

## Re: Why does the configuration wizard run every time I start Word 2

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2007-06/msg00032.html>

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- *From:* "Lloyd Sheen" <a@xxx>
  - *Date:* Sat, 2 Jun 2007 15:45:27 -0400
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"Senior" <Senior@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:B5FD977F-4BE6-48EB-A57F-89E873FFA300@xxxxxxxxxxxxxxxxxxxx](mailto:news:B5FD977F-4BE6-48EB-A57F-89E873FFA300@xxxxxxxxxxxxxxxxxxxx)

That was very helpful :) thank you very much I had almost given up, and was about to downgrade to Office xp and never try 2007 again. I had the same problem and after examining my events numerous times I found that it had to be a registry problem, either a setting that was wrong or an access problem, then I tried to alter the rights and I also got some errors, well with your batch I finally got my office 2007 to work, thank you very much  
There was some minor errors after I ran the batch file, but a vista repair take care of them

Here is my story with the ms support team  
I called MS support 3 weeks ago and they have called and emailed me about 5 - 10 times with all sorts of solutions, and every time I have told them that if they wanted to solve the issue it would be in a registry issue, then they called me on Friday and asked me to be patient as they needed to go through all the programs on my pc (I already send them a log of installed programs on my pc) and for the first time I lost my temper with them and told them that it had nothing what so ever to do with the programs on my pc, and again I told them to send my case to a office programmer team and forget about the usual fiddling around support and not to call me again until they had send my case to some ppl whit some knowledge on the matter, now I can t wait to tell them what the solution is

"kimwindsor@xxxxxxxxxxxx" wrote:

On 15 May, 09:57, kimwind...@xxxxxxxxxxxx wrote:  
> On 13 May, 02:01, Chad Garber  
<ChadGar...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
> wrote:

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>  
>> "Well it just keeps getting better... I'm saving money on haircuts I >>  
assure  
>> you ! My installation of OXP is now doing the same thing with O2007  
>> uninstalled ! I cannot use either Office Suite without this issue."  
>  
>> Anyone have any luck with this seemingly common problem? It may be >  
> easy for  
>> some to reinstall Vista but I have so many applications that would >>  
need to be  
>> installed, its just not feasible for me. I would rather not use >> Office at  
all  
>> than have to reinstall the entire operating system -- again! Anybody >>  
out  
>> there in Microsoft land have any answers to these beyond annoying >>  
issues?  
>  
> Wish I could help Chad but everything seems to have failed and I'm  
> not getting any further information from anyone. I really hope this  
> isn't being ignored...

Well a serious amount of hard work and perseverance has paid off...  
<insert ear-to-ear grin here>!!! I have resolved the issue on my  
computer and am confident the following steps should do the same for  
others experiencing this problem. After quite a bit of messing around  
I was fairly sure that it the problem was due to a permissions issue  
in Vista. Checking the Event Viewer numerous times and seeing the  
references to registry keys that couldn't be accessed helped confirm  
this. Trying to alter the permissions on some of these keys I also  
noticed that nearly every Office relevant key would give an "access is  
denied" when attempting to open them. None of these keys had any  
permissions granted to them which struck me as strange. I attempted  
to replace all permissions in the HKCR folder but found regedit would  
either crash or return a failed message and the permissions would not  
be changed. I was now determined to have the access that I deserved  
as an administrator on my own computer !! SubInACL utility gave me  
the power I needed, and all permissions were changed and the  
configuration messages disappeared. It was probably overkill in  
assigning permissions to every key in the registry but I was unsure of  
what keys Office needed to access so I thought it best to alter them  
all (this may be a security concern to some so it might be worth  
coming up with a list of keys needed). To answer the question why it  
was necessary to gain back permission of these keys in the first place  
is beyond me, I'm not a programmer or developer but I hope someone who  
is can shed some light on the issue. Whether the problem lies with  
Vista or Office I don't know either. But anyway, onto the steps that  
are oh so important... use them at your own risk - I can't guarantee  
they'll work and you could possibly do damage:

- download and install SubInACL (download from

<http://www.microsoft.com/downloads/details.aspx?FamilyID=e8ba3e56-d8fe-4a91-93cf-ed6985e39>

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– open notepad and paste in the following text

```
cd /d "%programfiles%\Windows Resource Kits\Tools"  
subinacl /subkeyreg HKEY_LOCAL_MACHINE /grant=administrators=f /  
grant=system=f  
subinacl /subkeyreg HKEY_CURRENT_USER /grant=administrators=f /  
grant=system=f  
subinacl /subkeyreg HKEY_CLASSES_ROOT /grant=administrators=f /  
grant=system=f  
subinacl /subdirectories %SystemDrive% /grant=administrators=f /  
grant=system=f  
subinacl /subdirectories %windir%\*.* /grant=administrators=f /  
grant=system=f
```

– save in notepad as fix\_office\_permissions.cmd

– double click the newly created file and allow to run (took about 5–10 mins on my system)

To the best of my knowledge these are the only steps on the internet that deal specifically with this problem so I would love to know if they work for others...

Cheers and best of luck all !!!

I followed all this and tried again. MS go .... yourselves. Back to open office. Two great advantages.

IT WORKS

IT's FREE

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