

Sorry to create a new post, but I have tried the other posts' suggestions... can't use install new Office 2004?

Sorry to create a new post, but I have tried the other posts' suggestions... can't use install new Office 2004?

Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office/2007-01/msg00243.html>

- *From:* "MacSince1984" <jimlimultimate@xxxxxxxxxx>
 - *Date:* 24 Jan 2007 16:07:46 -0800
-

Hello there,

I'm hoping someone can please help me to help a friend who is in need. I am in Germany to attend his wife's unexpected funeral and help him out with his 4 young children and his small business. Well, one of the things I did was convince him to switch from an old PC to a new iMac. And then I got him to buy a full version of Office 2004 rather than use Apple's Windows emulator and run his old PC version of Office. So the new Mac Office 2004 arrives, and one of his 'know it all' friends puts the disc in the iMac and starts the installation – without first removing the trial version.

I've removed the Office 2004 files, both trial and full versions, cleaned up the hard drive as much as I can of any MS files, and then started the install over. Then I came to here and I see that this is a somewhat common problem (why didn't Microsoft just build an auto-removal function into the full version disc?!?!). There was no 'read me' file on this disc, and the only place it states to remove the trial version is in a normal block of text on page 4 of the generalistic-reading brochure in the disc case.

To describe my problem, the Setup Assistant goes through the steps as it should, and installs the full Office onto the iMac. When I launch any of the Office apps., a window pops up saying (in German so I can't write it verbatim) that this Office isn't a full version, but an update version for Office 2001, and it asks if I want to locate the 2001 version to link this update. I have a choice to Quit or Proceed to locate the 2001 version.

Problem is that there never has been a 2001 version on this iMac. I assumed the problem is from not having properly removed the trial version. I've spent three hours reading every related thread that I could find on this newsgroup, and I spent the whole day trying all the suggestions including – Microsoft de-installer, manually removing all files, removing prefs, repairing permissions, restarting and re-repairing permissions, re-installing system software and bundled

Sorry to create a new post, but I have tried the other posts' suggestions... can't use install new Office 2004?

Sorry to create a new post, but I have tried the other posts' suggestions... can't use install new Office 2004?

software from the original discs and then installing full version again, updating OSX software, updating Office software (this was funny because I was able to update the installed full versions but they wouldn't launch as I described above), again re-installing original OSX software then downloading a new trial version from MS.com and installing it followed by properly removing it followed by installing the full version... still the same window pops up when I try to launch an Office application???

I'm very sorry for perpetuating this topic, but I am in a bind because I will be leaving Germany soon, but I can't leave my friend without his computer working properly to run his business. And sincerely being honest, I suggested to him to go back to using his old PC in order to get his taxes filed in time, but when we plugged it in and turned it on the CPU started to smoke!! It sounds crazy but the old computer called it quits.

I hope someone will be able to help please.

Gratefully,
Jim

.

Sorry to create a new post, but I have tried the other posts' suggestions... can't use install new Office 2004?