

## I can't open an Office document after I install Office 2008 SP2 Update

**Cause:** This is a known issue with Office 2008 SP2 Update.

▼ **Solution:** Save your Excel workbook by using an earlier version of Office 2008 for Mac.

Open and save the affected Excel workbook from a computer that has one of the following updates installed: Office 2008 for Mac 12.1.3 Update, Office 2008 for Mac 12.1.4 Update, Office 2008 for Mac 12.1.5 Update; Office 2008 for Mac 12.1.6 Update; Office 2008 for Mac 12.1.7 Update or Office 2008 for Mac 12.1.9 Update.

If you use Apple's Time Machine to create regular system backups including your Office 2008 for Mac installation then you can rollback to Office 2008 for Mac 12.1.9 Update or earlier version. For more information, see Time Machine documentation in the Apple Help.

▼ **Solution:** Save your Excel workbook by using Office 2004 for Mac with Open XML Converter.

Open and save the affected Excel workbook from a computer that has Office 2004 for Mac 11.5.0 or a later version and that has Open XML Converter 1.0.3 installed.

▼ **Solution:** Save your PowerPoint presentation, such as .pptx, .pptm, or .potx, by using 2007 Microsoft Office Suite Service Pack 2 (SP2) for Windows.

Open and save the affected PowerPoint presentation, such as .pptx, .pptm, or .potx, from a computer that has 2007 Microsoft Office Suite Service Pack 2 (SP2) for Windows installed.

▼ **Solution:** Save Excel workbooks to the .xlsb format in Excel 2007.

Open and save the affected Excel workbook to the Excel Binary Workbook (\*.xlsb) format from a computer that has Excel 2007 installed.

▼ **Solution:** Save your document to .doc, .xls, or .ppt format by using Office 2008 for Mac 12.1.9 Update or an earlier version.

Open and save the affected Office document to a file format that is not Open XML Formats, such as .doc, .xls, or .ppt, from a computer that has Office 2008 for Mac 12.1.9 Update or an earlier version installed.

If you use Apple's Time Machine to create regular system backups including your Office 2008 for Mac installation then you can rollback to Office 2008 for Mac 12.1.9 Update or earlier version. For more information, see Time Machine documentation in the Apple Help.

▼ **Solution:** Save your document to .doc, .xls, or .ppt format by using Office 2004 for Mac with Open XML Converter.

Open and save the affected Office document to a file format that is not Open XML Formats, such as .doc, .xls, or .ppt, from a computer that has Office 2004 for Mac 11.5.0 or a later version and that has Open XML File Format Converter for Mac 1.0.3 or an earlier version installed.

▼ **Solution:** Convert your document to .doc, .xls, or .ppt, by using Open XML Converter.

Convert the affected Office document to a file format that is not Open XML Formats, such as .doc, .xls, or .ppt, by using Open XML File Format Converter for Mac 1.0.3 or earlier version.

▼ **Solution:** Save your Word or Excel documents by using 2007 Microsoft Office Suite Service Pack 2 (SP2) for Windows.

Open and save the affected Word or Excel documents to a file format that is not Open XML Formats, such as .doc or .xls, from a computer that has 2007 Microsoft Office Suite Service Pack 2 (SP2) for Windows installed.

▼ **Solution:** Save your document to .doc, .xls, or .ppt format by using Microsoft Office 2003 or an earlier version with Microsoft Office Compatibility Pack.

Open and save the affected Office document to a file format that is not Open XML Formats, such as .doc, .xls, or .ppt, from a computer that has Microsoft Office 2003 or an earlier version and that has Microsoft Office Compatibility Pack installed.

▼ **Solution:** Use the AppleTime Machine to roll back to Office 2008 for Mac 12.1.9 Update or an earlier version.

If you use Apple's Time Machine to create regular system backups including your Office 2008 for Mac installation then you can rollback to Office 2008 for Mac 12.1.9 Update or earlier version. For more information, see Time Machine documentation in the Apple Help.

▼ **Solution:** Remove Office manually, reinstall Microsoft Office 2008 for Mac from the original installation media, and then upgrade to Office 2008 for Mac 12.1.9 Update. Do not upgrade to Microsoft Office 2008 for Mac Service Pack 2 (12.2.0) from Microsoft AutoUpdate.

If you use third-party tools such as Monolingual or TinkerTool to modify Office, the tools might affect some files that are required by Office updates.

We recommend that you remove Office by using the following method.

1. In the Finder, select /Applications/Microsoft Office 2008, and then on the **File** menu, click **Move to Trash**.
2. Select /Users/user\_name/Library/Preferences/Microsoft/Office 2008/Microsoft Office 2008 settings.plist, and then on the **File** menu, click **Move to Trash**.
3. On the **Finder** menu, click **Empty Trash**.