

## Re: Four KBs to address problems epidemic, ubiquitous and replete on 5 above groups!

*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2004-08/0953.html>

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*From:* Howard Kaikow ([kaikow\\_at\\_standards.com](mailto:kaikow_at_standards.com))

*Date:* 08/19/04

Date: Thu, 19 Aug 2004 08:29:16 -0400

I agree that your cross posting was appropriate.

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<http://www.standards.com/>; See Howard Kaikow's web site.

"Chad Harris" <[ddram32\\_nospam@yahoo.com](mailto:ddram32_nospam@yahoo.com)> wrote in message  
news:OwKyE8UeEHA.1652@TK2MSFTNGP09.phx.gbl...

> Milly-- ([MillyS@donteventhinkaboutmailingmemvps.org](mailto:MillyS@donteventhinkaboutmailingmemvps.org)) (are there a lot of  
> people thinking seriously about this?) The problem of getting Office  
> apps' SP1 updates in are showing up on all these groups, and most are  
> showing up on mpo.update statistically but they are prominent and  
> ubiquitous on the rest.

>

> The intent is to see the posts go down, that means that people aren't  
having

> the problems that anyone reasonable at any level knows they should not be  
> having. They should be spending their time on enjoying Office, One Note,  
> and Outlook and moving their learning curve from the dictum that 95% of  
> Office users can only use 3% of its features. MSFT is a great company,  
but

> it's products have to be more intuitive and that is hardly to be equated  
> with dumb downed. When SP launched I saw a lot of MSFT meetings where the  
> presenter started saying to groups something like "We don't want you to  
have

> to worry your little heads about What's Behind the Gui"--not at Technet,  
TS2

> or MSDN, but to IT Pros at professional firms who just laughed.

>

> Sadly, because of pressure borne by ignorance, Smart Tags were whacked out  
> of XP RTM during its last Beta because people believed Redmond was using  
> them to spy--faster than Tony Soprano would take out a troublesome  
> storekeeper on his trash route.

> <http://news.com.com/2100-1001-269167.html?legacy=cnet>

>

>

> \*There was no intent to spam, nor was there a spam result.\* KBs ain't no  
> spam when this many peoples be having moocho trouble getting a hotfix in.

>

> I \*know a bell shaped curve of Enterprise decision makers would not be  
happy

> that their Sys Ads or IT staff has to resort to interpreting verbose logs  
or

> parsing product code GUIDs or download subkeys or hacking the registry in  
> serial fashion\* so that Suzy the Administrative Assistance or the back  
> office personnel can use Office to get out documents or put something on

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an  
> Outlook calendar or meeting schedule. Nor should they have to, but that's  
> the way things are in Redmonville, North Carolina and Dallas Texasvill  
rhatt  
> now.  
>  
> Spam is when some bozo or bozoess posts something entirely off topic to  
> helping with these particular software and hardware problems and those are  
> ususally promptly removed. If you think MSKBs on this topic on these  
groups  
> that were carefully selected are spam, petition the boys and girls at  
> Redmond and Dallas campuses who monitor these groups to remove those KBs  
you  
> don't think are relevant there.  
>  
> So if it's spam, Milly why am I seeing so many posts on the other 3 groups  
> that I hit that are headed "Can't install Office 2003 update." Sometimes  
> it's can't install Outlook SP1 or One Note SP1 and although there are a  
few  
> reasons for each, many have the same common demonimator as the Office 2003  
> SP1 problem and sometimes Office 2K or Office XP install problems outlined  
> above.  
>  
> There's another point. Time. Some people who read the Outlook group for  
> info, don't take or have time to read Office.misc, Offic.setup,  
> office.update but experience the problem.  
>  
> Another is that you know what a KB is, and since you have so many ways to  
> keep up with them at your fingertips, just don't click a topic as  
irrelevant  
> and spammy as "Four New KBs issued on Updating Office 2003 SP1--although I  
> think the volume of people I run into and see on the web having the  
problems  
> is truly epidemic and pandemic and MSFT ought to address it with the MSI  
> beyond Windows @ Installer. V 3.00.3790.2180 in XP SP2 RTM and Office  
> .net/Longhorn/Version 12 that's percolating right now at Redmond, Dallas,  
> and North Carolina, maybe Bangalore.  
>  
> Just take a good look. There are general Office SP1 questions on each  
group  
> that I hit. They all should be directed to office.setup or office.update.  
> \*but they aren't.\* They are on all these Office related groups--just  
look  
> at the posts. And Milly is right there in case Ms. Perpicia Tick doesn't  
> hit it to tell them where to take their post.  
>  
> There was no intent to spam and it wasn't spam. If you think it's spam,  
> explain why there are about 500 posts with basically the same question  
with  
> a differential diagnosis of a very few causes that Sloan tried to hit in  
the  
> KBs just out.  
>  
> The average Office user isn't going to read the KBs at all nor is their  
help  
> disk, and unfortunately they don't know the existence of these groups, but  
> that's another issue. The average Windows user wouldn't know a KB from an  
> SUV unfortunately. Ask the next time your in a super market check out  
line  
> or buying a dress. Ask how many of them are fluent in Hex or Hungarian  
> notation.  
> Sometimes just a little too much is assumed at Redmond.

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>  
> I see this phenom a lot. People will duplicate post instead of cross  
post,  
> and they will continue their threads erratically and sporadically on  
diffent  
> groups at the same time for the same question. So one will have 5 posters  
> and one will have 10 posters trying to help with the exact same question  
> posted on different groups by the same poster at staggered intervals.  
>  
> You're not speaking for everyone. It's not spam for some people. It  
will  
> cut down on posts and frustration for more people if they read Sloan's  
KBs.  
> I see a lot of posts on each group that I hit that should properly be  
> directed to One--OfficeUpdates, but they aren't. That's precisely why the  
> crosspost was done. To get the KBs to people on the groups who all have  
> multiple "I can't get my One Note, Outlook and Office SP1 in. And there  
is  
> more diifficulty in getting this particular SP in for Office 2003 than  
there  
> has been for years of Windows and Office service packs. Considerably  
more.  
>  
> Most people are not going to be able parse KBs, GUIDs, and verbose logs  
just  
> to update Office nor should they have to. But that's apparently the way  
it  
> is for reasons that are still not quite clear with all due respect to the  
> major etiologies as posted by MSFT. The average Office user on the planet  
> is not going to metabolize these Resource Kit tools well although a lot  
of  
> us enjoy learning about them from people kind enough and skillful enough  
to  
> teach us (like you, like Sloan, like the Outlook and Office experts and  
> others). Again just yell Office Resource Kit in your supermarket checkout  
> line and see if it gets the same response as "J-Lo's marrying again."  
>  
> My point--all the people in your checkout line need and use Office and Mr.  
> Ballmer and Mr. Gates and Mr. Sinofsky darn well hope that continues. See  
> NY Times Article on Office at the bottom.  
>  
> 1) registry keys that are way too easily corrupted  
> 2) Local install cache corruptions that MSFT can't fix after 11 versions  
and  
> Office 12, Office Longhorn, Office Blackcomb, and Office .net or whatever  
in  
> the oven.  
> 3) There is a tool available from the Office Resource Kit web site that  
will  
> fix that for you. The Local Installation Source Tool that provides the  
> ability to repair the Local Installation Source is available for download  
> from  
>  
> <http://www.microsoft.com/office/ork/2003/journ/LISTool.htm>.  
> In addition of repairing the LIS, it will also provide the ability to  
move  
> it to another  
> disk drive.  
>  
> 2. You are seeing the following message""This patch package could not be  
> opened. Verify that the patch package  
> exists and that you can access it, or contact the application vendor to

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> verify that this is a valid Windows Installer patch package."  
> or some other patch specific issue.  
>  
> Try using the Windows Installer Cleanup Utility detailed here to uninstall  
> Office:  
> <http://support.microsoft.com/default.aspx?scid=kb;en-us;290301>  
>  
> When you reinstall don't forget to not delete the local cache files at the  
> end of the installation so you will have your Local Install Source intact  
> and will be able to patch your Office installation without the possible  
need  
> of the CD.  
>  
> This article is speaking to concerns MSFT has about their cash cow Office  
> and most of these people aren't reading newsgroups, KBs, Technet Flash, or  
> any Office newsletters.  
>  
> <http://www.nytimes.com/2004/08/16/technology/16office.html>  
>  
> Ambitious Package to Raise Productivity (and Microsoft's Profit)  
> By STEVE LOHR  
>  
> Published: August 16, 2004  
>  
>  
> EDMOND, Wash. - To most of the computer-using world, Microsoft Office is  
the  
> familiar workhorse of the desktop, a collection of software for creating  
> documents, spreadsheets and presentations.  
>  
> But for Microsoft, which is starting to see its growth slow as it ages,  
> reinventing that suite of old reliables - including Word, Excel and  
> PowerPoint - has become nothing less than a key to its future.  
>  
> "Office defines business productivity," Bill Gates, Microsoft's chairman,  
> told financial analysts in July. He added that "the productivity area is  
> probably the most important franchise that we have."  
>  
>       Advertisement  
>  
>  
> With that focus, Microsoft is now pursuing a strategy to transform Office  
> from a bundle of programs on personal computers into a family of software  
> that can put Microsoft's technology deeper into the operations of  
corporate  
> data centers. As Steven A. Ballmer, Microsoft's chief executive, wrote in  
an  
> e-mail message to employees last month, "Our biggest growth opportunity is  
> with our existing base of Office users."  
>  
> Microsoft is banking on the Office initiative to help it fend off the  
> challenge from open-source software and other competitors. But if the plan  
> stumbles, Microsoft's hopes for sustained growth and greater profits could  
> come under heavy pressure.  
>  
> The logic of building on the Office franchise is not hard to see, given  
that  
> it has more than 90 percent of the market for office software  
applications.  
>  
> The information worker business at Microsoft, which is nearly all from  
> Office, had revenues of \$10.8 billion in the year ended in June, and

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> operating profit of more than \$7.15 billion. As a stand-alone business,  
> Office - which on average sells for about \$275 - would be slightly larger  
> than the second-largest software company, Oracle, and far more profitable.  
> Only the Windows operating system, the other pillar of Microsoft, is  
> slightly larger.  
>  
> Traditional Office programs helped enhance productivity by allowing  
workers  
> to easily create and modify digital documents. The aim of the new  
initiative  
> is to increase the productivity with new tools for collaboration,  
> communications, planning and document handling.  
>  
> New programs - like SharePoint, LiveMeeting, OneNote and InfoPath - have  
> been introduced in the last year or so as part of the "Office system," a  
> term Microsoft adopted last fall to replace "Office suite."  
>  
> The new design makes programs like Word, Excel and Outlook e-mail part of  
> collaborative work spaces. In theory, a worker working in Word could tap  
> into all the corporate information on a customer or project.  
>  
> "Making collaboration faster, easier and more efficient will be the next  
> revolution in worker productivity, and we want to be in the forefront,"  
said  
> Peter Rinearson, vice president for new business development in  
Microsoft's  
> information worker group. "The goal is to make Office a tool that steadily  
> delivers productivity improvements. It becomes a competitive advantage for  
> the companies that use it well. If you don't have it, you can't keep up."  
>  
> Automating collaborative work, economists and analysts agree, is a  
promising  
> frontier for productivity gains. The low-cost, networked communications of  
> the Internet make it a possibility. But there is a long way to go.  
Analysts  
> estimate that 95 percent of today's workers use the telephone and e-mail  
for  
> team projects. Microsoft has plenty of competition in the emerging market,  
> and Office's past success could prove an obstacle.  
>  
> "Microsoft is trying to make Office less a product and more like an online  
> service," said Nate Root, an analyst for Forrester Research. "Adoption is  
> going to be slow because Microsoft is trying to change the paradigm. It's  
a  
> fundamental cultural change in how people think of and use Office."  
>  
> Yet across the Microsoft corporate campus, there is only optimism.  
>  
> Anoop Gupta, a former Stanford University professor and a vice president  
of  
> Microsoft's real-time collaboration group, points to Microsoft's own  
> experience with Web conferencing as proof of the new efficiencies. The  
> company's use of LiveMeeting, a Microsoft conferencing program, has  
> increased to 40,000 hours a week from 2,000 hours a week a year ago. Mr.  
> Gupta says that one of every five face-to-face meetings can be replaced  
with  
> Web conferencing tools, and Microsoft estimates that it will save \$70  
> million in reduced travel this year.  
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>  
> Continued

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> 1 | 2 | Next>>
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>
> Best,
>
> Chad Harris
> _____
>
> "Milly Staples [MVP - Outlook]"
<MillyS@donteventhinkaboutmailingmemvps.org>
> wrote in message news:u9hlNEUeHA.3632@TK2MSFTNGP09.phx.gbl...
> While we know that you mean well, please do not spam the news groups. A
> simple posting to m.p.o.misc would have been sufficient.
>
>
>
> _____
>
> --
> Milly Staples [MVP - Outlook]
>
> Post all replies to the group to keep the discussion intact. Due to
> the (insert latest virus name here) virus, all mail sent to my personal
> account will be deleted without reading.
>
> After searching google.groups.com and finding no answer, Chad Harris
asked:
>
> | *Recent KBs that May Help with the Epidemic or Pandemic of Office 2003
> | Installation Problems*
> |
> |
> | You cannot update your Office 2003 program to Service Pack 1 (August
> | 17, 2004)
> | http://support.microsoft.com/default.aspx?scid=kb;EN-US;884298
> |
> | Description of numbering scheme for product code GUIDs in Office 2003
> | (August 17, 2004)
> | http://support.microsoft.com/default.aspx?kbid=832672
> |
> | Frequently asked questions about the local install source feature in
> | Office 2003(August 17, 2004)
> | http://support.microsoft.com/default.aspx?kbid=830168
> |
> | How to troubleshoot an update installation by using log files in
> | Office 2003 (August 13, 2004)
> | http://support.microsoft.com/default.aspx?kbid=884290
> |
> | hth,
> |
> | Chad Harris
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