

Re: Open offline files and standby

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2005-09/msg00916.html>

- *From:* "Newbie" <newbie@xxxxxxxxxxx>
 - *Date:* Thu, 22 Sep 2005 19:29:57 -0400
-

Hi Jason,

Thanks for your reply, I upgraded the computer to Office 2003 and it's working now with standby.

Thanks again for your assistance,

Simon

"Jason Tan (MSFT)" <v-jasont@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:HzWtNlyvFHA.780@xxxxxxxxxxxxxxxxxxxxxxxx

> Hi Simon,

>

> Thanks for your prompt reply and continual effort! At this time, it seems
> that the issue is related to Office 2000. You will plan to upgrade the
> Office 2000 suite to Office 2003 and check to see the status of the issue.
> I am willing to wait for your further response. If you have any updates,
> please feel free to post back. :-)

>

> I do appreciate your time and patience again.

>

> Have a great day!

>

> Thanks & Regards,

>

> Jason Tan

>

> Microsoft Online Partner Support

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>

> =====

>

> When responding to posts, please "Reply to Group" via your newsreader so
> that others may learn and benefit from your issue.

>

> =====

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> rights.

Re: Open offline files and standby

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> -----
> | From: "Newbie" <newbie@xxxxxxxxxxxx>
> | References: <Oov\$XkuuFHA.1132@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <F0b67bRvFHA.780@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <#oMFwpRvFHA.1032@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <xEB9hQdvFHA.1472@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <#0f5y8dvFHA.2504@xxxxxxxxxxxxxxxxxxxxxxxx>
> | <ZlcRdDrvFHA.580@xxxxxxxxxxxxxxxxxxxxxxxx>
> | Subject: Re: Open offline files and standby
> | Date: Wed, 21 Sep 2005 13:55:08 -0400
> | Lines: 366
> | X-Priority: 3
> | X-MSMail-Priority: Normal
> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
> | X-RFC2646: Format=Flowed; Original
> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
> | Message-ID: <eGVDcWtvFHA.2132@xxxxxxxxxxxxxxxxxxxxxxxx>
> | Newsgroups: microsoft.public.win2000.general
> | NNTP-Posting-Host: gw1.gennum.com 209.47.33.228
> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP15.phx.gbl
> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.win2000.general:63593
> | X-Tomcat-NG: microsoft.public.win2000.general
> |
> | Hi Jason,
> |
> | Thanks for your help, much appreciated.
> |
> | I had the user opened up a text file in notepad and left it open, the
> | computer was able to go standby. I'm pretty sure it's related to Office
> | 2K.
> | I may upgrade the Office suite to 2003 to see if it fixes the issue.
> |
> | I'll keep you posted, thanks again.
> |
> | Simon
> |
> |
> |
> | "Jason Tan (MSFT)" <v-jasont@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> | news:ZlcRdDrvFHA.580@xxxxxxxxxxxxxxxxxxxxxxxx
> | > Hi Simon,
> | >
> | > Thanks for your prompt reply and your continual effort!

Re: Open offline files and standby

> |>
> |> This issue seems weird since the most similar issue described in KB
> 257456
> |> has been fixed in Office 2000 Service Release 1(SR1). However, Office
> 2000
> |> SR1 should be installed before office 2000 SP3. Therefore, it should
> fix
> |> the issue after installing the Office 2000 SP3.
> |>
> |> I have performed lots of research. However, I am sorry that I am
> unable
> to
> |> find any clue both in our internal knowledge base and external website
> |> presently. Based on the currently situation, to isolate the root
> cause,
> |> please first update the office and Windows 2000 to latest version.
> |>
> |> If the issue persists, please help me know if the issue can be
> reproduced
> |> when you open an offline TXT file other than an Office (Word,Excel)
> |> document.
> |>
> |> Additionally, please help me know if the issue can be reproduced on
> other
> |> machine running Windows 2000 with Office 2000 SP3.
> |>
> |> I do appreciate your patience and your valuable time. If there is
> anything
> |> that is unclear, please feel free to let me know.
> |>
> |> Thanks & Regards,
> |>
> |> Jason Tan
> |>
> |> Microsoft Online Partner Support
> |> Get Secure! – www.microsoft.com/security
> |>
> |> =====
> |>
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> |> -----
> |> |From: "Newbie" <newbie@xxxxxxxxxxxx>

Re: Open offline files and standby

> |> | References: <Oov\$XkuuFHA.1132@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> <F0b67bRvFHA.780@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> <#oMFwpRvFHA.1032@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> <xEB9hQdvFHA.1472@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> | Subject: Re: Open offline files and standby
> |> | Date: Tue, 20 Sep 2005 08:31:15 -0400
> |> | Lines: 256
> |> | X-Priority: 3
> |> | X-MSMail-Priority: Normal
> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
> |> | X-RFC2646: Format=Flowed; Original
> |> | Message-ID: <#0f5y8dvFHA.2504@xxxxxxxxxxxxxxxxxxxxxxxx>
> |> | Newsgroups: microsoft.public.win2000.general
> |> | NNTP-Posting-Host: gw1.gennum.com 209.47.33.228
> |> | Path:
> |> | TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl
> |> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.win2000.general:63516
> |> | X-Tomcat-NG: microsoft.public.win2000.general
> |> |
> |> | Hi Jason,
> |> |
> |> | Thanks for responding. I already have Office 2000 Pro SP3
> |> | installed.
> |> |
> |> | Thanks,
> |> |
> |> | Simon
> |> |
> |> |
> |> | "Jason Tan (MSFT)" <v-jasont@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> |> | news:xEB9hQdvFHA.1472@xxxxxxxxxxxxxxxxxxxxxxxx
> |> | > Hi Simon,
> |> | >
> |> | > Thanks for prompt reply and patience!
> |> | >
> |> | > Based on my research, Windows 2000 does not have the policy
> |> | > "synchronize
> |> | > offline files before suspend". However, I am wondering if you are
> |> | > using
> |> | > Office 2000. If this is the case, to resolve this problem, I
> |> | > would
> |> | > like
> |> | > to
> |> | > suggest you obtain Microsoft Office 2000 Service Release 1/1a
> |> | > (SR-1/SR-1a).
> |> | >
> |> | > To obtain SR-1/SR-1a, click the article number below to view the
> |> | > article
> |> | > in
> |> | > the Microsoft Knowledge Base:

Re: Open offline files and standby

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> |> |>
> |> |>
> |> |> -----
> |> |> | From: "Newbie" <newbie@xxxxxxxxxxxx>
> |> |> | References: <Oov\$XkuuFHA.1132@xxxxxxxxxxxxxxxxxxxxxx>
> |> |> | <F0b67bRvFHA.780@xxxxxxxxxxxxxxxxxxxxxx>
> |> |> | Subject: Re: Open offline files and standby
> |> |> | Date: Mon, 19 Sep 2005 09:02:46 -0400
> |> |> | Lines: 134
> |> |> | X-Priority: 3
> |> |> | X-MSMail-Priority: Normal
> |> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
> |> |> | X-RFC2646: Format=Flowed; Original
> |> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
> |> |> | Message-ID: <#oMFwpRvFHA.1032@xxxxxxxxxxxxxxxxxxxxxx>
> |> |> | Newsgroups: microsoft.public.win2000.general
> |> |> | NNTP-Posting-Host: gw1.gennum.com 209.47.33.228
> |> |> | Path:
> |> |> | TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl
> |> |> | Xref: TK2MSFTNGXA01.phx.gbl
> |> |> | microsoft.public.win2000.general:63452
> |> |> | X-Tomcat-NG: microsoft.public.win2000.general
> |> |> |
> |> |> | Hi Jason,
> |> |> |
> |> |> | Thanks for your reply. Basically what I'm trying to say is the
> |> |> | setting
> |> |> | for
> |> |> | disabling "synchronize offline files before suspend" is ONLY
> |> |> | available
> |> |> | to
> |> |> | XP, not 2000.
> |> |> |
> |> |> | As soon as I have all programs closed, I can suspend the
> |> |> | computer
> |> |> | no
> |> |> | problem. If I open a file in Word and the file location is from
> |> |> | the
> |> |> | network
> |> |> | and available "offline", the computer will not suspend.
> |> |> |
> |> |> | In XP, as soon as I "disable" synchronize offline files before
> |> |> | suspend,
> |> |> | the
> |> |> | computer will standby with open files (i.e. open documents in
> |> |> | Office
> |> |> | applications).
> |> |> |
> |> |> | Thanks,
> |> |> |
> |> |> | Simon

Re: Open offline files and standby

> |> |> |
> |> |> |
> |> |> | "Jason Tan (MSFT)" <v-jasont@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in
> message
> |> |> | news:F0b67bRvFHA.780@xxxxxxxxxxxxxxxxxxxxxxxx
> |> |> |> Hi Simon,
> |> |> |>
> |> |> |> Thanks for posting!
> |> |> |>
> |> |> |> Based on my research, I am unclear how you select "not sync"
> with
> |> |> standby.
> |> |> |> However, I can only find there is a group policy "synchronize
> |> offline
> |> |> |> files
> |> |> |> before suspend" Under Computer Configuration | Administrative
> |> |> Templates
> |> |> |>
> |> |> |> Network | Offline Folders in Windows XP. However, the policy
> does
> |> not
> |> |> |> exist
> |> |> |> in Windows 2000. Please help me know how you select "not sync"
> |> with
> |> |> |> standby.
> |> |> |>
> |> |> |> From your description, if there are any open documents, the
> laptop
> |> |> will
> |> |> |> not
> |> |> |> go into standby in Windows 2000. Based on my experience, the
> issue
> |> |> could
> |> |> |> occur under multiply situations. Before we go further, please
> help
> |> me
> |> |> the
> |> |> |> following information:
> |> |> |>
> |> |> |> 1. Can I assume nothing happens when you go into standby in
> |> Windows
> |> |> 2000?
> |> |> |> 2. To isolate the root cause, please temporarily disable
> offline
> |> |> folder
> |> |> |> and
> |> |> |> check to see if the issue persists.
> |> |> |> 3. Is there any error in system Event log related to standby?
> |> |> |>
> |> |> |> I would like to suggest you start your computer in Safe Mode
> and

Re: Open offline files and standby

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> |> |> verify
> |> |> if
> |> |> |> the issue persists.
> |> |> |>
> |> |> |> How to Start Your Computer in Safe Mode
> |> |> |> -----
> |> |> |>
> |> |> |> NOTE: The following procedure assumes that you can shut down
> your
> |> |> computer
> |> |> |> when it is in Safe mode. Sometimes a driver may become a lower
> or
> |> |> upper
> |> |> |> filter driver for a driver that loads in Safe mode; this can
> also
> |> |> prevent
> |> |> |> your computer from shutting down when it is in Safe mode. If
> the
> |> |> problem
> |> |> |> is
> |> |> |> with a service, start your computer in Safe mode, following
> the
> |> steps
> |> |> in
> |> |> |> the "How to Save a Copy of the Services That Are Running"
> section,
> |> and
> |> |> |> then
> |> |> |> follow the steps in the "How to Troubleshoot a Service
> Problem"
> |> |> section
> |> |> in
> |> |> |> this article.
> |> |> |>
> |> |> |> Start your computer in Safe mode and log on with
> administrative
> |> |> |> privileges.
> |> |> |> To start your computer in Safe mode, restart your computer,
> press
> |> and
> |> |> hold
> |> |> |> down the F8 key, and then choose Safe Mode on the Windows 2000
> |> Startup
> |> |> |> menu.
> |> |> |>
> |> |> |> For more information, please refer to the following article:
> |> |> |> 266169 How to Troubleshoot Problems with Standby Mode,
> Hibernate
> |> Mode,
> |> |> and
> |> |> |> <http://support.microsoft.com/?id=266169>

Re: Open offline files and standby

> |> |> |>
> |> |> |> Hope the information helps. If there is anything that is
> unclear,
> |> |> please
> |> |> |> feel free to let me know.
> |> |> |>
> |> |> |> Thanks & Regards,
> |> |> |>
> |> |> |> Jason Tan
> |> |> |>
> |> |> |> Microsoft Online Partner Support
> |> |> |> Get Secure! – www.microsoft.com/security
> |> |> |>
> |> |> |> =====
> |> |> |>
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> |> |> |>
> |> |> |> -----
> |> |> |> | From: "Newbie" <newbie@xxxxxxxxxxxx>
> |> |> |> | Subject: Open offline files and standby
> |> |> |> | Date: Fri, 16 Sep 2005 14:05:15 -0400
> |> |> |> | Lines: 12
> |> |> |> | X-Priority: 3
> |> |> |> | X-MSMail-Priority: Normal
> |> |> |> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2670
> |> |> |> | X-RFC2646: Format=Flowed; Original
> |> |> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670
> |> |> |> | Message-ID: <[Oov\\$xkuuFHA.1132@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:Oov$xkuuFHA.1132@xxxxxxxxxxxxxxxxxxxxxxxx)>
> |> |> |> | Newsgroups: microsoft.public.win2000.general
> |> |> |> | NNTP-Posting-Host: gw1.gennum.com 209.47.33.228
> |> |> |> | Path:
> |> |> |> | TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl
> |> |> |> | Xref: TK2MSFTNGXA01.phx.gbl
> |> microsoft.public.win2000.general:63317
> |> |> |> | X-Tomcat-NG: microsoft.public.win2000.general

Re: Open offline files and standby

◇ *From:* Jason Tan (MSFT)

◆ ***Re: Open offline files and standby***

◇ *From:* Newbie

◆ ***Re: Open offline files and standby***

◇ *From:* Newbie

- Prev by Date: ***Re: Cannot make a new user***
- Next by Date: ***Re: Multiple domain login***
- Previous by thread: ***Re: Open offline files and standby***
- Next by thread: ***Re: Open offline files and standby***
- Index(es):
 - ◆ ***Date***
 - ◆ ***Thread***