

# Installation and Troubleshooting

## Installing Office

There are two ways to install Microsoft Office 2004 on your Mac:

- Drag the Microsoft Office 2004 folder from the Office CD-ROM onto your hard drive. This method is fast and simple, requires 610 MB of hard drive space, and gives you all four primary programs.
- Run the Office Setup Assistant, a more traditional method of installing Mac software. Use this method if you want to control how Office is installed on your Mac and specify which components you want.

Both of these methods are described in the following sections.

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**Tip:** Microsoft recommends that you install Office on a hard drive that's been formatted using *Mac OS Extended (HFS +)*, the default format for OS X. If your Mac came with OS X preinstalled, chances are excellent that your disk is already formatted in this way.

If, however, your cousin built you a custom Mac on the cheap and you're not sure how OS X made its way onto your hard disk, check your disk's format by running Apple System Profiler, a program in your Applications → Utilities folder. After launching System Profiler, look in the Devices and Volumes tab, find the name of your hard disk, and then click its floppy triangle.

If it turns out that your disk uses the wrong format, but you're not sure how to proceed, be aware that you are treading firmly on power-user territory. See *Mac OS X: The Missing Manual* for more information about disk formatting—or make your cousin solve the problem.

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## Drag-and-drop Installation

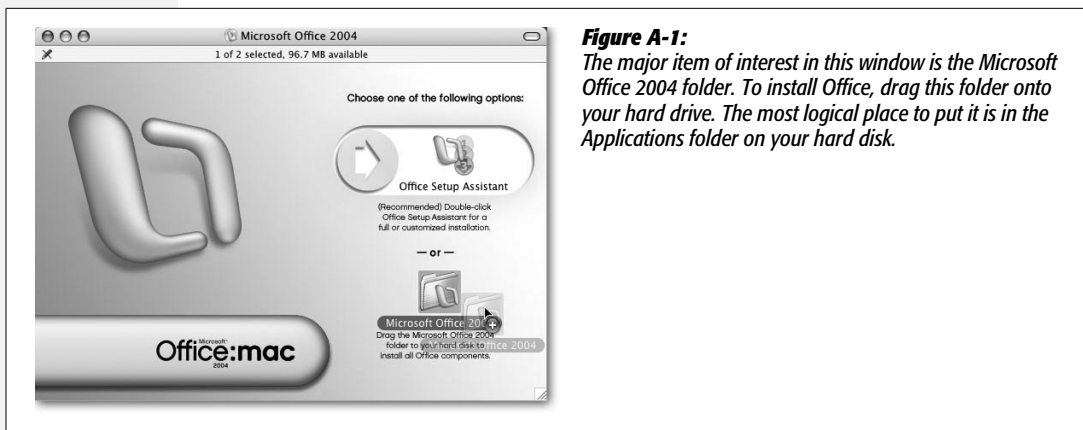
Microsoft's Macintosh Business Unit—the people responsible for building Mac programs at Microsoft—have done a lot of research to find out what Mac people want in their programs. One finding was, surprisingly enough, people don't like complicated installers. So Microsoft came up with the drag-and-drop installation, which set a new world standard for simplicity and speed. (Or, more accurately, it returned to an *old* standard. In the early days, all Mac software was installed this way.)

Here's how it works.

1. Put the Microsoft Office 2004 CD into your CD-ROM drive.

The Microsoft Office 2004 window opens, showing you two icons: Microsoft Office 2004 and Office Setup Assistant (see Figure A-1).

(If the CD's Finder window doesn't open, double-click its icon.)



**Figure A-1:**  
*The major item of interest in this window is the Microsoft Office 2004 folder. To install Office, drag this folder onto your hard drive. The most logical place to put it is in the Applications folder on your hard disk.*

2. Drag the Microsoft Office 2004 folder into the Applications folder on your hard drive.

After the Finder has finished copying about 1,500 files onto your hard drive (which should only take a few minutes), the first part of your installation is done. You're ready to run your first Office program.

3. Open the Microsoft Office 2004 folder on your hard drive (not the one on the CD). Double-click one of the Office programs.

Word, Excel, and PowerPoint make good choices. (Save Entourage for later, until you're ready to enter the technical specs for your email account, as described on page 319.)

The first time you launch one of these programs, the Microsoft Office 2004 Setup Assistant pops up. This introductory program's purpose is to collect your Product Key number, process your registration, and copy various files (such as

*shared libraries*, which are chunks of computer code that the various Office applications can share to avoid duplication) into special nooks and crannies of your hard disk.

**4. Click Next, and then Accept, to agree to the legalese of the license agreement.**

Don't worry, you're not signing your life away. (Well, probably not...no one's ever read all the way down to find out.)

**5. Fill in your name and (if you like) your email address and other basic information for Office's use. Click Next when you're done.**

Microsoft uses this as your registration name and address, and puts it in your Entourage Address Book, which means that it automatically shows up in all kinds of places in Office (as your return address in envelopes in Word, for example). In other words, entering your information now will save you loads of time later. (You can always change any of this info, even your name, in Office's Preferences.)

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**Tip:** If you're interrupted during the setup process, you can click Quit (at the lower-left of the setup screen) to back out anytime. However, the Setup Assistant will keep popping up every time you launch an Office program until you've successfully entered a Product Key.

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**6. Type the many-digit Product Key that came with Office.**

You'll find this number on the back of the CD case in the Microsoft 2004 Office package.

**7. Click Finish when you're done. (If you make a typo, try try again.)**

Once you've typed the code correctly, the assistant shows you a product ID code and asks you to write it down. You'll be asked for it when you call Microsoft's help line. Truth is, though, you don't actually need to remember it; you can always retrieve it by choosing the About command from the Word, Excel, PowerPoint, or Entourage menu.


Now's the moment you're been waiting for. The program you launched in step 4 finally opens, showing you the Project Gallery and offering to open a new document.

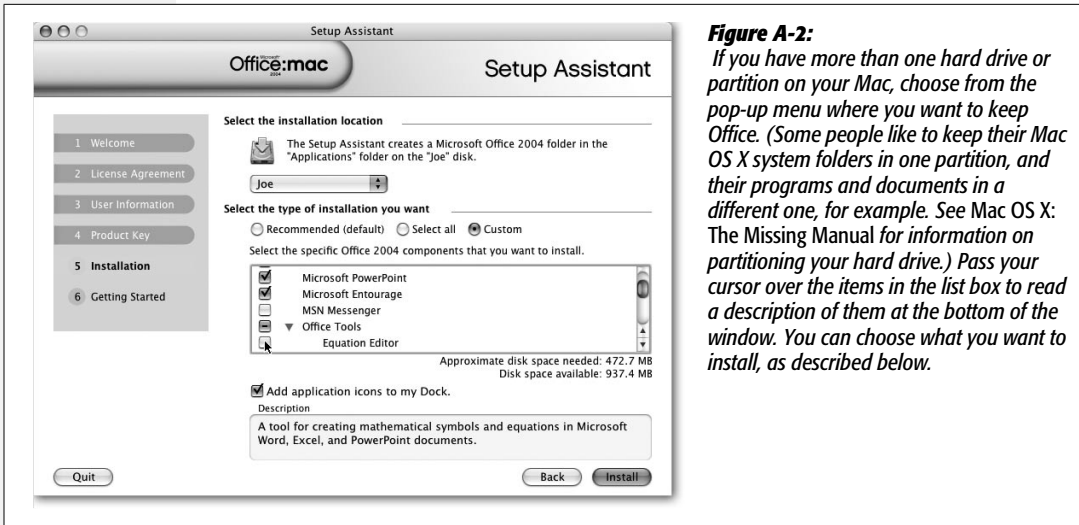
## Using the Setup Assistant

If you like using a more traditional installation program, Office has you covered. You may want to use this installer if, for example, the drag-and-drop approach gives you more software components than you'd like.

1. Inset the Microsoft Office 2004 CD as described in step 1 above. When the Microsoft Office 2004 window opens, double-click Microsoft Office Setup Assistant.

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When the assistant launches, you see a Welcome screen. This screen suggests that you turn off any antivirus software you're using and, more ominously, asks whether you're an administrator. In Mac OS X, only people with Administrator accounts can do important stuff like install new software. You can check in  System Preferences → Accounts. If you don't have "Admin" listed under your user name, ask someone who does for help. (You can learn more about all this account business in *Mac OS X: The Missing Manual*.)



**Figure A-2:** If you have more than one hard drive or partition on your Mac, choose from the pop-up menu where you want to keep Office. (Some people like to keep their Mac OS X system folders in one partition, and their programs and documents in a different one, for example. See *Mac OS X: The Missing Manual* for information on partitioning your hard drive.) Pass your cursor over the items in the list box to read a description of them at the bottom of the window. You can choose what you want to install, as described below.

2. Click Next, type your Mac OS X account password, and then click OK.
3. Accept the license agreement, type in your personal information, and enter your Product Key as described in steps 4–6 on page 738.

Finally, you come to screen 5—Installation. This is where you get to pick and choose what the installer deposits on your hard drive.

4. Choose Standard, Select all, or Custom, then, in the list box (Figure A-2), turn individual items on or off, if you wish.

The **Standard** installation gives you all four Office programs described in this book, plus MSN Messenger and Proofing Tools. This set of options is what Microsoft thinks most people want, without littering your hard drive with extras...sort of. If you click the flippy triangle next to Proofing Tools, you'll see that you're getting all kinds of foreign language spelling dictionaries. Click the checkboxes to turn off any languages you don't plan on speaking. You'll save about a megabyte of hard drive space for each language you eliminate.

As soon as you start to turn checkboxes on and off, the radio button changes from Standard to **Custom**. Click the flippy triangles to see everything that's available. If you want to use Apple's Mail program instead of Entourage, you

can turn it off now and save a ton of space. You can always pop the CD in and install it later if you change your mind. If you're stuck on iChat, you may as well turn off MSN Messenger. Windows Media Player, which lets you watch movies that used to be available only to PC-types, is not part of the Standard installation. Now's your chance to turn it on, under Additional Tools.

**Select all** does the same thing as dragging the Microsoft Office 2004 folder to your hard drive, as described on page 738: puts everything you paid for on your Mac. It also eats up over half a gigabyte of space.

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**Tip:** The checkbox called "Add application icons to my Dock" gives you an easy way to remember what you just installed and then launch those programs. Leave it turned on unless you're an old hand at customizing the Mac OS X Dock.

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**5. When you're happy with what you've decided to install, click Install.**

The installer gets to work. (It may ask you to type your password yet again. Just do it.)

When installation is complete, you get a screen that gives you six options:

- **See what's new in Office 2004.** Launches your Web browser and displays an HTML document that describes all the Office features that are new since Office X. It also links to Microsoft's Web site for further information.
- **Start Using Office 2004.** Launches the Project Gallery (page 657). From here you can start creating any kind of Office document imaginable.
- **Learn how to use Office 2004.** Opens the 150-page Discovering Microsoft Office PDF document (one of the goodies that came with your Office installation).
- **Get the latest Office 2004 updates.** Launches Microsoft AutoUpdate (page 8). You'll at least want to install Service Pack 1 right away.
- **Start the Remove Office program.** You probably aren't ready to use this yet, but it's described in the next section.
- **Register Office 2004.** Opens your Web browser and starts the online registration process. Registering Office, like any software, is a good idea, because it serves as a record of your purchase and lets you take advantage of a limited amount of free support from Microsoft. On the down side, Microsoft makes you create a .NET Passport account, offers to sign you up for bulk email that you may not want, and asks other nosy questions.

## Removing Office

When you install Office, you're actually installing thousands of pieces of software in all kinds of places other than your Applications folder. If you want Office off

## Troubleshooting

your Mac and out of your life, you'd never be able to track down and trash them all. Fortunately, you've already installed a program that does just that.

Go to your Microsoft Office 2004 → Office → Additional Tools → Remove Office folder. Double-click the Remove Office icon. The uninstaller searches for all versions of Office on your Mac and lets you choose which ones you want to remove. You can also choose to remove the programs, or just the preference files (a good troubleshooting move). Click Remove on the final screen to do the deed. You can back out anytime by clicking Cancel or quitting Remove Office.

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**Tip:** If you installed the Test Drive before buying Office, you must use Remove Office to remove it before you install the real thing.

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## Troubleshooting

Once you've installed Office, you're supposed to leave its thousands of software pieces where they lie. If you drag Word out of the Microsoft Office 2004 folder, for example, it won't work; double-clicking it gives you only a stern reprimand—and a suggestion that you put Word's icon *back* where it came from.

Nevertheless, it's possible that while experimenting with your Mac or innocently trying to clean up your hard drive, you'll end up trashing or moving a file that Office needs to operate. Even when you use Office applications the usual way, your software creates settings and preference files that keep track of how you use and customize the software. Occasionally, a settings file or a bit of software becomes *corrupted*, causing all manner of strange behavior, odd crashes, and chaos. If you're experiencing strange crashes, investigate the possibility that a settings file or a bit of Microsoft software has gone bad.

### Check for a bad settings or preference file

To test for a corrupt file, quit all Office programs, and then drag onto your desktop "Microsoft Office Settings (11)" and any Preference (or Settings) files that relate to your problem software. When you next start the program, it will create fresh, clean copies. If your problem goes away, move the old, corrupt files from your desktop to the Trash. If the corrupt files contain a lot of customization work, you can try further testing to see which specific file causes the problem, or—if you have backups—try restoring a slightly older version of the file. Here's where you can find these preference and settings files:

- You can find most of them in your user directory in your Home folder → Library → Preferences → Microsoft folder.
- Word stores custom style settings in a template called Normal, and this template may be the cause of your woe. In Mac OS X 10.3, you can locate Normal in your Home → Documents → Microsoft User Data folder. In Mac OS X 10.2, look in your Mac's Applications → Microsoft Office 2004 → Templates folder.

If you don't have access to that folder, try your Home → Library → Preferences → Microsoft folder along with all of the other settings and preference files.

- Entourage stores custom information (and email) for its main user in Home → Documents → Microsoft User Data → Office 2004 Identities → Main Identity. This folder (and all identity folders) are well worth backing up; if a file in Main Identity (or any identity folder) becomes corrupt, you'll have no recourse but to start again if you don't have backups.

### Uninstall and Reinstall Office

With previous versions of the Macintosh OS, it was fairly easy to remove Microsoft shared libraries and such from the System Folder as a quick test to see if they were corrupted. Under Mac OS X, this picky procedure takes the skills and patience of a brain surgeon, as you're well aware from reading the previous section.

If only, say, Entourage is crashing or behaving badly, it may be worthwhile to isolate and remove only its preferences and support files to see if that solves the problem. But if you have no idea where the problem is coming from, and don't have the patience to figure it out, you may want to take the faster—but more drastic—step of removing all of Office's preference files, or removing all Office folders, programs, and their accoutrements from your Mac. You'll have to spend extra time resetting your preferences later, but in return you get the chance to truly start fresh.

Simply run the Remove Office program as described on page 742, and reinstall Office using any of the methods described at the beginning of this appendix.

### Research your problem online

If you want to hunt online for information, you can always try Microsoft's Knowledge Base at <http://support.microsoft.com>. Or, if your geek rating is at least a 6 on a scale of 1 to 10, try [www.microsoft.com/mac/officex/ork/default.asp](http://www.microsoft.com/mac/officex/ork/default.asp). That's the Office Resource Kit, which has lots of information aimed at network administrators and consultants—the people who are *supposed* to fix problems when all else fails.

