

# installing

**Source:** <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook.general/2004-10/5279.html>

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I have one user to where everytime they open an attachemnt, it pops up the little window that says it's gathering information and starts asking for the Access2000 SR-1 cd.

I have installed everything from that cd. even when that cd is in, it says that it can not find valid code.

the file attachments are either word or excel, never anything to do with access.

when the user hits the 4 or 5 buttons for canceling, the attachment opens just fine.

Any ideas to make that go away??