

Re: Cannot insert sound, video or scrolling text in Word since installing XP SP-2

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2004-09/1271.html>

From: Suzanne S. Barnhill (sbarnhill_at_mvps.org)

Date: 09/24/04

Date: Thu, 23 Sep 2004 20:38:35 -0500

According to "List of the program compatibility problems and the update scenarios that Microsoft Windows XP Service Pack 2 fixes" at <http://support.microsoft.com/?kbid=838214>, this is one of the issues SP2 is supposed to fix, but reports to the contrary have been quite frequent.

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Words into Type
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Word MVP FAQ site: <http://word.mvps.org>
Email cannot be acknowledged; please post all follow-ups to the newsgroup so all may benefit.
"Jayne Turner" <anonymous@discussions.microsoft.com> wrote in message news:2a3701c4a1bb\$7ac23240\$a601280a@phx.gbl...
> This is the official response I've had from Microsoft
>
> CASE_ID_NUM: SRZ040913003185
> MESSAGE:
> ***** The message for you follows
> *****
>
> Dear Jayne,
>
> Thank you for contacting Microsoft Online Support
> Service. My name is Samuel, and I'm glad to work with
> you. For your reference, the case ID for this service
> request is SRZ040913003185.
>
> Based on your description, you found that you cannot use
> Word properly after installing SP2. If there is any
> misunderstanding, please feel free to let me know.
>
> This problem may occur due to many factors. Most likely,
> it is because you are using a branded computer, which is
> also known as an OEM (Original Equipment Manufacturer) PC.
>
> Since the operating system and applications on your
> computer are highly customized by the original computer
> manufacturer, the standard version of the latest service
> pack may not be fully compatible with the computer
> system. Usually, they will publish a compatibility patch

> or installation guide for
> these service packs.
>
> Therefore, I would like to suggest uninstalling Service
> Pack 2 (SP2) first, and then contacting the original
> manufacturer of your computer or the hardware device and
> see if they have any installation guides for Windows XP
> SP2. If they do not suggest installing SP2 on your
> computer, please delay the
> update.
>
> To uninstall SP2, please go to Control Panel, open Add or
> Remove Programs and choose Windows XP Service Pack 2.
>
> Please take your time in trying my suggestions and let me
> know the results at your earliest convenience. If
> anything is unclear or you have any questions about the
> steps, please do not hesitate to let me know.
>
> I look forward to hearing from you.
>
> Samuel
>
> >-----Original Message-----
> >I am having the same problem as hicksm. Since
> installing
> >SP-2 on windows XP I keep receiving the following
> message
> >in word when clicking on the video, sound or scrolling
> >text links in the web tools toolbar
> >
> >"the server application, source file, or item cannot be
> >found. Make sure the application is properly installed,
> >and that it has not been deleted, moved or renamed"
> >
> >Please please help.
> >.
> >