

Re: Unable to connect to Microsoft Office Online

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2008-01/msg00544.html>

- *From:* Jason Murray <JasonMurray@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 11 Jan 2008 12:11:02 -0800
-

Ok, I found out something strange...

In word I can get the online templates, but not in excel....

"Mary Sauer" wrote:

Have you looked here?
Help content does not appear when you click "Help" during the setup of a 2007 Office program on a computer that is running a 64-bit version of Windows XP or of Windows Vista
<http://support.microsoft.com/kb/926707/en-us>

--
Mary Sauer MSFT MVP
<http://office.microsoft.com/>
<http://msauer.mvps.org/>
<news://msnews.microsoft.com>

"Jason Murray" <JasonMurray@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:8112D118-22EB-4F47-807C-044155934D42@xxxxxxxxxxxxxxxxxxxxx>

Ok, I just tried all three things... Still no go...

I am running Vista Business x64 with Office 2007 Enterprise SP1. I cannot get new templates to open from inside Office, nor can I get the online help. I have checked our firewall to make sure nothing there is getting blocked. I can brows the MS Office website fine, and download the calendar template as mentioned earlier in the thread with no problems.

"Mary Sauer" wrote:

Might try emptying your temporary cache, in Internet Explorer, tools, Internet Options, delete files.

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Can you accept the ActiveX control? Is it enabled?
<http://office.microsoft.com/templates/axinstall.aspx?>

Look at the Add-ons to be sure. In Internet Explorer, tools, manage add-ons.

Put Microsoft Office in your trusted sites. In Internet Explorer, tools, security tab, high-light Trusted sites, click sites, uncheck "Require server verification (https:) for all sites in this zone."

Type:
<http://office.microsoft.com> in the address bar, click add.

--
Mary Sauer MSFT MVP
<http://office.microsoft.com/>
<http://msauer.mvps.org/>
<news://msnews.microsoft.com>

"Jason Murray"
<JasonMurray@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:1263023E-7DC2-44A0-8BF3-B1ECA20BFCFB@xxxxxxxxxxxxxxxxxxxx>

I am having the same type of problem except I also cannot get the online help through Office 2007. We can browse the website, download the calendar, but we cannot get new templates online. I have just installed Office 2007 SP1 and it did not help.

"michel" wrote:

Hi John:

I found this conversation while I was posting a problem similar to the one you resolved.

When opening help (F1) in office 2007, I get only the table of content . The main page is blank. If I click on a topic (even offline) nothing

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happens.

I cannot get templates,
neither insert clipart.
This is the same with
firewall deactivated.

Note that the page used to
say: "This page is not
available". After I
installed SP1 today, the
page is now blank.

Could you please help?

Michel

"Johnbes@xxxxxxxxxxxxxx"
wrote:

Thanks for
the ping
Shaun, your
mail was
filtered to
another
folder, I
just
finished
investigating
your fiddler
data and
believe I
understand
what
is
occurring in
your client.

The issue is
specific to
Office
Online/
Office 2007
integration
and a
fix
is
currently
being

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escalated . I
hope to
have a fix
propped on
the web
with
the
next service
release. Its
specific to
clients
running
with
worldwide
language
combinations
that are
currently
not
supported
by Office
Online.
Shaun in
looking at
your Fiddler
logs it
appears you
are running
English
Office with
a Singapore
location.
While it's a
totally valid
international
setting, our
File New
service
doesn't
currently
support this
combination.

As a
temporary
workaround
please try
setting your
location as
follows
1. Bring up

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the Control
Panel and
open the
"Regional
and
Language
Options"
dialog.
2. Click on
the "Current
Format"
dropdown
and select
the
English(United
States)
language
format.

I've
uncovered a
few other
language
combinations
that are
currently
not
compatible
with File
New, all of
these will
be
addressed in
the fix to
Office
Online.
English
(Malaysia)
English
(Singapore)
English
(Indonesia)
Spanish
(Traditioanl
Sort)
Spanish
(Latam)
Romanian
(Modava)
I'll reply to
the thread

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when I
know the
target date
for
propagating
the
fix
to Office
Online. NO
download
will be
required,
this is an
online only
issue
that updates
the
<http://office.microsoft.com>
site.

I've also
been
investigating
Dan's issue
with the
Fiddler info
he
provided
over the
past week.
Dan I've
confirmed
that your
issue is
NOT
related
to
the
mixed
language
scenario.
I've tried
numerous
combinations
of installs
and
have not to
find a repro
case. I do
believe it is
related to

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the 2007
trial
version
being
uninstalled.
If anyone
else has a
similar
issue with
Office
2003 client
search not
able to
connect
with Office
Online,
please send
a
reply to the
thread, as
the more
customer
data the
better in
debugging
this
problem.

A special
thanks to
Shaun and
Dan who
have really
made the
difference
in
investigating
these
issues!

All the best,
John
Johnbes@xxxxxxxxxxxxxx

"aurion"
wrote:

Hi
John,

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Did
you
manage
to
receive
the
email
I
sent
you
with
the
attachment?

I've
not
heard
from
you
recently
so
would
appreciate
an
update.

Cheers...
Shaun

"Johnbes@xxxxxxxxxxxxxx"
wrote:

Hi
Shaun,

There's
a
tool
called
Fiddler
I'd
like
you
to
run
on
your
system,
it

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can
log
all
your
client
server
connectivity
in
a
specified
period
of
time.
It
needs
the
.net
framework
to
run,
so
you'll
be
prompted
to
install
it
too.
If
you
don't
mind
installing
Fiddler
and
sending
me
the
.saz
output
file
to
Johnbes@xxxxxxxxxxxxxx,
I
should
be
able
to
tell
what's
going

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on
with
your
Office
2007
install.

Dan
is
also
working
in
parallel
with
Fiddler
and
sending
me
his
Office
2003
Client
Server
traffic.
Between
the
three
of
us
we
can
hopefully
figure
out
the
issue(s)
preventing
online
connection.
We'll
report
back
to
this
thread
after
debugging
the
output.

Here's

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the
steps
to
install
and
run
Fiddler...
1.
Exit
from
your
Office
2007
applications.
2.
Browse
to
<http://www.fiddler2.com/Fiddler2/version.asp>
and
click
on
the
link
"Install
Fiddler
2".
3.
If
you
are
prompted
to
install
the
.net
framework
please
do
so.
You
may
have
to
retrigger
the
Fiddler
2
install
after
installing
the

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.net
framework.

4.

Once
Fiddler
is
installed,
run
it
from
the
Start

–

All
Programs

–

Fiddler

2

5.

Click
on
the
File
menu
and
make
sure
"Capture
Traffic"
is
checked.

You
are
now
ready
to
capture
your
client/server
traffic.

6a.

Launch
Word
2007
and
bring
up
the
File
New
dialog.

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Click
on
a
few
categories.
6b.
Exit
from
File
New
and
download
some
online
clipart.
6c.
Press
F1
and
browse
online
help
from
the
Client
Help
Viewer.
7.
Back
in
Fiddler
make
sure
new
session
data
has
appeared
in
your
Fiddler
Session
window.
8.
Go
to
the
Fiddler
Edit
menu
–

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Select
All.
9.
Fot
to
the
Fiddler
File
menu
-
Save
-
Session(s)
-
in
ArchiveZip.
10.
Give
it
any
name
and
send
the
.saz
file
to
Johnbes@xxxxxxxxxxxxxxxx

Thanks
for
all
your
help!
John
Johnbes@xxxxxxxxxxxxxxxx

"aurion"
wrote:

Hi
John,

Would
be
nice
to
think
we're
making

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some
progress!

I
apologise
if
I'm
a
little
unclear.

I
can
definitely
use
the
Client
Help
to
access
Office.Microsoft.com.

Not
had
problems
with
this.
The
search

I
was
referring
to
was
the
Search
feature
in
Outlook.

Before
it
always
said
that
it
was
still
indexing
and
I
couldn't
do
a

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search
–
for
4
months.
But
now
it's
working.

I
was
able
to
browse
to
Office.Microsoft.com
when
logged
in
AND
not
logged
in.

I
just
downloaded
the
2008
calendar
without
problem
by
following
the
link.

But
I
still
can't
do
this
by
going
to
the
NEW
function.

Hope
I

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answered
your
question.

Cheers...
Shaun

"Johnbes@xxxxxxxxxxxxxx"
wrote:

Hi
again,
It
sounds
like
we're
making
progress,
just
to
confirm
at
this
point
you
can
connect
to
Office.Microsoft.com
through
client
search
and
client
help
on
both
Office
2003
and
2007.
But
currently
can't
connect
to
Office
Online
through

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the
Office
2007
File
New
dialog,
correct?

Also,
did
you
notice
if
you
were
logged
in
when
you
browsed
to
Office.Microsoft.com?

Can
you
download
templates
from
Office.Microsoft.com
into
the
client?

For
instance,
tell
me
what
happens
when

you
go
to

<http://office.microsoft.com/en-us/ten>

and
attempt
to
download
the
2008
calendar
into
Word.

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Thanks
for
all
your
help!
John
Johnbes@xxxxxxxxxxxxxx

"aurion"
wrote:

Hi
John,

Thanks
very
much
for
picking
up
on
this
concern.
I'll
embed
my
answers
into
your
questions,
ok?

1.
It
generally
happens
after
upgrading
from
Office
2003
to
Office
2007.
CORRECT.
BUT
PLEASE

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NOTE,
I'VE
JUST
CHECKED
THE
SEARCH
IN
OFFICE
AND
IT
IS
NOW
WORKING.
I
GUESS
THE
LAST
TIME
I
CHECKED
IT
WAS
ABOUT
3
WEEKS
AGO
AND
IT
DIDN'T
WORK
THEN.
BUT
NOW
IT
IS.
I
HAVE
LOADED
THE
MOST
RECENT
FIXES
FOR
EVERYTHING
FROM
WINDOWS
UPDATE,
NOT
SURE
IF
THIS

IS
CONNECTED!

2.
The
symptoms
are
all
connectivity
related
and
occur
in
both
Office
2003
and
Office
2007.

I
CAN'T
RECALL
IF
I
HAD
PROBLEMS
WHILE
USING
2003,
JUST
ONCE
I'D
MOVED
UP
TO
2007.

a.
Connection
problems
occur
primarily
when
using