

Re: Can't get Office 2007 GP to "take"

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-10/msg00562.html>

- *From:* "Dave Nickason [SBS MVP]" <gwdibble@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 7 Oct 2008 15:04:08 -0400
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I gave this a quick read. Would it be accurate to summarize that you have Office 2003 and 2007 PCs in the same OU. You're applying policies to them using the 2003 and 2007 ADM templates, each configured with the same settings for the shared template path, but the 2007 machines are not getting the shared path setting from the GPO?

I took a quick look at those ADM templates and it seems like you would configure them the same way whether 2003 or 2007. Unless we're both missing something obvious, it seems like you have a more generic problem with group policy, rather than a misconfiguration.

In that case, I'd go to a 2007 workstation and do Start -> Run -> RSOP.msc. In the results, see if that PC is getting the policy. If not, check the system and application logs for relevant errors. Check CP -> Windows Firewall and make sure the firewall is getting the domain rather than the non-domain settings (this is an XP-only issue). If non-domain, set the network location awareness service to automatic startup. Do Start -> Run -> gpupdate /force and see if the policy gets applied. Note that some policies take more than one workstation restart to apply. Also check the server logs, and carefully verify that the settings in the 2003 and 2007 GPOs match.

"Jon Fleming" <jonf@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:ou9ne4t9du0ps7o6g9mnkmf37geo96646f@xxxxxxxxxxxx

Small Business Server Standard SP3 fully patched. I have one user using Office 2007 and several using Office 2003. All users are on XP Pro SP3 and fully patched. I have a test machine with Vista and Office 2007, fully patched.

I have imported both Microsoft's Office 2003 and Office 2007 templates into Group Policy Objects under Group Policy Management\Forest: {me}\Domains\{me}. In the Office 2003 GPO in User Configuration \Administrative Templates\Microsoft Office 2003\Shared Paths it's enabled and points to a shared directory on the server. In the Office 2007 GPO in User Configuration (Enabled)\Administrative Templates\Microsoft Office 2007 System\Shared Paths it's enabled and points to the same path on the server.

In Group Policy Management\Forest: {me}\Domains\{me}\My Business\Computers I have an SBS Notebooks object. Both the Office 2007 and Office 2003 GPOs are linked to that object.

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See <http://i2.photobucket.com/albums/y10/JonF/GroupPolicy.png> and <http://i2.photobucket.com/albums/y10/JonF/GroupPolicyassignment.png> .

In Active Directory Users and Computers\{me}\My Business\Computers\SBS Notebooks I have several computers listed, including the ones with Office 2007

The ones with Office 2003 get the Workgroup Templates setting. The ones with Office 2007 do not. According to <http://support.microsoft.com/kb/924460> the template locations should be in HKCU\Software\Microsoft\Office\12.0\Common\General\UserTemplates and HKCU\Software\Microsoft\Office\12.0\Common\General\SharedTemplates; neither of those keys are present.

The two computers with Office 2007 are getting some GP settings; for example I can't turn on Windows Firewall because I have that disabled somewhere in a GPO.

If I fill in the Workgroup Templates path in Word, then it sees the templates on the server under My Templates and I can create a document based on any of them. The templates directory is a subdirectory of the user's shared directory, and all relevant accounts have appropriate permissions; users read from and write to that particular subdirectory tree all the time.

How do I push the shared templates location to Office 2007?