

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

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Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office/2007-09/msg00201.html>

- *From:* rbfraven <rbf@xxxxxxx>
 - *Date:* Mon, 24 Sep 2007 04:10:56 -0700
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On Sep 23, 11:52 pm, John McGhie <j...@xxxxxxxxxxxx> wrote:

Just to underline what Daiya said:

* Reinstalling almost NEVER fixes a problem on the Mac, because the parts of the software that are reinstalled are not the parts that get damaged.

* Daiya's advice in the troubleshooting section is more likely to nail the problem. If Word goes off its head, it's either a) The normal template, b) Preferences, or c) Misapplied updates.

Delete the template and your preferences, and re-apply the latest Combo updates from both Apple and Microsoft, before you even think of doing a "Remove and Replace".

BTW: A straight "Reinstall" does nothing at all: files that already exist on the hard disk will not be replaced, so nothing changes. You must run the Office Remover tool to perform a useful re-install.

Hope this helps

On 24/09/07 3:33 PM, in article
1190604836.286316.13...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx, "rbfraven"

<r...@xxxxxxx> wrote:

On Sep 23, 1:06 pm, Daiya Mitchell <daiyaNOS...@xxxxxxxxxxxxxxxxxxxx>
wrote:

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

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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/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-

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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

The problem I was referring to is that Word 2004 on my machine takes 50% CPU even when no file is open. The computer heats up which causes the fan to come on. The problem occurred after updating to 10.4.10 and Office update 11.3.6. This is the only app with this problem. See the following thread for details:

<http://groups.google.com/group/microsoft.public.mac.office.word/brows...thread/ea26d2fd0314d124#>

. I thought that maybe there is a chance that re-installing Word

might fix the problem although someone with the same problem tried re-installing but it didn't fix the problem. Thanks for your answers to my questions.

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Don't wait for your answer, click here:<http://www.word.mvps.org/>

Please reply in the group. Please do NOT email me unless I ask you to.

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As I mentioned in the referenced thread, I did try the solutions you recommended plus others including re-installing 10.4.10 in the combo update form and re-installing the Office update 11.3.6. Everything I have tried has not worked. The original poster to the thread discovered that if he opens a window like ABOUT WORD, the CPU drops way down. I really don't expect that re-installing Office will fix the problem but I was wondering if it was worth a try. The only clean install I ever did was in 2001 when I installed the first version of 10.1., so I wouldn't be surprised if that is what is required to fix this. However, that is too much work right now, so I will probably

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wait until I buy a MBP with Leopard to replace my aging G4 PB (at which time I will have to effectively do a clean install). Thanks for your suggestions.

Bob Fowles

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