

## Re: PowerPoint 2007 crashes on exit

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.powerpoint/2009-02/msg01536.html>

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- *From:* "Björn" <[bjorn@xxxxxxxxxx](mailto:bjorn@xxxxxxxxxx)>
  - *Date:* Tue, 24 Feb 2009 16:54:28 +0100
- 

Hi,

We have solved it. The problem was that the customer had made a non complete (standard) installation from the beginning. When they installed Office manually on a fresh virtual disk and did a complete install it worked perfectly ...

Thanks anyway :-)

"Steve Rindsberg" <[abuse@xxxxxxxxxxxxxx](mailto:abuse@xxxxxxxxxxxxxx)> skrev i meddelandet [news:VA.00004a31.3a6f65f5@xxxxxxxxxxxxxxxxxxxx](mailto:news:VA.00004a31.3a6f65f5@xxxxxxxxxxxxxxxxxxxx)

I don't think the Save As PDF add-in should cause any problems. We'd have heard about that by now, I'm sure.

I'd definitely try installing a test printer driver as explained here:

How to install a TEST printer driver  
<http://www.pptfaq.com/FAQ00952.htm>

Also, what happens if you start PPT in Safe Mode?  
Hold down Ctrl while you doubleclick the PPT icon. Keep the Ctrl key down until you see a messagebox asking if you want to start in Safe Mode. Click Yes.

n article <[eRTR6jflJHA.4564@xxxxxxxxxxxxxxxxxxxxxx](mailto:eRTR6jflJHA.4564@xxxxxxxxxxxxxxxxxxxxxx)>, Björn wrote:

Hi again,

Removing Auto\_Close procedure did not help. PowerPoint still crashes when closing.

I also tested keeping the Auto\_Close procedure and setting numbered msgboxes in it. All msgboxes were displayed so the crash occurs directly after the unload of the addin.

The customer had first made an administrative installation in "standard"-mode, which explained why the crash occurred first time. But

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even  
after choose "Run all from computer-choice" full-installation the crash  
problem were still there.

The customer has a clean test pc/virtual pc no com-addins. Just Windows  
and  
Office 2007. The customer also has the Save and Pdf addin from MS  
installed

Can it be buggy printer drivers? The save and pdf-addin?

The customer also tried with only the Office Document printer installed –  
same problem. The same code works perfect at another customer with the  
same  
configuration Windows XP sp3 (us-en) and Office 2007 sp 1 (us-en).

Any ideas?

"Björn" <bjorn@xxxxxxxx> skrev i meddelandet  
[news:OdWcN4clJHA.1288@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OdWcN4clJHA.1288@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Thanks,

see answer inline.

Can you post the actual code?

```
' Code start=====

Sub Auto_Close()
On Error Resume Next

' Deference one global form an one global class here
Set g_objAppProps = Nothing
Set g_frmColorSel = Nothing

' Terminate references to a scratch pres where I copy a
special shape
from.
g_objScratchPres.Saved = True
g_objScratchPres.Close
Set g_objScratchPres = Nothing

End Sub

' Code end =====
```

These lines is no problem to just skip...

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```
' Deference one global form an one global class here  
Set g_objAppProps = Nothing  
Set g_frmColorSel = Nothing
```

These lines I can change so I can open/quit the scratch pres whenever I inserts the shape.

```
' Terminate references to a scratch pres where i copy a  
special shape  
from.  
g_objScratchPres.Saved = True  
g_objScratchPres.Close  
Set g_objScratchPres = Nothing
```

I will try this.

Is there any different behavior between:

- Quitting PowerPoint aned
- Manually unloading or manually removing your add-in

I haven't tried that yet, the ppam is loaded in HKLM. But I will check this.

Finally, not all add-ins appear in the Add-ins section of PowerPoint Options.

While the customer may not consider them add-ins, some programs do add functionality to PPT this way. Conferencing software, scanner software (ScanSoft, for example), Camtasia, SnagIt and several others, for example. In fact, an older version of Camtasia \*did\* cause this sort of problem, but they fixed it promptly.

As far as I know said the customer that he has tested on a "plain"

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windows  
xp but there are no com-addins listed either...

Can you get the customer to supply you a  
copy of the virtual PC so  
that  
you can test  
using it?

I will check this....

"Steve Rindsberg" <abuse@xxxxxxxxxxxxxx> skrev i  
meddelandet  
[news:VA.00004a29.380cd1f9@xxxxxxxxxxxxxxxxxxx](mailto:news:VA.00004a29.380cd1f9@xxxxxxxxxxxxxxxxxxx)

See below:

I have a problem with my  
PowerPoint addin (ppam).  
The customer has  
Office  
2007 sp1 (us-english  
version and all patches  
(Windows XP sp3 english  
version)).

When my .ppam addin is  
loaded PowerPoint crashes  
on exit and the user  
gets  
the following events in the  
event log. I have tested here  
with 4  
different  
configurations  
with both virtual pc:s and on  
Windows XP/Vista and I  
have never got  
this  
error message.

The customer has a clean  
install of Windows XP and  
Office 2007 (full  
install) thats all...They have  
attached a printer and

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no com-addins are loaded.  
They have tested both on  
virtual pc:s and  
on  
laptops, they have contact to  
Windows domain.  
They have the Save as  
pdf-addin installed (No  
Adobe pdf. No other  
programs  
in their test environment.  
Jus MS Office and  
Windows XP.

My thoughts:

- 1) Network driver failure??
- 2) Printer driver failure...
- 3) Graphic card or  
something else not correctly  
patched...

The Auto\_Close event in the  
ppam runs properly.

All I do in my Auto\_Close  
event is the following:

- 1) Dereferencing global  
objects (1 class, and 1  
userform)

Event log excerpt...

=====  
=====

Event Type: Error  
Event Source: Microsoft  
Office 12  
Event Category: None  
Event ID: 5000  
Date: 2/23/2009  
Time: 10:56:24 AM  
User: N/A  
Computer: TEST2  
Description:  
EventType offdiag12, P1  
f72cb8e2-fd8d-49ec-aebe-d968a8c681ea651e4706-acb2-4761-a443-a4e0

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P2

NIL, P3 NIL, P4 NIL, P5

NIL, P6 NIL, P7 NIL, P8

NIL, P9 NIL, P10 NIL.

For more information, see

Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 6f 00 66 00 66 00 64

00 o.f.f.d.

0008: 69 00 61 00 67 00 31

00 i.a.g.1.

0010: 32 00 2c 00 20 00 66

00 2.,. f.

0018: 37 00 32 00 63 00 62

00 7.2.c.b.

0020: 38 00 65 00 32 00 2d

00 8.e.2.-.

0028: 66 00 64 00 38 00 64

00 f.d.8.d.

0030: 2d 00 34 00 39 00 65

00 -.4.9.e.

0038: 63 00 2d 00 61 00 65

00 c.-.a.e.

0040: 62 00 65 00 2d 00 64

00 b.e.-.d.

0048: 39 00 36 00 38 00 61

00 9.6.8.a.

0050: 38 00 63 00 36 00 38

00 8.c.6.8.

0058: 31 00 65 00 61 00 36

00 1.e.a.6.

0060: 35 00 31 00 65 00 34

00 5.1.e.4.

0068: 37 00 30 00 36 00 2d

00 7.0.6.-.

0070: 61 00 63 00 62 00 32

00 a.c.b.2.

0078: 2d 00 34 00 37 00 36

00 -.4.7.6.

0080: 31 00 2d 00 61 00 34

00 1.-.a.4.

0088: 34 00 33 00 2d 00 61

00 4.3.-.a.

0090: 34 00 65 00 30 00 36

00 4.e.0.6.

0098: 30 00 66 00 64 00 33

00 0.f.d.3.

00a0: 65 00 34 00 61 00 2c

00 e.4.a.,.

00a8: 20 00 4e 00 49 00 4c

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00 .N.I.L.  
00b0: 2c 00 20 00 4e 00 49  
00 ,. .N.I.  
00b8: 4c 00 2c 00 20 00 4e  
00 L,,. .N.  
00c0: 49 00 4c 00 2c 00 20  
00 I.L,,. .  
00c8: 4e 00 49 00 4c 00 2c  
00 N.I.L,,.  
00d0: 20 00 4e 00 49 00 4c  
00 .N.I.L.  
00d8: 2c 00 20 00 4e 00 49  
00 ,. .N.I.  
00e0: 4c 00 2c 00 20 00 4e  
00 L,,. .N.  
00e8: 49 00 4c 00 2c 00 20  
00 I.L,,. .  
00f0: 4e 00 49 00 4c 00 20  
00 N.I.L. .  
00f8: 4e 00 49 00 4c 00 0d  
00 N.I.L...  
0100: 0a 00 ..

Event Type: Error  
Event Source: Microsoft  
Office 12  
Event Category: None  
Event ID: 1000  
Date: 2/23/2009  
Time: 10:59:07 AM  
User: N/A  
Computer: TEST  
Description:  
Faulting application  
powerpnt.exe, version  
12.0.6300.5000, stamp  
47606dee,  
faulting module ntdll.dll,  
version 5.1.2600.5512,  
stamp 4802a12c,  
debug?  
0,  
fault address 0x000109f9.  
For more information, see  
Help and Support Center at  
<http://go.microsoft.com/fwlink/events.asp>.  
Data:  
0000: 41 00 70 00 70 00 6c  
00 A.p.p.l.  
0008: 69 00 63 00 61 00 74  
00 i.c.a.t.

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0010: 69 00 6f 00 6e 00 20  
00 i.o.n. .  
0018: 46 00 61 00 69 00 6c  
00 F.a.i.l.  
0020: 75 00 72 00 65 00 20  
00 u.r.e. .  
0028: 20 00 70 00 6f 00 77  
00 .p.o.w.  
0030: 65 00 72 00 70 00 6e  
00 e.r.p.n.  
0038: 74 00 2e 00 65 00 78  
00 t...e.x.  
0040: 65 00 20 00 31 00 32  
00 e. .1.2.  
0048: 2e 00 30 00 2e 00 36  
00 ..0...6.  
0050: 33 00 30 00 30 00 2e  
00 3.0.0...  
0058: 35 00 30 00 30 00 30  
00 5.0.0.0.  
0060: 20 00 34 00 37 00 36  
00 .4.7.6.  
0068: 30 00 36 00 64 00 65  
00 0.6.d.e.  
0070: 65 00 20 00 69 00 6e  
00 e. .i.n.  
0078: 20 00 6e 00 74 00 64  
00 .n.t.d.  
0080: 6c 00 6c 00 2e 00 64  
00 1.l...d.  
0088: 6c 00 6c 00 20 00 35  
00 1.l. .5.  
0090: 2e 00 31 00 2e 00 32  
00 ..1...2.  
0098: 36 00 30 00 30 00 2e  
00 6.0.0...  
00a0: 35 00 35 00 31 00 32  
00 5.5.1.2.  
00a8: 20 00 34 00 38 00 30  
00 .4.8.0.  
00b0: 32 00 61 00 31 00 32  
00 2.a.1.2.  
00b8: 63 00 20 00 66 00 44  
00 c. .f.D.  
00c0: 65 00 62 00 75 00 67  
00 e.b.u.g.  
00c8: 20 00 30 00 20 00 61  
00 .0. .a.  
00d0: 74 00 20 00 6f 00 66  
00 t. .o.f.  
00d8: 66 00 73 00 65 00 74

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00 f.s.e.t.  
00e0: 20 00 30 00 30 00 30  
00 .0.0.0.  
00e8: 31 00 30 00 39 00 66  
00 1.0.9.f.  
00f0: 39 00 0d 00 0a 00  
9.....

=====  
=====

Thanks in Advance

A few thoughts:

You mention this about your Auto\_Close sub:

1) Dereferencing global objects (1 class, and 1 userform)

Can you post the actual code?

=====

Have you tried commenting the Auto\_Close code out entirely? The global objects should go out of scope and be released when the add-in unloads, so while this kind of cleanup is good practice, it's not strictly necessary.

=====

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PPT Frequently Asked Questions  
<http://www.pptfaq.com/>

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