



# Tech Info Library

## System 6.0.2: Microsoft InterMail Incompatibility

Revised: 3/23/92  
Security: Everyone

System 6.0.2: Microsoft InterMail Incompatibility

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There is an incompatibility between Microsoft InterMail and System Software 6.0.2 or later. Version 1.36 of InterMail gives unpredictable performance with System software 6.0 or 6.0.2. Symptoms include unexpected and unpredictable lockups and/or system bombs (including those that happen while saving).

Microsoft has released a patch to fix InterMail versions 1.35 and 1.36, so they would work with System 6.0 and System 6.0.2. Reports from the field indicate the patch works correctly.

Here is a description of this problem:

After upgrading to System 6.0.2, intermittent problems occur as system bombs (mostly ID=03 and a few ID=02) when using Microsoft Word or Microsoft Excel and executing a "Save" or "Save As" menu option (75% of reports). Occasionally, a Print command (25% of reports) also causes a system error.

This is occurring on about seven to 10 machines that use Microsoft Word or Excel very heavily. All users are using Microsoft Word 3.01, Microsoft Word 3.02, or Excel 1.5 and operating under Finder, rather than MultiFinder. The errors occur uniformly across the population and are not isolated to one vendor's hard drive.

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