

## Re: win xp sp2 & office 2003 issues

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-09/msg09102.html>

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- *From:* "Rock" <[rock@xxxxxxxxxx](mailto:rock@xxxxxxxxxx)>
  - *Date:* Tue, 26 Sep 2006 14:32:26 -0700
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"carbon06" wrote

I managed to fix my own problem finally after months of researching. Apparently some type of spyware/adware got into my registry and modified a data value. I installed Ad-Aware and it did find spyware but quarantining the files did not fix the problem. I backed up the registry and then I went into:

HKEY\_CLASSES\_ROOT\exefile\shell\open\command and I right-clicked on Default and changed the data value from %1 %\* to "%1" %\* (there is a space between the second " and %). The spyware removed the quotes from this and caused the issues with office & Internet Explorer. I rebooted & tested everything and my computer is now working correctly. I hope this helps anyone who may be having this same issue.

"carbon06" wrote:

"Hooks" wrote:

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>
> carbon06 wrote:
>> I installed sp2 on 2 different machines on our network. One of them >>
had
>> office 2003 enterprise edition and the other had office 2003 >>
professional
>> already installed on them. After installing sp2, Outlook gave me a >>
switch
>> error. Excel gave the following errors:
>> 'Files\Microsoft.xls' could not be found. Check the spelling of the
>> filename, and verify that the file location is correct.
>> Click Ok (only option) and this comes up:
>> 'Office\OFFICE11\EXCEL.EXE' could not be found. Check the spelling
of >> the
>> filename, and verify that the file location is correct.
>> Click Ok (only option) and Excel opens.
>> It is usable but it is very annoying.
>>
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>> I also get the following error in Word:  
>> Word experienced an error trying to open the file. Try these >> suggestions:  
>> Check the file permissions for the document or drive.  
>> Make sure there is sufficient free memory & disk space.  
>> Open the file with the Text Recovery converter.  
>> If you click ok, you can still use Word, but again, it is annoying.  
>> I'm not trying to open a specific file in Word. I'm just trying to >> open Word  
>> with a new document.  
>> We tried to uninstall & reinstall office 2003 on both machines & we >> still  
>> got the same messages. We tried to change the open action of a file >> type  
>> (from microsoft, ID# 207574) and that didn't work. We tried to >> re-register  
>> Excel but that also didn't work. Sometimes Word won't even open. If >> you  
>> double-click on it, it does nothing. If you reboot the machine, you >> can open  
>> Word. We tried detect & repair. I uninstalled sp2 from the computer >> running  
>> office 2003 professional and Word & Excel are fine. This leads me to >> believe  
>> that it is an issue with sp2.  
>> I can't find anything specific to the problem we are having. Did >> anyone else  
>> run into this or have any suggestions?  
>  
>  
> I'm having the Identical problem. I repaired windows with service pack  
> 1. Office 2003 worked fine. I then installed Win XP service pack 2 and  
> the problem returned. I have uninstalled and reinstalled office but no  
> joy. Unfortunately I'm stumped on this one.  
>  
>

I found this yesterday. I've tried everything in this post and nothing helped me but maybe it'll help you.

[http://groups.google.com/group/microsoft.public.excel.setup/browse\\_thread/thread/a9b5bd6d3359eed3](http://groups.google.com/group/microsoft.public.excel.setup/browse_thread/thread/a9b5bd6d3359eed3)

This is the same guy's problem but someone suggested that it was spyware. The guy ran spyware software, it found something and when he got rid of it, it was fine. I installed Microsoft Windows Defender, ran a full scan and it didn't find anything. Maybe I'll try another spyware software just to be sure.  
<http://extremetechsupport.com/forum/showthread.phtml?t=124095>

Let me know if you are able to fix your problem since we are having the same problem and I've tried everything that I could find.

Re: win xp sp2 & office 2003 issues

Thanks for posting your resolution. You are persistent, "...after months of researching..." It might have been much faster to backup the data, blow away the installation, and reinstall. How do you know there isn't other damage from the malware you haven't detected yet? A couple, three days instead of months for the reinstall. Using a drive imaging program to keep an image of the drive when it's working well could have got you back in a matter of minutes.

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Rock [ MVP User/Shell]

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