

Re: needs automated clean-up tool [Re: Office 2007 beta uninstall]

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2007-02/msg00124.html>

- *From:* ilv-m <ilvm@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 5 Feb 2007 21:15:00 -0800
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Just why the condescending arrogance? So often the only reason to bother with these 'support' forums is to prove to customers just how awful the attitudes are inside Microsoft and their close circle of sycophants.

How many times do we have to drive this point home---they are test machines for both us and the customers. Yes they can be wiped down and/or rolled back to get rid of every trace of Office 2007 beta, but that wastes a great deal of time and money due to other software that we are also testing internally and at customer sites on those systems. Roll-backs would be just as destructive to testing under way as full system restores.

We really have to wonder if any of those representing the Microsoft line on these forums has any commercial IT operations experience whatsoever!

Why is it so hard to understand that we expect the Microsoft installation code to hold its own and not trip over tiny cracks in the pavement. Why should we trust a product line when the installer component is such a piece of junk?

I can state for the record that with the Exchange 2000 release and the way that it could utterly destroy Windows domains due to numerous installer code bugs, we finally gave up on that product line and migrated ourselves and all further email systems installations over to standards-based IMAP-based products. They are far more scalable and far more stable. Now we are thankful in a way that Microsoft bombed that release so badly that we are running on email server software that is so operationally superior.

If we had something to recommend besides Office 2007, we would be doing that now as well. So since this kind of derogatory dismissive 'support' from its MVPs is all that Microsoft has to offer in public, rather than fix their design mistake, it's just easier to reject the upgrade for now and keep customers at Office 2003 plus more third-party software.

"Milly Staples [MVP - Outlook]" wrote:

Re: needs automated clean-up tool [Re: Office 2007 beta uninstall]

First question for you is why you ignored all the warnings and ran beta software on a production machine in direct violation of the Licensing agreement that accompanied the beta?

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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, ilv-m asked:

| If this is the best that Microsoft can offer, we won't risk the
| liability of any Office 2007 upgrade recommendations to anyone. We
| will depend on customers to insist on taking the risk on a time &
| materials basis.

| Wiping all systems down and starting over from scratch with new OS
| installations and all application software is financially acceptable
| to very few.

| Why is Windows sooooo very poorly designed that software upgrades are
| not as clean as they once were before the abomination of the registry
| was introduced? Why does Microsoft still use hierarchical database
| technology that virtually everyone else threw out in the 1960's
| because it was known by then how completely out of control such
| databases can get.

| It's no wonder that Windows is a heaving, hulking, unreliable pile of
| garbage since it depends so desperately on an absolute disaster of a
| hierarchical database in the form of the registry hives.

| Would someone at Microsoft please justify why their product line is
| such a tangled mess that new system software images being built up
| from scratch with many applications may take DAYS to assemble—and
| after they are built are so unbelievably fragile? How can this be
| the best that the software world has to offer when we all should know
| very well how far short of best-practices the whole Microsoft
| approach has become?

| Microsoft in this area seems to have become far worse than IBM ever
| was at its most arrogant market-dominating point.

| "Bob Buckland ?:-)" wrote:

|| There isn't a tool for uninstalling the Office 2007 betas as there
|| were a number of them going on (including the sister product, MS
|| Expression web) at the same time and there is a large number of
|| possible combinations that could be in play.

||

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|| When the beta isn't removed through normal procedures, add-remove
|| programs, it's often because the installation was already broken. If
|| you review the Knowledge Base articles for steps to remove a broken
|| 'regular' Office installation manually they're not far different.
|| Broken installations come from adding other software or add-ins over
|| time or using utilities such as computer 'speedup' or 'registry
|| cleaner' ones that are 'helping'.

|| There is a risk to relying on time limited beta software, although
|| it is easy to get used to using it and forgetting it's 'test
|| software'.

|| For many people the basic steps in the MSKB article, removing all
|| prior betas and related add-ins, from Add/Remove Programs in the
|| Windows control panel, do work to have a clean environment to
|| install the release version of MS Office 2007. It is the quality of
|| operation that is one of the prime reasons for starting clean with
|| release software rather than focusing on 'upgrading' a beta/test
|| software.

|| =====
|| <<"ilv-m" <ilvm@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
|| news:06BB7DA9-20D5-40AF-BE91-36761F3E595B@xxxxxxxxxxxxxxxxxxxx

|| Since this is the Office installation topic, would you kindly post
|| the answer
|| here? This is not a 'misc' type of issue, but a show-stopper for us
|| too.

|| We're glad to see that so many others want this Office 2007
|| installer defect
|| fixed so that hopefully Microsoft will either do that, or provide an
|| automated clean-up tool to deal with the problem.

|| The extremely time-consuming manual steps described in the KB's
|| about this
|| problem are ridiculous. The people with the info to write the steps
|| into a KB
|| should have incorporated the clean-up in the Office 2007 RTM
|| installer, or
|| provided an Office 2007 beta wipe-down tool to make sure that
|| Microsoft's
|| best and brightest customers are not angered by this kind of
|| sloppiness.
|| Business is being lost as we and our customers wait for a reasonable
|| solution. The competition for a botched Office 2007 release is to do
|| nothing
|| but stand on Office 2003.

|| If we were flying in Microsoft-designed aircraft, with such poor
|| quality control, we would probably all be dead. >> --

|| Bob Buckland ?:-)

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|| MS Office System Products MVP

||

|| *Courtesy is not expensive and can pay big dividends*