

Re: How do I completely uninstall MS Office 2003?

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- *From:* "Mike Whitehead" <MikeWhitehead@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 14 Feb 2006 10:37:27 -0800
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Dear Milly

Many thanks. Please can you advise me what to do next –

– Am I barking up the wrong tree, ie. am I wrong in thinking that deleting all my User Data will help me get rid of the problem?

– If I am right, and getting rid of my User Data will help me get rid of the problem, can you please advise me where I can find them, what they are called etc, so that I can delete them? I know about .pst files but I don't know about any of the others.

Regards, Mike

"Milly Staples [MVP – Outlook]" wrote:

Uninstalling Office never touches any customizations or files. They are all left as you can see from your experience. Your normal.dot, .pst files, etc. are not touched since they are considered User Data and belong to you, not the program.

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Milly Staples [MVP – Outlook]

Post all replies to the group to keep the discussion intact. All unsolicited mail sent to my personal account will be deleted without reading.

After furious head scratching, Mike Whitehead asked:

| Dear all
| I am running MS Office SE 2003 and Windows XP Home Edition with SP2.
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| After I downloaded and installed Service Pack 2 for Office 2003 I
| started having problems with various programs not responding /
| hanging up. I suspected it could be something to do with the Office

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| SP2 so I tried to repair Office using the Repair option in Add/Remove
| Programs. The repair failed partway through installation from the
| Office 2003 disk.

| I uninstalled Office and reinstalled it. I expected to see a 'clean'
| version of Word, for example, ie. with all the default settings, but
| I was surprised that all the customisation I had done before, eg. on
| the Toolbars in Word, were still there.

| I suspected that the problem that caused the malfunctions was still
| on the computer, so after uninstalling Office again I deleted the
| Office Setup Files from the Windows XP Disk Cleanup facility. I also
| did a search on 'office' in Windows Explorer and deleted the folders
| that contained 'office' but did not appear to be associated with any
| other applications. However when I reinstalled Office from the disk
| the customisations were still there!

| How can I completely uninstall Office 2003 so that when I reinstall
| it it appears as though this is the first time I have installed it?

| Please can you help. Regards, Mike