

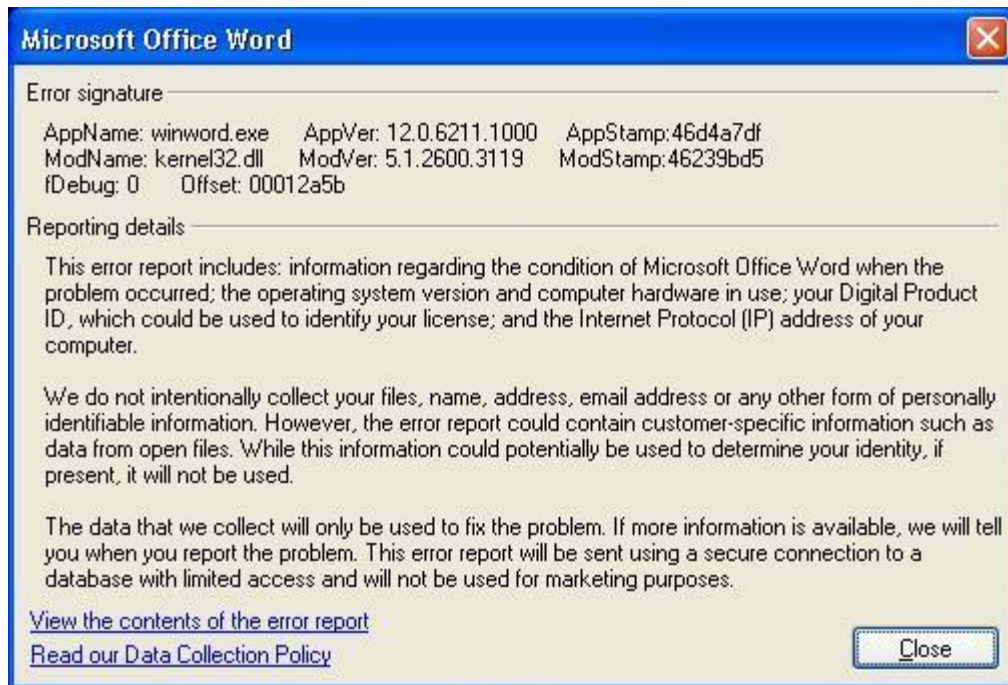
We are having problems installing Office 2007 and ApproveIT 5.X. ApproveIT causes an error in Word.

User had tried several different scenarios, but they all have the same results.

We have uninstalled ApproveIT 5.X, installed Office 2007 and do not get an error at this point, but when we install ApproveIT 5.8.2 an error appears saying that Word has encountered a problem and needs to close. It then tries to recover word and overwrite the normal.dot file.

If we have ApproveIT 5.X user has to uninstall ApproveIT, reinstall ApproveIT and then install Office 2007 in that order or I get an error. (below screen shots)





Here is the method used. I pulled this info from the various documents on the AGM site:

1. Uninstall ApproveIT
2. Delete the ApproveIT folder
3. Delete C:\Documents and Settings\All Users\Start Menu\Programs\ApproveIt Desktop
4. Delete HKEY_LOCAL_MACHINE\SOFTWARE\Silanis
5. Delete HKEY_CURRENT_USER\Software\Silanis
6. Delete HKEY_CURRENT_USER\Software\VB and VBA Program Settings\ApproveIt MS Office
7. Enumerate all user profiles and delete:
 - \Application Data\Microsoft\Excel\XLSTART\ApproveItEx.xla
 - \Application Data\Microsoft\Excel\XLSTART\~\$proveItEx.xla
 - \Application Data\Microsoft\Word\STARTUP\ApproveItEx.dot
 - \Application Data\Microsoft\Word\STARTUP\~\$proveItEx.dot
 - \Application Data\Microsoft\Templates\Normal.dot
 - \Application Data\Microsoft\Templates\~\$Normal.dot
8. Delete C:\Program Files\Microsoft Office\OFFICE11\XLSTART\ApproveItEx.xla
9. Delete C:\Program Files\Microsoft Office\OFFICE11\STARTUP\ApproveItEx.dot

All in all, I have to rip out ApproveIT, install Office 2007 then install