# Microsoft Office Setup: Troubleshooting Installation from Compact Disc Media

You can use the following information to assist in troubleshooting problems that may occur when you install Microsoft Office from a compact disc (CD). These procedures help you verify that your CD-ROM drive can correctly read the disc.

**Note**    In the following procedures, there are references to more information available in the Microsoft Knowledge Base. To view a specific article, go to http://search.support.microsoft.com/kb in your Web browser and search for the specific article ID number.

### Inspect and Clean the Compact Disc

To verify that the compact disc is clean and free of scratches, inspect the shiny side of the disc. Clean the disc by wiping it with a soft cloth in a straight line, starting from the center of the disc and wiping towards the edge. If there are no visible scratches, and if the errors still occur after you clean the compact disc, follow the steps in the next section. If the compact disc appears scratched, try a new compact disc.

### Testing for a Damaged Compact Disc

To determine whether the compact disc is damaged, follow these steps:

**1**  Insert the compact disc into the CD-ROM drive.

**2**  Click **Start**, and then click **Run**.

**3**  In the **Run** dialog box, type command, and then click **OK**.

**4**  At the MS-DOS prompt, change to the CD-ROM drive (usually drive E) and type the following command:

   dir /s

If an error message appears, the compact disc is damaged or the CD-ROM drive cannot read the contents of the entire compact disc.

For more information about using the MS-DOS command prompt, see your Microsoft Windows printed documentation or online Help.

### Disable the CD-ROM Drive Cache in Microsoft Windows Millennium Edition and Windows 98

If the error message appears while you are reading from a CD-ROM drive, try disabling the CD-ROM drive cache under Windows Me or Windows 98. Although disabling the drive cache may make the drive more reliable, it reduces performance. To disable the CD-ROM drive cache, follow these steps:

**1**  Click **Start**, point to **Settings**, and then click **Control Panel**.

**2**  In **Control Panel**, double-click **System**.

**3**  Click the **Performance** tab, and then click **File System**.

**4**  Click the **CD-ROM** tab, and then click **No Read-Ahead** in the **Optimize access pattern for** list.

**5**  Verify that the **Supplemental Cache Size** slider is positioned in the far left position (the **Small** setting), and then click **OK**.

### Disable Smartdrv.exe for Real-mode CD-ROM Drivers in Microsoft Windows 98

If you are using real-mode drivers for your CD-ROM drive in Windows 98, the drive may be cached by the Smartdrv.exe program. If this is the case, remark the line that pertains to the Smartdrv.exe program in the Autoexec.bat file by typing *REM* at the beginning of the line. To do this, follow these steps:

**1**  Click **Start**, and then click **Run**.

**2**  In the **Open** box, type *sysedit*, and then click **OK**.

**3**  Examine the Autoexec.bat file. Look for a line that references the Smartdrv.exe file, for example:

   C:\WINDOWS\Smartdrv.exe

   Make this line a remark by typing *REM* at the beginning of the line.

**4**  On the **File** menu, click **Exit** to quit the **System Configuration Editor**. When you are prompted to save changes, click **Yes**.

For additional information, please see the following article in the Microsoft Knowledge Base:

   Q132882 Computer Hangs Copying Data from CD-ROM Drive

**Install Real Mode CD-ROM Drivers in Microsoft Windows 98**

You may need to install real mode drivers for your CD-ROM drive under Windows 98 when you are troubleshooting problems that occur when you install the programs listed at the beginning of the article mentioned above.

For information about installing real mode CD-ROM drivers in Windows 98, please see the following article in the Microsoft Knowledge Base:

Q198687 Installing Real Mode CD-ROM Drivers in Windows 98

**Note**    By following these steps, you are able to boot into Windows Safe mode, which prevents other programs and device drivers that may be conflicting with the CD-ROM driver from running.

**Disabling the Compact Disc AutoPlay Feature**

Microsoft Windows 2000, Windows NT 4.0 Workstation, Windows Me, and Windows 98 continuously detect whether a compact disc is inserted into the CD-ROM drive. When a compact disc is detected, the operating system checks the volume for an Autorun.inf file. If the volume contains an Autorun.inf file, programs listed on the "open=" line in the file are run. This feature is called AutoPlay.

**Disabling the Compact Disc AutoPlay Feature in Microsoft Windows Millennium Edition and Windows 98**

To disable both the automatic running of compact discs and the automatic playing of audio compact discs, follow these steps:

**1**  Click **Start**, point to **Settings**, and then click **Control Panel**.

**2**  In **Control Panel**, double-click **System**.

**3**  Click the **Device Manager** tab.

**4**  Double-click the plus sign next to CDROM, and then double-click the CD-ROM driver entry.

**5**  On the **Settings** tab, clear the **Auto Insert Notification** check box.

**6**  Click **OK** or **Close** to return to Control Panel. When you are prompted to restart your computer, click **Yes**.

**Note**    Be sure to reverse the steps to enable AutoPlay after you finish troubleshooting.

For additional information, please see the following article in the Microsoft Knowledge Base:

Q126025 How to Disable Automatic CD-ROM Running and Audio CD Playing

**Disabling the Compact Disc AutoPlay Feature in Microsoft Windows 2000 and Windows NT 4.0 Workstation**

It is also possible to disable both the automatic running of compact discs and the automatic playing of audio compact discs for Windows 2000 and Windows NT 4.0 Workstation.

For additional information, please see the following article in the Microsoft Knowledge Base:

Q155217 How to Enable or Disable the CD-ROM Autorun Feature

**Disable Enhanced BIOS Features**

**Warning**    Incorrectly altering hardware BIOS settings can cause serious problems that may cause your computer to fail to start or function properly. Microsoft cannot guarantee that problems that result from the incorrect setting of hardware BIOS options can be solved. Alter the hardware BIOS settings at your own risk.

Most computers have several enhanced settings that allow the computer to fully use the computer hardware. These high-speed settings can cause the system to become unstable; disabling these features may make the computer more stable. Contact your computer manufacturer for information about entering the basic input/output system (BIOS) and changing the BIOS settings. You can enter the BIOS on most systems immediately after turning on the power. Usually a keystroke (for example, pressing DEL) is required to enter the BIOS. The common features that can interfere with Microsoft Office programs are the following:

Memory Shadow RAM
Video Shadow RAM
Internal Cache
External Cache

Built-in Virus Protection

Newer chip sets may have more advanced features (such as memory wait states) that may cause errors. Most BIOS installation programs have an option to load the BIOS default settings. This option usually disables all advanced features.

**Check for Software Updates**

Outdated and incompatible software may also cause error messages to appear. Check with the manufacturer of the computer for various software updates, such as BIOS updates, original equipment manufacturer (OEM) Windows updates, and CD-ROM drive driver updates.

**Check Your CD-ROM Drive for Compatibility (Microsoft Windows NT and Windows 2000 Only)**

For Windows 2000 and Windows NT 4.0 Workstation, make sure the CD-ROM device is listed on the operating system's corresponding Hardware Compatibility List (HCL).

For additional information about Windows NT 4.0 HCL and Windows 2000 HCL, please see the following article in the Microsoft Knowledge Base:

QQ131303 Latest Windows 2000/Windows NT Hardware Compatibility List (HCL)

For additional information about troubleshooting CD-ROM devices in Windows NT 4.0 Workstation and Windows 2000, please see the following article in the Microsoft Knowledge Base:

QQ126380 Troubleshooting CD-ROM Problems in Windows NT

## Microsoft Office Setup: User Information

**User name**

Type your full name. This name will be used in the **Author** box in the **Properties** dialog box (**File** menu) in your Microsoft Office programs. If you are performing an administrative installation, this option is not available.

**Initials**

Type your initials. If you are performing an administrative installation, this option is not available.

**Organization**

Type the name of your company or organization. This is optional unless you are performing an administrative installation.

**Install Location**

This option is only available if you are performing an administrative installation. The installation path shows where Office will be installed. If you would like to install Office in a different location, type the location or click **Browse** and then select the location you want.

**Product Key**

Type the 25-character CD-ROM Key number. It is located on your Certificate of Authenticity or the yellow sticker on the back of the CD-ROM jewel case.

## Microsoft Office Setup: Programs in Use

If you have any other programs running when you install Microsoft Office, it is recommended that you quit them before you continue. Then click **Retry**.

If you must leave an application running, setup can continue, but rebooting may be required to finish the Microsoft Office installation.

## Microsoft Office Setup: End-User License Agreement

Almost all commercial computer software is licensed directly or indirectly from the copyright owner − the software publisher − for use by the customer through a type of contract called an End-User License Agreement (EULA).

Your use of Microsoft products is governed by the terms of the EULA, as well as by copyright law. The EULA is the contract regarding your use of the licensed product, and it grants you a specific right to use the Microsoft software on your computer.

You must read the EULA and agree to its terms by clicking **I accept the terms in the License Agreement** before you can continue to install Office.

## Microsoft Office Setup: Installation Location

**Install Office to**

The installation path shows where Office will be installed. If you have a previous version of Office and you install this version of Office in the same location, the previous version will be removed.

**Install Office XP Multilingual User Interface Pack   to**

This option is only available if you are installing Office XP MUI Pack. The installation path shows where Office XP MUI Pack will be installed. If you have a previous version of Office XP MUI Pack (formerly known as MultiLanguage Pack) and you install this version in the same location, the previous version will be removed.

**Browse**

If you would like to install Office or Office XP MUI Pack in a different location, click **Browse** and then select the location you want.

**Available space on local hard disks**

This shows how much space you have available on your hard disk. If you don't have enough space to install Office or Office XP MUI Pack, free up additional disk space or reduce the number of features you are installing.

**Install the Office System Packs only**

This option is only available if you are installing Office XP MUI Pack.

## Microsoft Office Setup: Ready to Install

### Install Now

This option installs all of the files most commonly used to run the Microsoft Office programs. These include Office program files for Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Access, and Microsoft Outlook. Also included are Office tools, such as the spelling checker, the grammar and thesaurus proofing tools, Microsoft Graph, the Clip Organizer, and others.

If you are installing Microsoft Office XP Multilingual User Interface Pack, selecting **Install Now** installs Office XP Pack with the same components installed by Office. If you are installing Microsoft Office XP Proofing Tools, selecting **Install Now** installs Microsoft Office Proofing Tools with the default settings, including the most commonly used components.

To view or install items that are not installed automatically, click **Custom**. A list of programs and features will appear on the screen. In the list, you will see items that are already selected; those items are installed automatically when you choose the **Install Now** option.

If there is a previous version of Microsoft Office installed, **Install Now** is not an available option.

### Upgrade Now

If a previous version of Microsoft Office, Office XP Multilingual User Interface Pack (formerly known as MultiLanguage Pack), or Microsoft Office Proofing Tools is installed, this option installs the new version of the product based on your current configuration. Setup will remove the previous version. If you wish to keep the previous version rather than remove it, choose the **Custom** install type, which lets you specify the applications you want to keep. If there isn't a previous version of Microsoft Office installed, **Upgrade Now** is not an available option.

### Other Install Types

**Custom**    A custom installation lets you select from a list of all available Office features and components, choose how you want them installed, select a different location, and decide whether you want to keep your previous versions of Office programs.

**Complete**    A complete installation installs all Microsoft Office products and tools.

**Typical**    If a previous version of Microsoft Office is installed, a typical installation ignores your current configuration and installs the new version of Microsoft Office with the most commonly used files. If there isn't a previous version of Microsoft Office installed, this option is not available.

**Proofing Tools Only**    Available if you are installing Office XP Multilingual User Interface Pack. This option installs only the proofing tools and other editing tools in Office XP MUI Pack.

### Install To

The installation path shows where Office, Office XP Multilingual User Interface Pack, or Proofing Tools will be installed. If you would like to install the programs in a different location, type the location or click **Browse** and then select the location you want.

### Keep previous versions of Office XP Multilingual User Interface Pack

Available if you are upgrading from a previous version of Office XP MUI Pack (formerly known as MultiLanguage Pack). This option allows you to keep your previous version instead of removing it.

## Microsoft Office Setup: Remove Previous Versions

If a previous version of Microsoft Office is installed, and you select a typical, custom, or complete installation, you must specify how setup should handle the previous versions of the Microsoft Office programs. You can choose to remove all programs from previous versions or remove only a selection of programs from previous versions. No personal data, such as files you have created or user preferences, will be removed.

**Note**    If you are installing the new version of Microsoft Outlook, you cannot clear the Microsoft Outlook check box in the list of applications to remove. If you would like to keep your previous version of Outlook, you must first choose to not install the new version.

## Microsoft Office Setup: Features to Install

Click a plus sign (+) to see more features. The symbol next to the feature indicates how the feature is installed by default. You can change how the feature is installed by clicking its symbol and then selecting another symbol from the list that appears.

**Note**    You can use the keyboard to browse through features and change setup options for them. Use the UP ARROW and DOWN ARROW keys to select features. Use the RIGHT ARROW key to expand a feature that contains one or more subfeatures. Use the LEFT ARROW key to collapse an expanded feature. When you have selected the feature you want to change, press SPACEBAR to display the menu of setup choices. Use the UP ARROW and DOWN ARROW keys to select the setup option you want, and press ENTER to set it.

If a feature has subfeatures, a symbol with a white background indicates that the feature and all of its subfeatures have the same installation method. A symbol with a gray background indicates that the feature and its subfeatures have mixed installation methods. The symbols and their meanings are as follows:

**Run from My Computer**
The feature is installed and stored on your hard disk.

**Run all from My Computer**
The feature and all of its subfeatures are installed and stored on your hard disk.

**Run from Network**
**Note**    This option appears only if you are installing from a network server.

The feature is never copied to your hard disk; the files needed to use this feature remain on the network server that the feature was installed from. Features installed by this method require access to that network server in order to be available.

**Run all from Network**
**Note**    This option appears only if you are installing from a network server.

The feature and all of its subfeatures are never copied to your hard disk; the files needed to use this feature remain on the network server that the feature was installed from. Features installed by this method require access to that network server in order to be available.

**Run from CD**
**Note**    This option appears only if you are installing from a compact disc.

The feature is never copied to your hard disk; the files needed to use this feature remain on the CD that the feature was installed from. Features installed by this method require access to that CD in order to be available. For example, if you installed from the CD and try to use the feature when the CD isn't in the CD-ROM drive, you will be prompted to insert the CD in the CD-ROM drive in order to use the feature.

**Run all from CD**
**Note**    This option appears only if you are installing from a compact disc.

The feature and all of its subfeatures are never copied to your hard disk; the files needed to use this feature remain on the CD that the feature was installed from. Features installed by this method require access to that CD in order to be available. For example, if you installed from the CD and try to use the feature when the CD isn't in the CD-ROM drive, you will be prompted to insert the CD in the CD-ROM drive in order to use the feature.

**Installed on First Use**
The feature will be installed on your hard disk when you use the feature for the first time. At that time, you will need access to the CD or network server you installed from in order to install the feature. This option may not be available for all features.

**Not Available**
The feature isn't installed. You can install it later if you want.

## Microsoft Office Setup: Maintenance Mode

If you already have Office installed and you install it again, you can select from the following options:

### Add or Remove Features

Use this option to change how a feature is installed and to add or remove Office features.

### Repair Office

Use this option to find and fix any errors in the installation.

### Uninstall Office

Use this option to remove all of Office.

## Microsoft Office Setup: Reinstalling or Repairing Microsoft Office

Select one of the following options:

**Reinstall Office**

Installs Office with your original settings.

**Detect and Repair errors in my Office installation**

Finds and repairs any errors in the Office installation. Click **Restore my Start Menu Shortcuts** to replace any shortcuts that were removed.

## Microsoft Office Setup: Summary

Setup is ready to begin installing with the options you specified.

If you want to change a setting after reviewing the options you have specified, click the **Back** button to return to the part of setup where you can change those settings. To begin installing, click **Install**.

## Microsoft Office Setup: Select Applications

Select the specific Microsoft Office applications you want to install with the typical options. To further customize the features that are installed with the selected applications, select **Choose detailed installation options for each application**.

**You have chosen not to install Visual Basic for Applications**

Many features in Office are created in Visual Basic for Applications or depend on VBA support to function correctly. If you choose not to install the VBA feature, these dependent applications and features will be disabled or not installed. The following is a partial list of the applications and features that are affected:

- Microsoft Access will not be installed if VBA is not installed. Much Access querying and data analysis functionality depends on VBA and as such Access cannot function properly without VBA.
- Many of the wizards and templates in Microsoft Excel, Microsoft PowerPoint, Microsoft Publisher, and Microsoft Word contain VBA macros used to create the final content for documents created using them. These macros will not run.
- All Microsoft Excel Add-ins such as Analysis Tool Pack and Solver will not run.
- The Microsoft FrontPage Database Results Wizard will not function.
- In Microsoft Word with East Asia support enabled, the **Change All** button on the **Phonetic Guide** dialog box (**Format** menu, **Asian Layout** command) and the **Insert Multidiagonal Cell** command (**Table** menu) will not function.

**Microsoft Office XP Multilingual User Interface Pack Setup: Select a Language**

Select the check box next to the language or languages you want to install international support for.

## Microsoft Office XP Multilingual User Interface Pack Setup: Select Language Settings

Select from the following options:

### Display menus and dialog boxes in

Set the display language of the user interface.

### Display Help in

Set the display language of Help.

### Choose the default language of Office

Set the default language of Office. Selecting a language changes the default settings in Microsoft Office to match the default settings of that language version of Office.

**Note**    To have the user interface, Help, or default Office language match your system settings, click **Auto Select** in any of the lists.