

Re: Remove Hidden Data tool will not install

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2007-09/msg00245.html>

- *From:* Warren <Warren@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 6 Sep 2007 08:10:04 -0700
-

I went back to duncan21's fix again to double check the steps. It seems that I didn't delete one of the normal.dot files. I redid everything, followed his steps and now the Remove tool works.

--
Thanks for your help.
Warren

"Warren" wrote:

I did both duncan21's fix and Ken664's fix but neither one worked. Checked both over several times. Anything else to try? (I'm not going to reinstall Office, so I guess I'll probably end up doing without the Remove Hidden Data tool.)

--
Thanks for your help.
Warren

"duncan21" wrote:

We are seeing this problem here at my company and I've been tasked with doing research on it. From what I can tell, it is profile-specific as I can create a new profile and not have this issue. Alas, while creating a new profile seems to solve it, I hate doing it -- so I decided to try digging a little more.

Here is what worked for me:

1. Close *Word* and uninstall the *Remove Hidden Data Tool* from *Add/Remove Programs*.
2. Delete *all temporary files created by Word*, which should all follow a *~\$filename.doc* pattern. I used the -Windows Search- feature and used a wildcard to find all the files (i.e. *~\$*.doc*).
3. Delete all *normal.dot* files. Once again, use the -Windows Search- feature.

Re: Remove Hidden Data tool will not install

4. Empty the *Recycle Bin*.
5. Open *Word*. From the *View* menu, select *Toolbars*, then *Customize*.
6. Under the *Toolbars* tab, reset any toolbars that are checked. Some may not allow you to reset them, but that's OK.
7. Under the *Options* tab, click the *Reset menu and toolbar usage data* button. When asked if you are sure you want to do this, click the *Yes* button, then close the *Customize* window.
8. Close *Word*, then re-install the *Remove Hidden Data Tool*.

You may not need all of the steps outlined above (specifically steps 2, 3 and 4), but since I haven't tested the fix without these steps, I figured I'd include them. Steps 1 and 8 have to be performed with an account with administrative privileges, but steps 2 through 7 should be performed under the profile of the person actually having the issue. If the account having the issue has administrative rights, then you're all set to fix the problem in one sitting.

Please let me know if this works!

Ryan Tovar
-A+ Certified Technician
Microsoft Certified Desktop Support Technician
All-Around Swell Guy-

--

duncan21

duncan21's Profile: <http://forums.techarena.in/member.php?userid=28559>

View this thread: <http://forums.techarena.in/showthread.php?t=24738>

<http://forums.techarena.in>