

RE: Office tries to repair/reinstall

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2008-05/msg00199.html>

- *From:* anne <anne@xxxxxxxxxxxxxxxx>
 - *Date:* Wed, 14 May 2008 06:52:01 -0700
-

Hi,

Of course I already tried to set the file association, I tried it in every possible way. (Open with, from file options etc). Nothing works.

Now more and more users are getting the problem that Office reinstalls, or sometimes that office doesn't work correctly. If I give them back their admin rights (as they had during office installation, we have no sms/system center) the problem goes away and Office works again. Why is this? Giving admin rights to everyone is not a good way to solve it. Office should not be dependant on admin rights.

Please advice.

Regards,
Anne

""Emily Lin"" wrote:

Hi Anne,

The file association issue should be also related to the Office 2007 installation. Let's first focus on the Office 2007 installation issue. For the file association issue, refer to the following steps to temp work around it.

#1 Open the files in the corresponding applications (such as open *.docx in Word 2007).

#2 Right click the file > choose Open With > define which application is used to open this file.

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

Sincerely,

Emily Lin,

RE: Office tries to repair/reinstall

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Thread-Topic: Office tries to repair/reinstall
thread-index: Aci0OrUooUsqD7mEQdC8V9fU6QH/ZQ==
X-WBNR-Posting-Host: 207.46.19.197
From: =?Utf-8?B?YW5uZQ==?= <anne@xxxxxxxxxxxxxxxx>
References:
<79B5F4CE-7456-4999-B75B-1B83DA73730B@xxxxxxxxxxxxxxxx>
<rV6o1\$XsIHA.5848@xxxxxxxxxxxxxxxxxxxxxxxx> <E9EA0536-

C84A-401C-8830-EDCF0E5FE384@xxxxxxxxxxxxxxxx>
<OCVPGsasIHA.1788@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: RE: Office tries to repair/reinstall
Date: Mon, 12 May 2008 07:16:02 -0700
Lines: 198
Message-ID:
<58E9C935-9115-4992-AD98-959E5F809867@xxxxxxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain;
charset="Utf-8"
Content-Transfer-Encoding: 7bit
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:11638
NNTP-Posting-Host: tk2msftbfm01.phx.gbl 10.40.244.148
X-Tomcat-NG: microsoft.public.office.setup

Hi,

I will check the registry and install windows installer. Thank you.
Any solution to file association issue?

BR, Anne

RE: Office tries to repair/reinstall

""Emily Lin"" wrote:

Hi Anne,

It seems that the Office 2007 installation was corrupted on some of the computers. Let's first focus on the issue "windows installer always pops up to configurate the office when starting Word/Excel/etc."

#1 check the permission

=====

1. Click Start > Run > Regedit, click OK.
2. Locate the following registry key.
3. HKCU\Software\Microsoft
4. Right click it and choose permissions
5. Make sure that the System account, Administrators, and the current User have Full Control permission.

Restart Word 2007 several times to test the issue again. What is the result?

#2 Install the latest version of Windows Installer

=====

Download and install the latest version of the Windows Installer (Instmsiw.exe) from the following link.

<http://www.microsoft.com/downloads/details.aspx?FamilyID=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en>

#3 Log on as a local Administrator account on the Laptop. Start Word 2007 several times. What is the result?

#4 If the specific user doesn't have Administrator rights, assign admin rights to it. Log on the user account and start Word 2007. Restart Word 2007. What is the result?

#5 Create a new administrator account on those computers. Start Word 2007. What is the result?

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

Sincerely,

RE: Office tries to repair/reinstall

Emily Lin,
Microsoft Online Partner Support

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Thread-Topic: Office tries to repair/reinstall
thread-index:

AcixpTuBTGZ1H211Td+kVpGhooYLJQ==

X-WBNR-Posting-Host: 207.46.19.197

From: =?Utf-8?B?YW5uZQ==?=

<anne@xxxxxxxxxxxxxxxx>

References:

<79B5F4CE-7456-4999-B75B-1B83DA73730B@xxxxxxxxxxxxxxxx>

<rV6o1\$XsIHA.5848

@TK2MSFTNGHUB02.phx.gbl>

Subject: RE: Office tries to repair/reinstall

Date: Fri, 9 May 2008 00:21:00 -0700

Lines: 105

Message-ID:

<E9EA0536-C84A-401C-8830-EDCF0E5FE384@xxxxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain;

charset="Utf-8"

Content-Transfer-Encoding: 7bit

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:11587

NNTP-Posting-Host:

tk2msftibfm01.phx.gbl 10.40.244.149

X-Tomcat-NG:

RE: Office tries to repair/reinstall

microsoft.public.office.setup

Hi,

1. File association:

Sorry I wasn't clear enough, when I said this can't be changed I meant I can't change the file associations, neither as admin or user. I tried it in every possible way (open with, from folder options etc) it just doesn't take the change. Very strange.

2. Office reinstall

Sorry again, I misspelled! What I meant was of course that the package should first uninstall 2003 and then install 2007. I am guessing some dll is corrupt or something, since it is trying to repair/reinstall. Question is why?

""Emily Lin"" wrote:

Hi Anne,

#1 the file association

=====

What happens when you try to change the .DOC file association?

Follow the steps below to see if it works.

1. Right click a *.doc file on the local hard disk > Choose Open With.
2. Choose Microsoft Office Word 2007.
3. Check the option 'always use selected program to open this kind of file'
4. Click OK.
5. Double click a *.doc file to open it. Is it opened in Word 2007?

#2 issue: when you start any Office application,

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Windows installer always
pops up to repair/reinstall

itself

=====

You said "It should first
install 2003 and then install
2007." It means that you
install Office 2003 and

Office 2007 on the same computer. Am I

right? If so, it is a normal
situation when there are
multiple versions of Office
installed on the

computer. Windows installer need to re-configure

the Office installation when
you start any Office
application.

Refer to the following KB
article for detail
information.

Information about running
multiple versions of Office
with Office 2003
<http://support.microsoft.com/?id=828956>

928091 Information about
using 2007 Office suites and
programs on a computer that
is running

another version of Office

<http://support.microsoft.com/default.aspx?scid=kb:EN-US:928091>

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

Regards,

Emily Lin

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Thread-Topic:
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thread-index:
AcixHL+tnyyeDD2/STSGoTUXDkW2gg==
X-WBNR-Posting-Host:
207.46.19.197
From:
=?Utf-8?B?YW5uZQ==?=
<anne@xxxxxxxxxxxxxxxx>
Subject:
Office tries
to
repair/reinstall
Date: Thu,
8 May 2008
08:04:01
-0700
Lines: 19
Message-ID:
<79B5F4CE-7456-4999-B75B-1B83DA73730B@xxxxxxxxxxxxxxxx>
MIME-Version:
1.0
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text/plain;
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X-Newsreader:
Microsoft

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Importance:
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microsoft.public.office.setup:11579
NNTP-Posting-Host:
tk2msftibfm01.phx.gbl
10.40.244.149
X-Tomcat-NG:
microsoft.public.office.setup

Hi,

Have a
package
made with
OCT to
install
Office
2007. It
should first
install
2003 and
then install
2007. It
should
install
everything
to local
disk. On
some
clients,
Office tries
to

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RE: Office tries to repair/reinstall

repair/reinstall
itself every
time the
user
starts an
office app.
On some
clients it
started this
behaviour
after weeks
of running
normally.
Users
haven't
isntall or
changed
anything.
Only thing
installed
after are
windows
hotfixes/office
hotfixes.
Anyone
knows
anything
about this?

Another
problem we
see on some
machines is
that the file
associations
are
screwed up
after
installing
Office
2007. DOC
is
associated
with
WordPad,
and
it is
impossibile
to change
association
to Word.

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Same for
the ppt and
xls.

Also docs,
xlsx pptx
are not
associated
to anything.

This can't
be change
as

user, nor as
admin. tried
reinsatlling
Office but it
didn't help.

Solutions?

BR, Anne