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PowerBook: MS Word 5.x Not Enough Memory Error (2/97)

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TOPIC -----

When running a plain, cleanly installed System Software on my Macintosh PowerBook 5300, I get the following error when launching Microsoft Word 5.1a: "System memory too low to run Word. Try reducing Word's memory size QUIT". This message appears after the Word 5.1a splash screen appears.

This has also been seen after installing the PowerBook 5300 Software Update, as well as on our Macintosh PowerBook (Duo) 2300c, and PowerBook 1400 series computers.

Any idea why this happens? Are there any known solutions?

DISCUSSION -----

Microsoft is aware of this issue. They explained that the problem is occurring in how Word 5.x checks to see if the Standard File Package (SFP) in System Software is loaded. Word 5.x thinks that the SFP is not loaded and asks the System Software to load it. When the System Software tries to grow the system heap in memory, Word is usually loaded where it needs to grow and Word gives a "System memory too low to run Word..." error. This problem only occurs when Virtual Memory is turned ON and another application has not yet been launched.

Currently, Microsoft recommends the following solutions:

1. Use Word 6.0.x as the problem was fixed in this version.
2. Load another application before Word that uses the SFP package. For example, loading SimpleText or Excel causes Word to load further down in memory.
3. Turn Virtual Memory OFF and restart.
4. Install a utility that can increase the size of the System heap. With initially sufficient heap space, the System will not have to "grow" its heap size when attempting to reload the Standard File Package.

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