

Re: Does MS Office install preserve data in existing MUD folder?

## Re: Does MS Office install preserve data in existing MUD folder?

---

*Source:* <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office/2007-09/msg00193.html>

---

- *From:* Daiya Mitchell <[daiyaNOSPAM@xxxxxxxxxxxxxxxxxxx](mailto:daiyaNOSPAM@xxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 23 Sep 2007 13:06:16 -0400
- 

Before responding to your questions—what is the problem you are trying to solve? Remove and Reinstall is not usually the answer to problems—there are many things to try before that and a good diagnostic trick is to see if the problem exists in a different user account. If you state the problem, someone may know a different answer.

1) The key folder is the Main Identity folder—\*not\* just the database within it, the whole folder (I'm pretty sure, anyhow). The Remove Office tool should not touch anything in MUD, but it's a good idea to save a copy to external media anyhow, or even rename a copy and hide it elsewhere on the harddrive. After the reinstall, be sure to update, as Entourage 11.0 will not recognize an identity created by Entourage 11.3. Once updated, however, your MUD folder should still be there and it should all just work smoothly. But if you use other Office programs, you may have created other customizations that Remove Office will wipe. See here before doing anything—

[http://entourage.mvps.org/install/remove\\_office.html](http://entourage.mvps.org/install/remove_office.html)

<http://entourage.mvps.org/path/index.html>

2) You can re-use the original product key—three license numbers allow simultaneous use on three networked computers, but re-installing on the same computer or a replacement computer is unlimited.

rbfraven wrote:

1) I am running Office 2004 on a 500Mhz G4 PB with 10.4.10. I want to un-install Office and then re-install it to see if it resolves a problem. I use Entourage calendar and want to be sure I retain that and other data in the database file "Office 2004 Identities/Main Identity/Database" in the MUD folder. That data was retained when I upgraded from the previous office version, but uninstalling and re-installing is a bit different.

2) When I re-install, can I re-use the original product key or must I use one of the other two?

Thanks