

Re: Newbie Problem, Users can't run Word unless I give them Admin

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2004-10/0405.html

From: Vera Noest [MVP] (vera.noest_at_remove-this.hem.utfors.se)

Date: 10/16/04

Date: Sat, 16 Oct 2004 06:26:29 -0700

You could download FileMon and RegMon from <http://www.sysinternals.com/>. Run them as administrator, start a TS session as a normal user and try to run the application.

FileMon and RegMon will show you all "access denied" errors that occur, so that you can give your users the necessary permissions on a file-to file or Registry subkey basis.

But this shouldn't be necessary after a standard installation of Office. If you only see a handful of access denied errors in FileMon or RegMon, you can fix them by hand, but I'm afraid that something basic is wrong, and that you will see *many* errors. But it could still give you an idea about the cause of the problem.

Did you secure this TS before the installation of Office?
Particularly modified the registry and/or filesystem permissions?

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Vera Noest

MCSE, CCEA, Microsoft MVP – Terminal Server

<http://hem.fyrlistorg.com/vera/IT>

--- please respond in newsgroup, NOT by private email ---

"=?Utf-8?B?bXBpcHBpbG==?=" <mpippin@discussions.microsoft.com>
wrote on 15 okt 2004 in
microsoft.public.windows.terminal_services:

> Vera,
> Thanks Very for the reply, I did go back and follow these steps
> closely in "828955"
> and enabled users read access (tried full access also) to the
> root.
>
> All of these steps have not solved this my issue. Any other

microsoft.public.windows.terminal_services: Re: Newbie Problem, Users can't run Word unless I give them Admin

> *ideas will be welcomed*
>
> *Kind Regards, Mike Pippin*
>
> *"Vera Noest [MVP]" wrote:*
>
>> *From:*
>>
>> *828955 – How to Install Office 2003 on a Computer That Is*
>> *Running Windows Terminal Server*
>> *<http://support.microsoft.com/?kbid=828955>*
>>
>> *<quote>*
>> *Note In Windows Server 2003, the everyone user group has to*
>> *have read rights at the root to successfully start Office*
>> *programs. (Typically, the root is drive C.) By default, the*
>> *everyone user group is not allowed to read the content of drive*
>> *C. </quote>*
>>
>> *--*
>> *Vera Noest*
>> *MCSE, CCEA, Microsoft MVP – Terminal Server*
>> *<http://hem.fyristorg.com/vera/IT>*
>> **----- Please reply in newsgroup -----**
>>
>> *"=?Utf-8?B?bXBpcHBpbG==?=" <mpippin@discussions.microsoft.com>*
>> *wrote on 15 okt 2004:*
>>
>> *> I have a new 2003 TS/Domain Server up and going. I can not*
>> *> get MS Office 2003 Apps to run when users have less then*
>> *> admin rights. When I launch Word or Excel the error reads:*
>> *> "This feature is not available. For more information, contact*
>> *> your system administrator."*
>> *>*
>> *> Once I add "administator" to a user It works fine. But I*
>> *> cant give them that level of access.*
>> *>*
>> *> Can someone help a newbie?*
>> *>*
>> *> Thanks in advance.*
>> *>*
>> *> Mike Pippin*