

## Re: System Restore/Office 2000 SB problems after Changing Hard Dri

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2005-01/0229.html>

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**From:** Tim (*Tim\_at\_discussions.microsoft.com*)

**Date:** 01/10/05

Date: Sun, 9 Jan 2005 20:19:01 -0800

Michael: Thank you for your reply. I apologize for bringing up more than one issue in a single post. First about the 200GB hard drive. In referring to the knowledge article you mentioned, I do have SP1, but the version of my ATAPI.sys version is 5.1.2600.1106. Does this mean I do not have the right version for this large of a hard drive, even though it shows the full amount of space available, 186 GB, 155 GB free, on the drive. If this is not the right version, will I be alright to install SP2 and correct the problem. As for the System Restore issue, when I click pn the System Restore tab, after accessing by right clicking properties on my computer, I get an error box that says "Run a DLL as an APP has encountered a problem and needs to close", then it wants me to send or not send the report. We will follow up with the Office 200 issue later.

Thanks again for your time.

"Michael Solomon (MS-MVP)" wrote:

> *Answers inline below.*  
>  
> --  
> *Michael Solomon MS-MVP*  
> *Windows Shell/User*  
> *Backup is a PC User's Best Friend*  
> *DTS-L.Org: <http://www.dts-l.org/>*  
>  
> *"Tim" <Tim@discussions.microsoft.com> wrote in message*  
> *news:880D8539-021D-45E9-BDBD-D53C6DE9204F@microsoft.com...*  
> *> II recently changed my internal Hard Drive from a 40GB to a Western*  
> *> Digital*  
> *> 200GB Hard Drive. I have XP Pro SP 1, therefore, according to the*  
> *> instructioons, even though the hard drive is larger than 137, it should be*  
> *> fully recognized since SP 1 is installed. >*  
>  
> *Is there a problem here or is this just information? If it's not fully*  
> *recognized, first be sure the drive is NTFS and not FAT32. If it is NTFS,*

> see the following Knowledge Base Article:  
> <http://support.microsoft.com/default.aspx?scid=kb:en-us:303013>  
>  
>  
> The problem is that System Restore  
> > can not be accesased at all>  
>  
> Try turning off System Restore, rebooting and turning it back on. Open  
> Control Panel, open System, go to the System Restore tab, remove the check  
> from "Enable System Restore on this drive," click apply reboot and turn it  
> back on. \*\*\*Please don't combine issues when asking a question. In this  
> case, it appeared you were saying you cannot access System Restore when  
> opening Office Applications.  
>  
> and when opening Office applications it starts to  
> > look for Windows Insatller then the Office 2000 Small Business Disks. I  
> > click on ok, the box goes away and excel or word opens up and works fine.  
> > If  
> > I leave the application open I can open all the files I want, once I close  
> > it, I have to go through the same process again. This is annoying. Is  
> > there away around this and how can I get System restore back, or should I  
> > not  
> > worry about it and insatll Norton Go Back. I have not installed SP2 yet,  
> > and  
> > do not want to until these issues are resolved.>  
>  
> It appears you installed Office to run from the CDs as opposed to from the  
> hard drive. I believe Office 2000 has a repair function that you can access  
> by simply place the setup disk in the drive. If you can do that, run its  
> repair and see if you get an option to select run from hard drive. If not,  
> remove Office using Add/Remove Programs in Control Panel, reinstall but do a  
> custom install as opposed to a standard installation and select run this  
> application from hard drive option.  
>  
> > Thanks and sorry for the length.> No problem but it's easier for those  
> > responding if you stick to one issue per post.  
>  
>  
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