

## Re: Service Pack 3 for Office XP

**Source:** <http://www.tech-archive.net/Archive/Outlook/microsoft.public.outlook/2004-03/4126.html>

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**From:** Joey Mojo ([joey\\_at\\_mojocom](mailto:joey_at_mojocom))

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Date: Fri, 12 Mar 2004 17:06:07 -0500

Hi,

I'm having the same problem since installing Office XP SP3 2 days ago. Prior to SP3, I had installed every updates and fixes applicable to Office XP, with no problem whatsoever. I have 2 programs that trigger this annoying dialog box: The secret messenger for Outlook, which encrypts email sent with Outlook, and Norton AntiSpam. With Norton AntiSpam (NAS), the situation is even worse. When I try to use NAS to teach it which emails received are Spam and which are not, by clicking on the appropriate button, "This is spam" or "This is not spam", the dialog box immediately pops up. Once I click yes to allow NAS to proceed, NAS does its work but the Outlook interface becomes frozen. The only way out is to use Task manager and kill the Outlook process. So, in essence, Office XP SP3 has broken Norton AntiSpam.

I have tried to uninstall and reinstall NAS to no avail. I have tried to uninstall and reinstall Office XP. If I apply SP3 to the new install, the situation remains the same. Norton AntiSpam does not work on my system with Office XP SP3.

Not enough that we constantly have to apply fixes with Microsoft products, be it with every versions of Windows or Office, but getting our programs broken by these fixes on top of it all is more that I bargained for.

I certainly hope that Microsoft will address these problems promptly. Moreover, instead of behaving like a dictatorship, they should consult with software vendors before issuing code that in effect breaks that of other vendors. Symantec is certainly not your mom and pop operation and one would assume that the offending code would have at least been shown to them before being issued publicly.

Luc Marcil

"Sue Mosher [MVP-Outlook]" <[suemvp@outlookcode.com](mailto:suemvp@outlookcode.com)> wrote in message news:%23kU8DNDCEHA.712@tk2msftngp13.phx.gbl...

> *It is not possible to determine what program is triggering the security prompt. Do you have antisпам or antivirus programs? Any of those could very well be affected. Check with the vendor for an updated version.*

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> --  
> *Sue Mosher, Outlook MVP*  
> *Author of*  
> *Microsoft Outlook Programming – Jumpstart for*  
> *Administrators, Power Users, and Developers*  
> <http://www.outlookcode.com/jumpstart.aspx>  
>  
>  
> *"Larry Bohlen" <lbohen@audiobooksonline.com> wrote in message*  
> *news:10538smcgk9o79@corp.supernews.com...*  
>> *I have a similar problem that started just after I installed the Office*  
>> *XP*  
>> *Suite SP3 only the box pops up 3–4 times for every email I RECEIVE*  
>> *(several*  
>> *hundred a day). I have Outlook 2002. As far as I can tell this page*  
>> *starts*  
>> *to explain what's happening:*  
>> <http://www.slipstick.com/outlook/ol2002sp3.htm#problems>. *It says that I*  
>> *must*  
>> *have a COM add-in, VBA or published form which is triggering the*  
>> *security*  
>> *prompt.*  
>>  
>> *I only have one VBA program that I use to process our orders that uses*  
>> *Outlook to send emails. I am used to getting the popup whenever I send*  
>> *email*  
>> *with this program, but I have never gotten the popup when receiving*  
>> *email.*  
>> *The author of the program assures me that it cannot be causing this*  
>> *problem*  
>> *with Outlook.*  
>>  
>> *The above page doesn't explain how to find out which add-in is causing*  
>> *the*  
>> *problem. How do I find out?*  
>  
>  
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