

# Re: Opening Files from Sharepoint

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2007-10/msg0031>

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- *From:* Brad McClain <[BradMcClain@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:BradMcClain@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 19 Oct 2007 08:46:01 -0700
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I don't have multiple versions of Office installed but I do have Sharepoint Designer 2007 installed along with Office 2003 so I have both a Office11 and an Office12 version of the OWSSUPP.DLL (versions 11.0.8164.0 and 12.0.4518.1014). I just changed the extension of the Office12 one and now the Sharepoint integration works with my Office 2003 applications. I'll have to see if I've lost any functionality with Sharepoint Designer but so far it does not appear that I have.

Thank you very much.

"Jon Kennedy" wrote:

Back in March, I had a user post with the same error and I sent him here:  
<http://biztalkdev.com/blogs/paulwu/archive/2007/03/09/IE7-Crash-when-accessing-MOSS-2007.aspx>  
His response:

"The solution in the link that have solve the problem partially. it enables me to open the document but not to update it.

Finally I found the solution for my case. when I logged in using different account (as we use active directory) I found the problem has been solved. I have deleted my profile from the PC and logged again. it works now."

Or...

Do you have SharePoint Designer installed? If so, uninstall it and see if this error goes away.

Threads with similar error in IE:

[http://groups.google.com/group/microsoft.public.sharepoint.windowsservices/browse\\_thread/thread/5690c695](http://groups.google.com/group/microsoft.public.sharepoint.windowsservices/browse_thread/thread/5690c695)

<http://www.cjvandyk.com/blog/Lists/Categories/Category.aspx?Name=Office>

<http://www.eggheadcafe.com/software/aspnet/30350613/sharepoint-is-blowing-up.aspx>

This issue may be related:

You cannot create a new document or check out an existing document in a Windows SharePoint Services 3.0 document library when you have multiple versions of Office installed

<http://support.microsoft.com/kb/929360>

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Jon Kennedy, MS MVP/IE  
Charlotte, NC, USA  
jkennedy2@xxxxxxxxxxxxxxxxxx

"Brad McClain" <BradMcClain@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
news:FA198B05-C017-42DF-B9BA-2480DC98F1A2@xxxxxxxxxxxxxxxxxxxx

Whenever I try to open a MS Office file (both Excel and Word) from a Sharepoint site using the "Edit in MS application" option I get an "exception unknown software exception (0xc06d007f) occurred in the application at location 0x7c812a5b" error and IE 6 closes on me.

The event log lists a DRWatson 4097 error event with the description "The application, C:\Program Files\Internet Explorer\iexplore.exe, generated an application error The error occurred on date @ time The exception generated was c06d007f at address 7C812A5B (kernel32!RaiseException)"

The Help and Support Centre link from the event log returns the following information which really isn't all that helpful.

Details

Product: Windows Operating System  
ID: 4097  
Source: DrWatson  
Version: 5.2  
Symbolic Name: MSG\_CRASH  
Message: The application, %1!s!, generated an application error The error

occurred on  
%2!s!/%3!s!/%4!s!  
@  
%5!s!:%6!s!:%7!s!.%8!s!  
The  
exception  
generated  
was %9!s!  
at address  
%10!s!  
(%11!s!)

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Explanation

This message is for informational purposes only.

User Action

No user action is required.

Does anybody have an idea what is causing this or even what the Help and Support Centre message is supposed to mean?

I'm using IE 6 and Office 2003 in a corporate environment.

Thanks,