

# Re: Office 2007 Setup Successful – but Office won't run

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2007-12/msg00170.html>

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- *From:* Adb <[Adb@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Adb@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 11 Dec 2007 02:57:00 –0800
- 

Hi Emily

Thanks for the information.

However from my understanding of Technet, either I have to pay for it or use up one of my company's free support calls. Is this correct? The problem with the latter is that I don't think my employer is going to appreciate using one of their allocated calls for an issue I have on my home computer.

Anyway, this forum is probably going off track now, so I apologise for that.

"Emily Lin" wrote:

Hi Adb,

Thanks for joining us.

It seems that your issue is not same with Ian's. The problematic user account has admin rights (he can uninstall/reinstall Office 2007) on Ian's computer. So, I recommend Ian to recreate the user account.

If you would like to get the Technet newsgroup online support, please subscribe Technet. For detail information about the Technet Subscriber, refer to the following link.

<http://technet.microsoft.com/en-us/subscriptions/bb521230.aspx>  
<http://technet.microsoft.com/en-us/subscriptions/bb404693.aspx>

Have a nice day!

Emily Lin,  
Microsoft Online Partner Support

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Re: Office 2007 Setup Successful – but Office won't run

learn and benefit from this issue.

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-----  
Thread-Topic: Office 2007 Setup Successful – but Office won't run  
thread-index: Acg2ZTx5bW5AD39KT/q9aAiggNm/2A==  
X-WBNR-Posting-Host: 207.46.192.207  
From: =?Utf-8?B?QWRi?= <Adb@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
References:  
<9CAB4AF5-FEAB-4AF8-8FC1-9B4284CC41BB@xxxxxxxxxxxx>  
<#KovTDMIHA.5328@xxxxxxxxxxxxxxxxxxxx>

<A1799ECD-DA5D-4FA8-BABE-B1599F7C7E0B@xxxxxxxxxxxx>  
<#OGxdOoMIHA.3940@xxxxxxxxxxxxxxxxxxxx> <9A9590FD-4039-4659-  
990A-2F4D6BC0B3D6@xxxxxxxxxxxx>  
<CbnJWzyMIHA.4200@xxxxxxxxxxxxxxxxxxxx> <bjjFCOzMIHA.4200  
@TK2MSFTNGHUB02.phx.gbl> <UsEqPVzMIHA.4200@xxxxxxxxxxxxxxxxxxxx>  
<Mimb8\$UNIHA.7908@xxxxxxxxxxxxxxxxxxxx>  
<ITnb#CZNIHA.7908@xxxxxxxxxxxxxxxxxxxx>  
<GZCFMilNIHA.5204@xxxxxxxxxxxxxxxxxxxx> <nVZ7YkNIHA.7908  
@TK2MSFTNGHUB02.phx.gbl>

Subject: Re: Office 2007 Setup Successful – but Office won't run  
Date: Tue, 4 Dec 2007 03:03:01 -0800  
Lines: 333  
Message-ID:  
<483AC181-0DFF-4004-81EC-36449E369D61@xxxxxxxxxxxx>  
MIME-Version: 1.0  
Content-Type: text/plain;  
charset="Utf-8"  
Content-Transfer-Encoding: 8bit  
X-Newsreader: Microsoft CDO for Windows 2000  
Content-Class: urn:content-classes:message  
Importance: normal  
Priority: normal  
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2992  
Newsgroups: microsoft.public.office.setup  
Path: TK2MSFTNGHUB02.phx.gbl  
Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.office.setup:8719  
NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
X-Tomcat-NG: microsoft.public.office.setup

Hi

Sorry to be the bearer of bad news, but I bet your problem isn't solved as I have the exact same issue you have. Office 2007 Enterprise runs fine under an

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Administrator account; but it won't run under a normal user account. I also had to turn UAC off.

FYI: I've purchased my Office 2007 Enterprise edition through my current employer (gold partner – special arrangement for discounted home use). I'm happy to email my product key to you if this means i'll get support.

I'm running Vista 64 – and I've noticed quite a few posts with people with the exact same issue and as such I can only assume that a patch fix will be required to office. FYI: Office ran fine until a few days earlier after installing Visual Studio 2008 Pro RTM. I had Visual studio 2008 beta installed previously and had to use the Windows Install Cleanup to completely remove the beta components before being able to install VS 2008 RTM. Anyway, I'm mentioning this as this is likely related.

In addition, I've also tried creating a new user account and, as instructed by some posts, copy the Office registry keys from the new account back over to my normal user account. This too didn't fix the issue. The only way I can get it working under my normal account is to change it to an admin account.

Please help as I don't wish to run office under an admin account – this totally goes against the whole security principle of Admin accounts and UAC.

Any help will be appreciated as I'm quite fed up with this issue as I can't find any real solution to this issue in any other posts I've looked at.

"Emily Lin" wrote:

Hi Ian,

I am glad to hear that Office works fine under the new Windows account.

As we have completely remove the Office 2007 related registry keys and reinstall it, however, the issue persists under the

problematic

user account on the computer. I don't think that we can clear the registry for each affected user to fix the issue. Please recreate

the

Re: Office 2007 Setup Successful – but Office won't run

user accounts for each affected user. Sorry for any inconvenience. Thanks for your understanding.

If anything is unclear or if you have any other concerns, please don't hesitate to contact me.

Sincerely,

Emily Lin,  
Microsoft Online Partner Support

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=====  
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=====

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-----  
Newsgroups: microsoft.public.office.setup  
From: v-emilin@xxxxxxxxxxxxxxxxxxxxxx  
(Emily Lin)  
Organization: [Microsoft]  
Date: Tue, 04 Dec 2007 09:32:06 GMT  
Subject: Re: Office 2007 Setup Successful –  
but Office won't run  
X-Tomcat-NG:  
microsoft.public.office.setup  
MIME-Version: 1.0  
Content-Type: text/plain  
Content-Transfer-Encoding: 7bit

Sent: Monday, December 03, 2007 7:55 PM  
To: Emily Lin (CS&S)  
Subject: RE: Office 2007 Setup Successful –  
but Office won't run

Hi Emily,

I have created a new local user account with administrative privileges and when I log in, I can run word/excel ok. So I think you

are

right. There is something specific to the user account stopping office from running.

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How can I run office for the user account(s) with the problem? Is it a case of clearing out the registry for each affected user? If

so

which keys?

Your help is gratefully received.

Thanks

Ian

---

X-Tomcat-ID: 86546833

References:

<9CAB4AF5-FEAB-4AF8-8FC1-9B4284CC41BB@xxxxxxxxxxxxxx>

<#\$KovTDMIHA.5328@xxxxxxxxxxxxxxxxxxxxxx>

<A1799ECD-DA5D-4FA8-BABE-B1599F7C7E0B@xxxxxxxxxxxxxx>

<#OGxdOoMIHA.3940@xxxxxxxxxxxxxxxxxxxxxx>

<9A9590FD-4039-

4659-

990A-2F4D6BC0B3D6@xxxxxxxxxxxxxx>

<CbnJWzyMIHA.4200@xxxxxxxxxxxxxxxxxxxxxx>

<jbjFCOzMIHA.4200

@TK2MSFTNGHUB02.phx.gbl>

<UsEqPVzMIHA.4200@xxxxxxxxxxxxxxxxxxxxxx>

<Mimb8\$UNIHA.7908@xxxxxxxxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding:

7bit

From:

v-emilin@xxxxxxxxxxxxxxxxxxxxxx

(Emily Lin)

Organization: [Microsoft]

Date: Mon, 03 Dec 2007

09:41:53 GMT

Subject: Re: Office 2007

Setup Successful – but

Office won't run

X-Tomcat-NG:

microsoft.public.office.setup

Re: Office 2007 Setup Successful – but Office won't run

Message-ID:  
<1Tnb#CZNIHA.7908@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups:  
microsoft.public.office.setup  
Lines: 369  
Path:  
TK2MSFTNGHUB02.phx.gbl  
Xref:  
TK2MSFTNGHUB02.phx.gbl  
microsoft.public.office.setup:8683  
NNTP-Posting-Host:  
TOMCATIMPORT1  
10.201.218.122

Hi Ian,

Yes, according to the log files, Office 2007 has been installed successfully. I suspect that there is problem with the Office 2007 registration/configuration with the current Windows user account. Please create a new user account on the computer with

Windows

Vista to test the issue.

1. In Windows Vista, click Start, type User Accounts in the Start Search box, and then click User Accounts under Programs.
2. Click Add, and then follow the steps in the wizard to create a new account. Make sure that the new account has

administrator

- permissions.
3. After the new account is created, log on to Windows by using the new account, and then try to start Excel 2007 again.

What is

the result?

If the issue persists, please come into Windows safe mode to test the issue.

To come into Windows safe mode, please follow the steps below:

Windows safe mode: All the third-party software and the unnecessary hardware driver (such as video card, network card) is

disabled.

1. Restart your computer
  2. Keep press F8, until the screen "Windows Advanced Options Menu" appears.
  3. Press "Up arrow" in the keyboard to select "Safe Mode", press "Enter"
  4. Try to start Excel 2007.
- What is the result?

If anything is unclear or if you have any other concerns, please don't hesitate to contact me.

Sincerely,

Emily Lin,  
Microsoft Online Partner  
Support

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X-Tomcat-ID:

17504657

References:

<9CAB4AF5-FEAB-4AF8-8FC1-9B4284CC41BB@xxxxxxxxxxxx>

<#KovTDMIHA.5328@xxxxxxxxxxxxxxxxxxxxxx>

<A1799ECD-DA5D-4FA8-BABE-B1599F7C7E0B@xxxxxxxxxxxx>

<#OGxdOoMIHA.3940@xxxxxxxxxxxxxxxxxxxxxx>

<9A9590FD-4039-

4659-

990A-2F4D6BC0B3D6@xxxxxxxxxxxx>

<CbnJWzyMIHA.4200@xxxxxxxxxxxxxxxxxxxxxx>

<bjFCOzMIHA.4200

@TK2MSFTNGHUB02.phx.gbl>

<UsEqPVzMIHA.4200@xxxxxxxxxxxxxxxxxxxxxx>

MIME-Version:

1.0

Content-Type:

text/plain

Content-Transfer-Encoding:

7bit

From:

v-emilin@xxxxxxxxxxxxxxxxxxxxxx

(Emily Lin)

Organization:

[Microsoft]

Date: Mon,

03 Dec

2007

01:58:17

GMT

Subject: Re:

Office 2007

Setup

Successful

- but Office

won't run

X-Tomcat-NG:

microsoft.public.office.setup

Message-ID:

Re: Office 2007 Setup Successful – but Office won't run

<Mimb8\$UNIHA.7908@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups:  
microsoft.public.office.setup  
Lines: 291  
Path:  
TK2MSFTNGHUB02.phx.gbl  
Xref:  
TK2MSFTNGHUB02.phx.gbl  
microsoft.public.office.setup:8674  
NNTP-Posting-Host:  
TOMCATIMPORT1  
10.201.218.122

Sent:  
Monday,  
December  
03, 2007  
4:34 AM  
To: Emily  
Lin (CS&S)  
Subject:  
RE: Office  
2007 Setup  
Successful  
– but Office  
won't run

Hi Emily,

I had to  
follow #2  
and use the  
kb928218  
to remove  
office as it  
wouldn't  
de-install  
from the  
control  
panel.  
I then  
installed it  
again but  
with the  
same "not  
installed for  
the current  
user"  
message –  
so I  
de-installed

Re: Office 2007 Setup Successful – but Office won't run

it –  
rebooted–re–

installed.

But

still get the  
same  
response as  
originally  
got, ie – not  
installed for  
the current  
user. I have  
attached the  
install log –  
which you

can

see

shows that  
it was  
completed  
successfully  
and the  
application  
and system  
logs. The  
application  
log shows  
that each  
office

component

has been  
configured  
by setup.  
When I ran  
excel – it  
spent ages  
"configuring  
office  
enterprise  
2007" and  
then came  
up with the

Re: Office 2007 Setup Successful – but Office won't run

"Excel

is

not installed  
for the  
current user  
please run  
setup". I  
installed  
and ran the  
setup as the  
user that  
built the  
vista  
machine.

I've checked  
the registry  
key  
permissions  
and all  
looks good.

How can  
setup  
complete  
successfully  
and then not  
be able to  
run an  
application  
as it reports  
setup has  
not been run  
... it's very

odd...

I would  
appreciate  
more help  
on this  
issue.

Thanks

Ian

---

Re: Office 2007 Setup Successful – but Office won't run

X-Tomcat-ID:

102816142

References:

<9CAB4AF5-FEAB-4AF8-8FC1-9B4284CC41BB@xxxx>

<#KovTDMIHA.5328@xxxxxxxxxxxxxxxxxxxxxx>

<A1799ECD-DA5D-4FA8-BABE-B1599F7C7E0B@xxxxxxxxxx>

<#OGxdOoMIHA.3940@xxxxxxxxxxxxxxxxxxxxxx>

<9A9590FD-

4039-

4659-

990A-2F4D6BC0B3D6@xxxxxxxxxxxxxx>

<CbnJWzyMIHA.4200@xxxxxxxxxxxxxxxxxxxxxx>

<jbjFCOzMIHA.4200

@TK2MSFTNGHUB02.phx.gbl>

MIME-Version:

1.0

Content-Type:

text/plain

Content-Transfer-Encoding:

7bit

From:

v-emilin@xxxxxxxxxxxxxxxxxxxxxx

(Emily

Lin)

Organization:

[Microsoft]

Date:

Fri,

30

Nov

2007

09:42:16

GMT

Subject:

Re:

Office

2007

Setup

Successful

-

but

Office

won't

run

X-Tomcat-NG:

microsoft.public.office.setup

Re: Office 2007 Setup Successful – but Office won't run

Message-ID:  
<UsEqPVzMIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups:  
microsoft.public.office.setup  
Lines:  
230  
Path:  
TK2MSFTNGHUB02.phx.gbl  
Xref:  
TK2MSFTNGHUB02.phx.gbl  
microsoft.public.office.setup:8602  
NNTP-Posting-Host:  
tomcatimport2.phx.gbl  
10.201.218.182

Hi  
Ian,

Thanks  
for  
your  
reply.

According  
to  
the  
error  
in  
the  
setup  
log  
file,  
this  
issue  
is  
mostly  
caused  
that  
there  
is  
problem  
with  
the  
officemui.msi  
file  
on  
the  
MSOCache.  
Follow  
the  
steps

Re: Office 2007 Setup Successful – but Office won't run

below  
to  
see  
if  
it  
works.

#1  
use  
the  
Office  
2007  
installation  
CD

=====

1.  
Insert  
the  
Office  
2007  
installation  
CD.

2.  
If  
the  
setup  
wizard  
doesn't  
run,  
double  
click  
the  
file  
setup.exe  
to  
run  
it.

3.  
Choose  
Remove  
to  
uninstall  
Office  
2007  
via  
the  
installation  
CD.

4.  
If  
you

Re: Office 2007 Setup Successful – but Office won't run

can  
uninstall  
it  
via  
this  
method,  
then  
reinstall  
Office  
2007  
via  
the  
CD.