

Re: Working without a Word work file – Word 2003 / Outlook 2003

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2008-06/msg00060.html>

- *From:* Eric <Eric@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 6 Jun 2008 14:11:04 -0700
-

Scoobydoo,

I am having the same issue. Have you found any resolution?

Thanks,

Eric

"scoobydoo" wrote:

Hi Terry

Deleted the DataKey on the machines and the problem continued. Rebuilt the machines totally this weekend and delivered them back this morning, re-join them to the domain only to have them go wrong again with the same thing – message from end user:

Red circle X Microsoft Office Word
You are working without a work file and
memory is
Nearly full. Save your work

I then went to send this email to you and outlook said

"Microsoft Word is set to be your email editor, however, word is unavailable, not installed or is not the same version as outlook. the outlook email editor will be used instead"

I'm now looking server side but can't see what would cause this sort of problem – I'm beginning to think that maybay some recent MS Updates are to blame as there weren't any problems for the last couple of years then we applied the updates from the end of January and things started to fail. The rebuild machines were totally upto date with all patches applied. Cheers Paul

"Terry Farrell" wrote:

There certainly used to be an eraser2000.exe that cleaned out all the last vestiges of an Office 2000 uninstall, but I am not sure I have seen one for

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Office 2003.

Sometimes starting with the /a switch is sufficient to sort out the DataKey, but more often than not it is necessary to delete it (Word creates a new one as soon as it is restarted).

Terry

"scoobydoo" <scoobydoo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:EA352E57-9072-4DDE-A562-DD595F1C807B@xxxxxxxxxxxxxxxxxxxx

Hi Terry

No but I thought doing remove and reinstall would have dealt with any problems in that direction – to be honest I have not had the time to try in safe mode – so I will delete the key and see how they get on – thanks. In old Office (97) versions there used to be registry cleaners – is there such a thing for Office 2003 – I have not found anything yet.

"Terry Farrell" wrote:

The point is that you set the default document path when you deploy Office and not do a bog standard install and use redirect to correct the oversight.

Meanwhile, have you deleted the Word DataKey in the registry?
Does this happen regardless of which user is logged on to the workstations (even an Admin)?
Does it happen if you start Word in Safe Mode (using the /a switch)?

Terry

"scoobydoo"
<scoobydoo@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:10043845-C1BD-4CB0-8581-8B194401C4C3@xxxxxxxxxxxxxxxxxxxx

Hmm Terry I totally disagree with your analogy and understanding of setting folder paths within the application rather than using redirect would make you a very busy person in at my last site. With some 36,000+ desktops across 113 sites configured to redirect the My Documents folder via group policy and with the application following as I mentioned earlier being the norm and indeed the only way of doing it

A quick google search produced a technet document from 2003 =>
<http://technet2.microsoft.com/windowsserver/en/library/2b24872a-05ca-41b>

If you (or anyone else) have any ideas as to why the problem is occurring on the two machines I would be interested to hear as it is I expect I am heading towards a rebuild very shortly.

Regards