

Re: Publisher and Outlook

Source: <http://www.tech-archive.net/Archive/Publisher/microsoft.public.publisher/2004-03/0213.html>

From: JL Amerson (JL_Amerson_at_hotmail.com)

Date: 03/04/04

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Mike -

One member of our happy family has a bit of an issue with the English, Americans, and a few other nationalities. We've learned to take him with a grain of salt because he can be very helpful. I KNOW it's not easy but try to look past his comments. (He zinged me within the first couple of posts too but he's also given me great advice. Oh, if you have an HP printer, not tell him.)

Anyway, I'm not going to call you a liar but there really is no such thing as an auto upgrade. Did you perhaps buy some sort of special license where you paid up front for the next version? I can't understand why it would only have been for Outlook. Is this system in your home? Are you the ONLY person who uses it? (I used to work for a computer manufacturer and I often heard people say that but then when you delved a bit deeper they would tell you that others used their computers every now and then.) I believe that you/someone would have had to activate the program (someone correct me if I'm wrong).

If you are POSITIVE that no one else loaded anything, I'd suggest you call Microsoft directly. It'll cost you but it will get your problem resolved.

--

JoAnn

Do not meddle in the affairs of cats, for they are subtle and will piss on your computer.

--Bruce Graham

"mike" <mike@osborneuk.co.uk> wrote in message

news:eUQCFLBjkuRAFwQe@osborneuk.co.uk...

> In message <OQh9nPXAHA.2180@TK2MSFTNGP09.phx.gbl>, Ed Bennett

> <the_nerd@mvps.org> writes

> >A small child turns to Ed, and exclaims: "Look! Look! A post from mike

> ><mike@osborneuk.co.uk>!"...

> >> BUT Microsoft's auto upgrade DID

> >> upgrade Outlook to 2002.

> >

> >No it didn't. There is no Auto Upgrade functionality. The closest thing is

> >the Auto Update functionality, which adds critical updates and security

> >patches to Windows. This does not affect any Office application in any way.

> >The next closest is the Office Update functionality. This updates Office

microsoft.public.publisher: Re: Publisher and Outlook

> >applications with patches. However, it does not UPGRADE them, only
UPDATES
> >them. i.e. it will only apply patches to the current version (e.g.
Outlook
> >2000 SP3), not move to the next version.
> >It is completely impossible for you to have acquired Outlook 2002 from
> >Microsoft.
> >Your organisation may have upgraded without you noticing (they can do
this
> >kind of thing silently if you have the SMS client on your PC and are on a
> >domain), or someone else may have loaded the CD on your PC.
> >
> Ah well. I came to this group to try to find a solution to my problem.
> By way of background I told how I got to where I am. So far I've been
> called a liar and insulted for being English!
>
> Just so that I can set the record straight here are the facts:
> I run a stand alone PC, I am the only user.
> I bought Office 2000 when I retired and can't afford to keep buying
> Microsoft's latest offerings.
> I installed Office 2000 onto Windows XP Home
> Microsoft's auto-update facility runs and I guess updates the OS about
> weekly.
> Monthly I run the Office Update applet to look for critical patches etc.
> Any updates identified I install.
> To date my system reports that:
> Word is version 2000
> Excel is version 2000
> Power point is version 2000 SP3
> Access is version 2000
> Publisher is version 2000 SP3
> Outlook is version 2002 SP1
>
> At no time have I installed an upgrade to Outlook.
>
> These are the facts - accept them or not.
>
> Now how about my problem - can anyone help?
> --
> mike