

Re: Problems with upgrading

Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office/2006-08/msg00150.html>

- *From:* unitednathan@xxxxxxxxxx
 - *Date:* 16 Aug 2006 17:13:59 -0700
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Sorry, but I tried that. An error message came up with "missing a file". I am completely frustrated. Late last night I ended up networking my laptop to my tower and merely copying the working application over. Now it works, but I fear updating... which I doubt I will do.

It seems that I am not the only one posting here with the same problem. Is it an issue with the new upgrade?

Nathan

Daiya Mitchell wrote:

There was a database format change between Ent 11.0 and 11.2, somewhere, so you'll need to upgrade Office 2004 before you can open the database saved in Entourage 11.2.

I'm not clear on what you've done, but once you've gotten Office 2004 completely upgraded it should be fine. Try removing Office one more time. Be sure to use the Remove Office utility in the apps/ms office 2004/additional tools folder, don't just drag files to the trash. Then reinstall, then upgrade. 11.2.5 is a combo updater, so run that first, then 11.2.6, or just let Help | Check for Updates handle it.

On 8/16/06 2:49 AM, "unitednathan@xxxxxxxxxx" wrote:

I am running 10.4.6 on a Mac G5 dual 2 gig. Upon launching a MS Office 2004 application today I took notice of the available upgrade to 11.2.6 and proceeded with it. This is where things get wacky. I did the upgrade and promptly encountered an error message stating I was missing a file and installation could not continue. Great. Turns out that all of Office apps were wiped out due to this non completed upgrade. Not a biggy. I uninstalled MS OFFICE and rebuilt permissions. Reinstalled MS OFFICE 2004 and tried to get my user data (email and contacts) back into Entourage. No such luck. Error message stating that the identity could not be used. I am assuming that it has something to do with the

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version??? Nonetheless, I tried to reinstall MS OFFICE and manually upgrade. No such luck. Same error messages. Now with or without the current version I am stuck without any of my contacts or emails. Help... Please HELP!!!!

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Daiya Mitchell, MVP Mac/Word

Word FAQ: <http://www.word.mvps.org/>

MacWord Tips: <<http://word.mvps.org/Mac/WordMacHome.html>>

What's an MVP? A volunteer! Read the FAQ: <http://mvp.support.microsoft.com/>