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System 7.1 & Shared Code Manager: Problem & Cure (2/93)

Revised: 2/23/93
Security: Everyone

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Article Created: 23 February 1993

TOPIC -----

We have repeatedly experienced system hangs using PowerPoint 3.0 on a PowerBook 180 in 32-bit mode. Nothing else is running except the Finder, and all extensions have been turned off.

DISCUSSION -----

The Problem

Microsoft Technical Support verifies that the problem is not in PowerPoint 3.0, but in the Shared Code Manager extension -- an additional component of some Microsoft applications that provides OLE (Object Linking Embedding) capability.

With this extension installed, any Macintosh running System 7.1, and that also uses a System Enabler, may experience a system crash. Macintosh systems running System 7.1, and that do not require a System Enabler, do not have this problem.

Solutions

Microsoft has a patch to resolve this issue, and customers are advised to call Microsoft at 800-426-9400.

For an immediate workaround, customers can simply remove the Shared Code Manager extension from the System Folder, and PowerPoint will work fine -- except for the loss of OLE.

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Tech Info Library Article Number:11610