

Re: Open offline files and standby

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2005-09/msg00926.html>

- *From:* v-jasont@xxxxxxxxxxxxxxxxxxxxxxxx (Jason Tan (MSFT))
 - *Date:* Fri, 23 Sep 2005 02:14:11 GMT
-

Hi Simon,

Thanks for your prompt update! I am glad to hear the issue has been fixed when you upgrade to Office 2003. If you have any other questions or concerns in the future, please feel free to let us know. You are always welcome to our newsgroup.

Have a great day! :-)

Thanks & Regards,

Jason Tan

Microsoft Online Partner Support
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=====
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=====
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| From: "Newbie" <newbie@xxxxxxxxxxxx>
| References: <[Oov\\$xkuuFHA.1132@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:Oov$xkuuFHA.1132@xxxxxxxxxxxxxxxxxxxxxxxx)>

Re: Open offline files and standby

<F0b67bRvFHA.780@xxxxxxxxxxxxxxxxxxxxxxxx>
<#oMFwpRvFHA.1032@xxxxxxxxxxxxxxxxxxxxxxxx>
<xEB9hQdvFHA.1472@xxxxxxxxxxxxxxxxxxxxxxxx>
<#0f5y8dvFHA.2504@xxxxxxxxxxxxxxxxxxxxxxxx>
<ZlcRdDrvFHA.580@xxxxxxxxxxxxxxxxxxxxxxxx>
<eGVDCWtvFHA.2132@xxxxxxxxxxxxxxxxxxxxxxxx>
<HzWtNlyvFHA.780@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: Open offline files and standby
| Date: Thu, 22 Sep 2005 19:29:57 -0400
| Lines: 483
| 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: <#J01P28vFHA.2076@xxxxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.win2000.general
| NNTP-Posting-Host: d141-124-147.home.cgocable.net 24.141.124.147
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.win2000.general:63693
| X-Tomcat-NG: microsoft.public.win2000.general

| 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

| >

Re: Open offline files and standby

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> | From: "Newbie" <newbie@xxxxxxxxxxx>
> | References: <[Oov\\$XkuuFHA.1132@xxxxxxxxxxxxxxxxxxxxxxxx](mailto: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.

Re: Open offline files and standby

|> |
|> | I'll keep you posted, thanks again.
|> |
|> | Simon
|> |
|> |
|> | "Jason Tan (MSFT)" <v-jasont@xxxxxxxxxxxxxxxxxxxx> wrote in message
|> | news:ZlcRdDrvFHA.580@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
|> |> Hi Simon,
|> |>
|> |> Thanks for your prompt reply and your continual effort!
|> |>
|> |> 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

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>
|> |> | 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,
|> |> |>
|> |> |>

Re: Open offline files and standby

|> |> |> 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:
|> |> |> 245025 <<http://support.microsoft.com/kb/245025/EN-US/>>
|> |> |> OFF2000: How to Obtain and Install Microsoft Office 2000 Service
|> |> Release
|> |> |> 1/1a (SR-1/SR-1a)
|> |> |>
|> |> |> For more detailed information, please refer to the following
|> article:
|> |> |> 257456 OFF2000: Cannot Suspend Computer with Windows 2000
Offline
|> |> Files
|> |> |> Open
|> |> |> <http://support.microsoft.com/?id=257456>
|> |> |>
|> |> |> 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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|> newsreader
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|> |> |>
|> |> |> =====

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

Re: Open offline files and standby

|> |> 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
|> |> |> |
|> |> |> |
|> |> |> | "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.

Re: Open offline files and standby

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|> |> |> |>
|> |> |> |> 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
|> |> |> 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

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|> |> |> |> 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>
|> |> |> |>
|> |> |> |> 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>
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|> |> |> |> | 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
|> |> |> |> |
|> |> |> |> | Hi,
|> |> |> |> |
|> |> |> |> | Our laptops are set up to synchronize with the server and
|> |> |> |> | available
|> |> |> |> | offline.
|> |> |> |> | However, if there are any open documents, the laptop will
|> |> |> |> | not
|> |> |> |> | go
|> |> |> |> | into
|> |> |> |> | standby. In XP, I can select "not sync" with standby but
I
|> |> |> |> | don't
|> |> |> |> | see
|> |> |> |> | such
|> |> |> |> | setting with Windows 2000. Can it be done?
|> |> |> |> |
|> |> |> |> | Appreciate your response,
|> |> |> |> |

