

## Re: Office 2003 – unable to edit documents

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2006-06/msg01857.html>

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- *From:* "JoAnn Paules [MVP]" <jl\_paules@xxxxxxxxxxxxxxxxxxxx>
  - *Date:* Fri, 30 Jun 2006 15:12:55 -0400
- 

What do you mean by "old product key"?

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JoAnn Paules  
MVP Microsoft [Publisher]

"Run out of ideas!" <Runoutofideas@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:1878E99C-6D5A-422A-816F-4803F6BA284B@xxxxxxxxxxxxxxxxxxxx](mailto:news:1878E99C-6D5A-422A-816F-4803F6BA284B@xxxxxxxxxxxxxxxxxxxx)

No, the 20 digit Product ID showing on the PC is very different to the 25 digit Product Key that came with the disk.

During the repair they replaced the hard drive and the memory. Remember, I have been able to edit docs since the repair – it was only from yesterday I've had the unable to edit problem.

I reinstalled Office yesterday to see if that would resolve it and the system didn't flag problems with me using the 'old' Product Key that came with the disk.

Is there a way of confirming this is an Office problem rather than an XP one?

Thanks for your efforts so far!  
"JoAnn Paules [MVP]" wrote:

That number is not the same thing as the key that's on the label.

Did they reformat your computer when it was repaired?

--

JoAnn Paules  
MVP Microsoft [Publisher]

Re: Office 2003 – unable to edit documents

"Run out of ideas!" <Runoutofideas@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote  
in  
message  
news:2B9D2D7E-C067-4C18-AA2B-940E499CFAC1@xxxxxxxxxxxxxxxxxxxx

I'm getting no dialogue box. I had been able to edit photos  
prior to  
last  
night and my machine was only returned from repair last  
Thursday when I  
had  
to install Office, etc ('coincidentally' a week before this  
problem). I  
think  
it was Office I had to phone to register as the supplied  
Product Key  
had  
been  
used too many times but it might have been my XP – My PC  
was previously  
having some major hardware issues that resulted in  
numerous reinstalls!

It is a home computer and my user is an administrator.

It does sound like an activation problem to me as well but the  
product  
ID  
is  
appearing on the 'About .....' window  
"JoAnn Paules [MVP]" wrote:

Yes, you should get a dialog box that says  
that.

Are you logged in as the administrator? Is  
this on your home computer  
or  
a  
work computer? (I'm trying to think of any  
possibilities here.)

--

JoAnn Paules  
MVP Microsoft [Publisher]

Re: Office 2003 – unable to edit documents

"Run out of ideas!"

<Runoutofideas@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in  
message

news:E8899249-86FA-4EE4-BC68-300578ECEB73@xxxxxxxxxxxxxxxxxxxx

It is not a trial version.

If I go into Word for  
example and click on the  
'activate product'  
option  
in  
help nothing happens.  
Should I get a message  
saying the product is  
already  
activated or similar?

"JoAnn Paules [MVP]"  
wrote:

Are you  
sure that it's  
not a trial  
version? It's  
either that  
or you  
didn't  
activate  
your  
software.  
(Activate is  
not the  
same as  
register.)

--

JoAnn  
Paules  
MVP  
Microsoft  
[Publisher]

"Run out of  
ideas!"

Re: Office 2003 – unable to edit documents

<Run out of  
ideas!@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

[news:F58B9934-68FF-44E7-8444-726379B0A534@xxxxxxxxxxxxx](mailto:news:F58B9934-68FF-44E7-8444-726379B0A534@xxxxxxxxxxxxx)

I  
have  
a  
registered  
version  
of  
Office  
2003  
yet  
I  
can  
no  
longer  
edit  
documents  
/  
create  
new  
ones  
/  
etc.

I  
have  
tried  
reinstalling  
and  
repairing  
without  
success

Any  
ideas?

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