

Re: Publisher 2000 Disaster

Source: <http://www.tech-archive.net/Archive/Publisher/microsoft.public.publisher/2006-11/msg00301.html>

- *From:* analog@xxxxxxxxxxx
 - *Date:* Fri, 17 Nov 2006 02:17:20 GMT
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A typical M\$ response. M\$ does not own Norton, so it must be the cause of all problems with M\$ programs. Of course it does cause way too many problems, but not in this case.

The problem is a M\$ update, probably KB894540. Reinstalling Office 2000 fixed the problem, but I am still hours away from getting all the machines back to normal and patched.

M\$ tried to charge me for talking to an escalation guy in the publisher group, but dropped that idea after presumably sensing my homicidal state of mind. Incidentally, the case guy and the escalation guy were clueless about the problem. At one point the escalation guy tried to give me a free copy of Publisher 2003, totally worthless to me since I use Publisher for a large website.

This is an inexcusable episode brought on by the release of a half-baked security patch.

And the MVPs in here were no help at all!

On Thu, 16 Nov 2006 06:03:15 -0500, "Mary Sauer" <mary-sauer@xxxxxxxxxxxxxxxxxxxxx> wrote:

Check your firewall settings.

How to use Office programs with the Norton AntiVirus Office plug-in
<http://support.microsoft.com/kb/329820/en-us>