to be that on any one installation it either always works or always crashes. i.e. not something i can recreate at will or have ever seen 'go away'.

as always thanks for you help.

Nigel

"Steve Rindsberg" <abuse@xxxxxxxxxxxxxxxx> wrote in message news:VA.0000379e.1e2f5aa3@xxxxxxxxxxxxxxxx

In article <O5W5c1A6HHA.2752@xxxxxxxxxxxxxxxx>, NigelGomm wrote:

Are PowerPoint graphics filters an option somewhere in the powerpoint installation?

I've tried JPEG, PNG and GIF but some (1 in 50) installations don't have

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them.

(i know this because my application causes powerpoint to crash on
slide.export())

A missing filter shouldn't cause PPT to crash, though it'd throw an error
when
you use Slide.Export your application/add-in would crash if it
weren't
trapping errors at this point, but not PPT itself.

Check to see what version of PPT is involved when you get one of these
crashes.

It might be one of the following that occur to me off top of head:

- If memory serves, JPG and perhaps PNG were optional install items with
PPT
97, but I don't think they were with later versions.
- A corrupt PPT file might cause errors on exports.
- There were some issues with PPT 2002 that caused it to crash under
certain
circumstances; I think this was corrected in one or another of the
service
packs

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Steve Rindsberg, PPT MVP
PPT FAQ: www.pptfaq.com
PPTools: www.pptools.com

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