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Macintosh IIci: Launching Microsoft Word 4.0 Causes Bomb

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TOPIC -----

A customer has a Macintosh IIci with System Software 6.0.4 on a network using a 3COM card running AppleTalk Phase 2. Occasionally, when launching Microsoft Word 4.0, his system locks. This happens approximately 50% of the time. The exact same setup on his Macintosh IICx does not produce the problem.

RESPONSE -----

Microsoft Word, version 4.00b or later fixes the compatibility problem with the Macintosh IIci. All Macintosh IIci users should upgrade their copy of Microsoft Word to version 4.00b (or later). Apple also recommends that Macintosh IIfx, Macintosh LC, Macintosh Classic, and Macintosh IIsi users upgrade to version 4.00b (or later). This upgrade is available by calling Microsoft Customer Service. To locate a vendor's address and phone numbers, use the vendor name as a search string.

The problem details are:

Microsoft uses a synthetic handle (a "fake" rgnHandle) when doing certain operations involving drawing icons in the menu bar. The new, 24-/32-Bit Memory Manager in the Macintosh IIci does additional error and validity checks on all handles that it operates on. Due to Microsoft Word's placement in memory, this may cause a variety of apparently random crashes.

Often fake handles, built on the stack, point into I/O space if these handles have been incorrectly translated by the Memory Manager. The read access made to validate its zone header is probably what's causing the crashes. The Memory Manager does load a bus error handler on unused NuBus slots, so when the machine crashes, it is probably because the fake region is pointing at his 3COM card.

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