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## Power Macintosh: Freezes & Crashes with Microsoft Office (3/96)

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Security: Everyone

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### TOPIC -----

I have a Macintosh PowerBook (Duo) 2300c running System 7.5.2 and System Update 2.0. I mostly use Microsoft Office applications with the 4.2 update patch installed.

The problem is that if Apple Menu Options (AMO) 1.1 loads at startup, Microsoft Word crashes and locks up the computer. If Apple Menu Options 1.0.2 is installed, I have no problems. Shouldn't the newer version of AMO fix problems, not cause them?

### DISCUSSION -----

#### Issue -----

The patch you mentioned from Microsoft called "Office4.2x Update for PowerMac version 1.0" is NOT compatible with System Update 2.0 for System 7.5.2 (which included AMO 1.1).

#### Symptoms -----

When launching Microsoft Office applications OR when using menus in Microsoft Office applications, the computer will freeze. Also when you run the PowerPC versions of Microsoft Excel (5.0) and Microsoft Word (6.0.1) under System 7.5.3, the applications crash occasionally. The only way out of the freeze is to shutdown/restart by powering off or resetting the computer.

#### Solution -----

The problem is with version 1.0 of the Office4.2x Update for PowerMac. If you install the newer version (1.0.1), the problem will be corrected.

"Office4.2x Update for PowerMac" version 1.0.1 is needed on all Power Macintosh

computers, including all Power Macintosh PowerBook computers. It is available directly from Microsoft and from any online service where they post updates.

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Article Change History:

15 Mar 1996 - Reviewed.

22 Feb 1996 - Updated with correct Microsoft product title.

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