

2007 Microsoft Office System Service Pack 1

White Paper

Published: November 2007

For the latest information, please see <http://office.microsoft.com>.

Abstract

The 2007 Microsoft® Office system Service Pack 1 addresses the issues of most concern to customers: stability, performance, and security. The service pack includes previously released updates and fixes, and incorporates the results of ongoing security research from Microsoft. This white paper details these improvements, explains the expected benefits for home and office users, and provides detailed deployment guidance.



# Contents

Introduction 2

Business Considerations 3

Infrastructure for Business 3

Productivity for Employees 3

Security and Privacy Protection 3

Stability 5

Performance 9

Security 10

Deployment Guidance 11

Minimum requirements 11

Installation Using Microsoft Download Center, Microsoft Update, or Office Update 21

Overview of recommended deployment methods 24

Deploying with the initial 2007 Office system client installation 27

Troubleshooting 2007 Office system SP1 update installation issues 29

Conclusion 34

Resources 35

2007 Office Resource Kit 35

Microsoft Office Desktop Applications 35

Applications Issues Fixed in the 2007 Office System SP1 35

2007 Office System SP1 Knowledge Base Articles 35

Updating and Deployment Resources 36

# Introduction

The 2007 Microsoft® Office system Service Pack 1 (SP1) reflects unceasing efforts at Microsoft to address customer concerns. Nearly all of the improvements included in the 2007 Office system SP1 are in response to direct feedback from power users at large organizations or indirect feedback from home and office users through the Dr. Watson bug-reporting system. By tapping these extensive customer-feedback channels, Microsoft targeted the issues that customers care about most. As a result, the 2007 Office system SP1 delivers significant stability and performance improvements to the applications that home and office workers rely on every day.

By deploying the 2007 Office system SP1, home users and businesses can quickly reap benefits in the following areas:

* **Stability.** Using data from the Dr. Watson bug-reporting system, Microsoft fixed, at minimum, the five software bugs that most frequently caused each application in the 2007 Office system to crash. The 2007 Office system SP1 also improves the stability of server components in the 2007 Office system and compatibility with Windows Server® 2008, so companies can more confidently move forward with upgrade plans.
* **Performance.** The 2007 Office system SP1 improves performance in applications that are pervasive in modern offices, most notably: Microsoft Office Excel® 2007, Microsoft Office Outlook® 2007, Microsoft Office PowerPoint® 2007, and Microsoft Office SharePoint® Server 2007.
* **Security.** By incorporating incremental advances in security and results from application testing, the 2007 Office system SP1 offers home and office users better protection against malicious software and potential threats to privacy.

# Business Considerations

For companies, the 2007 Microsoft® Office system amplifies the impact of employees with a complete set of desktop and server software that enables collaboration, unified communications, enterprise search, enterprise content management, and business intelligence. The 2007 Microsoft Office system Service Pack 1 (SP1) strengthens this business productivity infrastructure by eliminating distractions and other issues that disrupt workflow.

If companies have delayed implementing the 2007 Office release, the 2007 Office system SP1 will help allay concerns regarding stability, performance, and security. The service pack resolves outstanding issues to make the 2007 Office release into an even more effective business tool—helping to unlock greater employee creativity and productivity.

## Infrastructure for Business

The 2007 Office system offers several server components that enable companies to connect a global workforce, work across organizational boundaries, and make sense of increasing amounts of information. By incorporating these components into their business productivity infrastructure, companies can better manage IT cost and complexity. The 2007 Office system SP1 furthers these goals by:

* Improving the deployment of upgrades to the 2007 Office system.
* Strengthening the performance, stability, and security of server products in the 2007 Office release, especially Microsoft Office SharePoint® Server 2007 and Microsoft Office InfoPath® Forms Server 2007.
* Providing compatibility with Windows Server® 2008.

## Productivity for Employees

The 2007 Office system SP1 ensures a more consistent and responsive experience for office workers, freeing them from having to create workarounds or wait for application workloads to process. Stability and performance improvements in the 2007 Office system SP1 address customers’ top productivity issues—especially the performance of Microsoft Office Outlook® 2007 when dealing with large mail files stored locally. The service pack also targets issues that are important to customers outside the United States, such as faster kanji conversions for people using the Japanese Input Method Editor.

For office workers who collaborate with colleagues and business associates who use the 2003 Microsoft Office release, the 2007 Office system SP1 enhances compatibility with legacy file formats so that labels in Microsoft Office Excel® 2007 charts are not lost or moved, for example. General fixes in the 2007 Office system SP1 will also enhance users’ experiences, such as an updated English-language spelling checker that recognizes more names and terms.

## Security and Privacy Protection

The release of the 2007 Office system brought significantly greater security to Microsoft Office applications, and the 2007 Office system SP1 builds on that solid foundation with incremental enhancements throughout. Many of these improvements come from Microsoft Research and represent the forefront of computer security studies. In addition, Office Outlook 2007 no longer allows users to send instant messages to entire distribution lists when deployed in conjunction with Microsoft Office Communicator 2007.

# Stability

Microsoft continues to improve its software products by listening to customers and acting on customer requests. With the 2007 Microsoft® Office system Service Pack 1 (SP1), Microsoft demonstrates this commitment by fixing at least the top five software bugs in each application that caused crashes, resulting in an even more stable product. The 2007 Office system SP1 also addresses many minor annoyances and distracting problems that users had to contend with in the initial release. Many of these minor usability and stability fixes are in response to customer requests as well. The following section lists summaries of some of the most notable stability improvements delivered with the 2007 Office system SP1.

## Access 2007

For third-party applications that use Data Access Object code to synchronize replicated information in a Microsoft Office Access™ 2007 database, Office Access 2007 no longer returns a run-time error that causes the application to close or time out.

## Communicator 2007

Microsoft Office Communicator 2007 now presents more accurate presence information and does so with consistent visual cues.

* The icons used to display presence are modified so that users who are red-green colorblind can determine people’s presence status.
* Office Communicator 2007 no longer causes presence icons to flicker when multiple people appear simultaneously.
* Presence information in Office Communicator 2007 and other Microsoft Office applications is consistent in all scenarios.
* Microsoft Office Outlook® 2007 no longer starts in the background along with Office Communicator 2007.

## Excel 2007

Several stability, general usability, and compatibility improvements have been incorporated into Microsoft Office Excel® 2007.

* + Office Excel 2007 no longer stops responding in some instances when opening a workbook containing calculations.
	+ Office Excel 2007 workbooks that are saved in Page Break Preview mode and opened in Microsoft Office Excel 2003 no longer produce an error when switched to Normal view.
	+ When inputting calculations that should result in numbers 65,534 through 65,536, Office Excel 2007 no longer returns the display error of 100,001.
	+ Office Excel 2007 now retains custom colors on shapes in Excel 2003 worksheets.
	+ Office Excel 2007 no longer misplaces or wraps labels in charts when the workbook is reopened.

## Groove 2007

For Microsoft Office Groove® 2007, issues surrounding the activation of new and previously retired accounts have been resolved.

* Office Groove 2007 no longer places a 60-day limit on retired accounts that are stored in backup files.
* When the auto-activation feature is turned on and invited users open an invitation file (.grv), they are no longer prompted for an activation key or notified of an unconfigured account.

## InfoPath 2007 and InfoPath Forms Server

Microsoft Office InfoPath® 2007 benefits from a more consistent user experience, especially with online forms.

* When users input data into an Office InfoPath 2007 form using a Web browser, the saved changes are now retained after closing and reopening the form.
* Font size no longer increases when pasting from one rich text box in Office InfoPath 2007 to another.

## Outlook 2007

Microsoft Office Outlook 2007 benefits from a number of fixes and enhancements that make the popular messaging client more stable and easier to use.

* Office Outlook 2007 no longer closes unexpectedly when the junk e-mail rule is set to null.
* Body content in HTML-formatted e-mail messages now appears properly in the preview pane or when the message is opened.
* Items moved from an offline folder file (.ost) to a personal folder file (.pst) now display properly in the preview pane.
* In search folders, Office Outlook 2007 now shows the accurate count for unread items that are hidden.
* When scheduling a resource such as a meeting room in meeting requests, the public free/busy information for the resource is now complete and visible in Office Outlook 2007.
* When users forward plain-text e-mail messages with attachments, the body text is now retained.
* If the Mailbox Cleanup wizard starts while the user is dragging a message into a folder, Office Outlook 2007 no longer closes unexpectedly.

## PowerPoint 2007

Fixes in Microsoft Office PowerPoint® 2007 make the presentation application even more reliable, especially when used in conjunction with Microsoft Office Outlook Web Access, Web sites that use forms authentication, or event macros.

* Users who have started an event macro in Office PowerPoint 2007 can now advance slides by right-clicking and then choosing Next or Previous.
* When users try to open a presentation in Office PowerPoint 2007 from a Web site using forms authentication, the presentation will now appear properly.
* Users can now open presentations in Office PowerPoint 2007 from e-mail attachments in Office Outlook Web Access.
* Office PowerPoint 2007 no longer crashes when the user programmatically accesses the parent property of the Hyperlinks Collection Object in the Office PowerPoint 2007 object model.
* Text formatting now behaves similarly to previous versions of PowerPoint, where new text retains the formatting of the deleted text instead of using the formatting of the character to the left.

## Project 2007 and Project Server 2007

The 2007 Office system SP1 eliminates instances when either Microsoft Office Project 2007 or the accompanying Microsoft Office Project Server 2007 crashes due to a software error. It also targets key customer requests such as the Project cache and queue, custom fields, and overall performance and stability.

* Office Project 2007 no longer crashes when users click to view Windows account or Details in the Resources Information dialog box and then perform any other action.
* Office Project 2007 does not produce an error message when a link from one task accesses a task in a different project stored on Office Project Server 2007. This error only occurred when the linked project was renamed.

## SharePoint Server 2007

Microsoft Office SharePoint® Server 2007 has improved stability and usability, especially in the area of enterprise search.

* When the Enable Self-Service Site Creation setting is on, users can now create MySite sites without errors.
* Advanced search results now include results with spaces in file names.
* The View by Modified Date function now works correctly in search results.
* Office SharePoint Server 2007 is now able to crawl case-sensitive Web content on computers not running the Windows® operating system.
* Office SharePoint Server 2007 can now index a public folder on a Microsoft Exchange Server with a backslash in the subject.

## Visio 2007

Microsoft Office Visio® 2007 now properly redraws shapes when users apply a dynamic connector that is part of a group of shapes in Office Visio 2007.

## Word 2007

By taking care of several small stability and usability details, Microsoft Office Word 2007 is a more useful and reliable tool for everyday document creation tasks.

* With Office Word 2007, users can now open and edit embedded objects that contain other embedded objects.
* When using smart documents in Office Word 2007, the Document Actions task pane no longer disappears when moving the pointer into the Reviewing pane. Additionally, task panes opened earlier no longer appear unexpectedly.
* Office Word 2007 properly creates and updates a table of contents in unprotected sections of documents that also contain sections protected for forms.
* Office Word 2007 no longer prints an extra page when users choose a printer with the duplex option enabled.

# Performance

Many of the improvements delivered in the 2007 Microsoft® Office system Service Pack 1 (SP1) boost application and search performance. The service pack includes performance enhancements for some of the most commonly used applications in the 2007 Microsoft Office system, such as Microsoft Office Access™ 2007 and Microsoft Office Outlook® 2007. Additionally, users that rely on server components for the 2007 Office system and the Japanese Input Method Editor (IME) will see a significant performance increase.

## General Performance Fixes

Applications in the 2007 Office system work more effectively with the Japanese IME released by Microsoft, especially when inputting Japanese characters and converting those characters to kanji. In addition, computers that simultaneously run the Japanese IME and a security solution no longer use up to 100 percent of CPU resources.

## Access 2007

Project files (.adp) no longer run slower than expected when opened in Microsoft Office Access 2007.

## Outlook 2007

Improved performance in Microsoft Office Outlook 2007 eliminates frustrating delays when opening large mailbox files and frees office workers to focus on important business tasks. The 2007 Office system SP1 makes it easier to open large offline folder files (.ost) and personal folder files (.pst) that are located directly on the user’s machine.

## Project 2007 and Project Server 2007

When adding multiple values to a lookup table in Microsoft Office Project 2007, the application no longer searches for duplicate values in a way that unexpectedly slows performance. Also, users can now quickly retrieve lists of projects from a Microsoft Office Project Server 2007 database.

## SharePoint Server 2007

With the 2007 Office system SP1, the performance of Microsoft Office SharePoint® Server 2007 improves general server activities and search functionality. An Office SharePoint Server that experiences heavy use no longer slows when a Microsoft .NET Framework hotfix (greater or equal to build 2.0.50727.832) is installed. The service pack also helps reduce the lag time before the start of a document library crawl during a document search in SharePoint.

# Security

The 2007 Microsoft® Office system was built from the ground up, with security and privacy as driving design considerations. The 2007 Microsoft Office system Service Pack 1 incrementally improves security in the 2007 Office release by incorporating the latest security research and responding to ongoing application testing results. Individual application fixes that protect people’s privacy complement these improvements to baseline security.

# Deployment Guidance

This section provides an overview of deployment options for the 2007 Microsoft® Office system Service Pack 1 (SP1), along with links to more in-depth resources available online. For organizations with many computers to update, Microsoft recommends deploying the 2007 Office system SP1 in one of three ways:

* Microsoft Systems Management Server (SMS) 2003
* Windows Server® Update Services (WSUS) 3.0
* Script-driven chain deployment

The information below focuses on client installation. For administrators who want to use SMS 2003 or WSUS 3.0, links to more in-depth guidance are provided in relevant sections.

To update servers with the 2007 Office system SP1, please review detailed installation instructions provided in the 2007 Office Resource Kit:

* Deploy software updates for Windows® SharePoint® Services 3.0 (<http://technet2.microsoft.com/windowsserver/WSS/en/library/91649a7e-6b5a-4e5a-9ee5-51951f4b857f1033.mspx>)
* Deploy software updates for Office SharePoint Server 2007 (<http://technet2.microsoft.com/Office/en-us/library/f484f5f2-35bb-4d70-bf56-dd1c4c287c721033.mspx>)

This deployment guidance was compiled and written by Sloan Crayton, Product Support for Office Setup. Script examples were created by Ed Barnes from the Office Deployment Support team.

## Minimum requirements

For client installations of the 2007 Office system SP1, the minimum requirements are:

* Windows Server 2003 SP1, Windows XP SP2, or Windows Vista®
* Windows Installer 3.1
* The 2007 Microsoft Office system
* Administrative credentials on the local computer
* Free disk space on the system partition:
	+ On Windows XP, approximately 1.1 GB of free disk space is required when downloaded from the Microsoft Download Center.
	+ On Windows Vista, approximately 1.75 GB of free disk space is required when downloaded from the Microsoft Download Center.
	+ For other 2007 Office system SP1 packages, the free disk space requirement will be roughly five to six times the size of the Microsoft Self-Extractor file. Required disk space when installing via Microsoft Update or Office Update will be slightly less. Most of this disk space will be returned after the installation is complete.

### Products updated by the 2007 Microsoft Office system SP1

The 2007 Office system SP1 update (office2007sp1-kb936982-fullfile-en-us.exe) affects the following products:

* Microsoft Office Access™ 2007
* Microsoft Office Excel® 2007
* Microsoft Office Groove® 2007
* Microsoft Office InfoPath® 2007
* Microsoft Office OneNote® 2007
* Microsoft Office Outlook® 2007
* Microsoft Office PowerPoint® 2007
* Microsoft Office Publisher 2007
* Microsoft Office Word 2007

In addition, all of the common components installed with these applications are also updated. Note that the file name will be slightly different for other languages, and a different language code will be used. The 2007 Office system SP1 upgrade affects the following suites:

* Microsoft Office Basic 2007
* Microsoft Office Home and Student 2007
* Microsoft Office Standard 2007
* Microsoft Office Small Business 2007
* Microsoft Office Professional 2007
* Microsoft Office Ultimate 2007
* Microsoft Office Professional Plus 2007
* Microsoft Office Enterprise 2007

Separate 2007 Office system SP1 updates are required for the products listed below. The file name will be slightly different for non-English languages. The list of language identifiers is provided in the 2007 Office Resource Kit at <http://technet2.microsoft.com/Office/en-us/library/f5fee727-df49-4ef7-b073-dd6c08dfecfa1033.mspx>.

|  |  |
| --- | --- |
| **Product** | **File Name** |
| Microsoft Office Project Standard 2007 | Project2007sp1-kb937154-fullfile-en-us.exe |
| Microsoft Office Project Professional 2007 | Project2007sp1-kb937154-fullfile-en-us.exe |
| Microsoft Office SharePoint Designer 2007 | Sharepointdesigner2007sp1-kb937162-fullfile-en-us.exe |
| Microsoft Office Visio® Standard 2007 | Visio2007sp1-kb937155-fullfile-en-us.exe |
| Microsoft Office Visio Professional 2007 | Visio2007sp1-kb937155-fullfile-en-us.exe |

### 2007 Office System SP1 languages

The 2007 Office system SP1 updates will be available in the languages as listed in the table below. Note that Microsoft Office Groove 2007 is not provided in any of the Chinese languages, Korean, Arabic, Hebrew, Thai, or Hindi. In Microsoft Office Enterprise 2007 and Microsoft Office Ultimate 2007, Microsoft Office Groove 2007 will use an English-language user interface for these languages.

|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Geographic Area** | **Language Tag** | **Products** |
| Arabic | Saudi Arabia | ar-sa | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Bulgarian | Bulgaria | bg-bg | 2007 Microsoft Office Suites |
| Chinese (Simplified) | People’s Republic of China | zh-cn | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Chinese | Hong Kong SAR | zh-hk | 2007 Microsoft Office SuitesMicrosoft Office SharePoint Designer 2007 |
| Chinese | Taiwanese | zh-tw | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Croatian | Croatia | hr-hr | 2007 Microsoft Office Suites |
| Czech | Czech Republic | cs-cz | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Danish | Denmark | da-dk | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Dutch | Netherlands | nl-nl | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| English | United States | en-us | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Estonian | Estonia | et-ee | 2007 Microsoft Office Suites |
| Finnish | Finland | fi-fi | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| French | France | fr-fr | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| German | Germany | de-de | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Greek | Greece | el-gr | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007 |
| Hebrew | Israel | he-il | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Hindi | India | hi-in | 2007 Microsoft Office Suites (some applications are in English) |
| Hungarian | Hungary | hu-hu | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Italian | Italy | it-it | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Japanese | Japan | ja-jp | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Korean | Korea | ko-kr | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Latvian | Latvia | lv-lv | 2007 Microsoft Office Suites |
| Lithuanian | Lithuania | lt-lt | 2007 Microsoft Office Suites |
| Norwegian (Bokmål) | Norway | nb-no | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Polish | Poland | pl-pl | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Portuguese | Brazil | pt-br | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Portuguese | Portugal | pt-pt | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Romanian | Romania | ro-ro | 2007 Microsoft Office Suites |
| Russian | Russia | ru-ru | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Serbian (Latin) | Serbia | sr-latn-cs | 2007 Microsoft Office Suites |
| Slovak | Slovakia | sk-sk | 2007 Microsoft Office Suites |
| Slovenian | Slovenia | sl-si | 2007 Microsoft Office Suites |
| Spanish | Spain | es-es | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Swedish | Sweden | sv-se | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Thai | Thailand | th-th | 2007 Microsoft Office SuitesMicrosoft Office SharePoint Designer 2007 |
| Turkish | Turkey | tr-tr | 2007 Microsoft Office SuitesMicrosoft Office Project 2007Microsoft Office SharePoint Designer 2007Microsoft Office Visio 2007 |
| Ukrainian | Ukraine | uk-ua | 2007 Microsoft Office Suites |

If language packs for the 2007 Office system have been installed, the available language packs listed below need to be applied in addition to the 2007 Office system SP1 update for each product or suite. For example, if the English-language Office Enterprise 2007 suite is installed, and the French and German language packs have been added, the office2007sp1-kb936982-fullfile-en-us.exe update would need to be installed along with the French Language Pack SP1 and German Language Pack SP1. If products requiring separate 2007 Office system SP1 updates, such as Microsoft Office Visio 2007, are installed with additional languages, then the SP1 update for those languages will also need to be installed.

The table below lists the language packs for the supported languages.

|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Geographic Area** | **Language Tag** | **Office 2007 SP1 Language Pack** |
| Arabic | Saudi Arabia | ar-sa | Officelp2007sp1-kb936982-fullfile-ar-sa.exeProjectlp2007sp1-kb937154-fullfile-ar-sa.exeSharePointDesignerlp2007sp1-kb937162-fullfile-ar-sa.exeVisiolp2007sp1-kb937155-fullfile-ar-sa.exe |
| Bulgarian | Bulgaria | bg-bg | Officelp2007sp1-kb936982-fullfile-bg-bg.exe |
| Chinese (Simplified) | People’s Republic of China | zh-cn | Officelp2007sp1-kb936982-fullfile-zh-cn.exeProjectlp2007sp1-kb937154-fullfile-zh-cn.exeSharePointDesignerlp2007sp1-kb937162-fullfile-zh-cn.exeVisiolp2007sp1-kb937155-fullfile-zh-cn.exe |
| Chinese | Hong Kong SAR | zh-hk | Officelp2007sp1-kb936982-fullfile-zh-hk.exeSharePointDesignerlp2007sp1-kb937162-fullfile-zh-hk.exe |
| Chinese | Taiwanese | zh-tw | Officelp2007sp1-kb936982-fullfile-zh-tw.exeProjectlp2007sp1-kb937154-fullfile-zh-tw.exeSharePointDesignerlp2007sp1-kb937162-fullfile-zh-tw.exeVisiolp2007sp1-kb937155-fullfile-zh-tw.exe |
| Croatian | Croatia | hr-hr | Officelp2007sp1-kb936982-fullfile-hr-hr.exe |
| Czech | Czech Republic | cs-cz | Officelp2007sp1-kb936982-fullfile-cs-cz.exeProjectlp2007sp1-kb937154-fullfile-cs-cz.exeVisiolp2007sp1-kb937155-fullfile-cs-cz.exe |
| Danish | Denmark | da-dk | Officelp2007sp1-kb936982-fullfile-da-dk.exeProjectlp2007sp1-kb937154-fullfile-da-dk.exeSharePointDesignerlp2007sp1-kb937162-fullfile-da-dk.exeVisiolp2007sp1-kb937155-fullfile-da-dk.exe |
| Dutch | Netherlands | nl-nl | Officelp2007sp1-kb936982-fullfile-nl-nl.exeProjectlp2007sp1-kb937154-fullfile-nl-nl.exeSharePointDesignerlp2007sp1-kb937162-fullfile-nl-nl.exeVisiolp2007sp1-kb937155-fullfile-nl-nl.exe |
| English | United States | en-us | Officelp2007sp1-kb936982-fullfile-en-us.exeProjectlp2007sp1-kb937154-fullfile-en-us.exeSharePointDesignerlp2007sp1-kb937162-fullfile-en-us.exeVisiolp2007sp1-kb937155-fullfile-en-us.exe |
| Estonian | Estonia | et-ee | Officelp2007sp1-kb936982-fullfile-et-ee.exe |
| Finnish | Finland | fi-fi | Officelp2007sp1-kb936982-fullfile-fi-fi.exeProjectlp2007sp1-kb937154-fullfile-fi-fi.exeSharePointDesignerlp2007sp1-kb937162-fullfile-fi-fi.exeVisiolp2007sp1-kb937155-fullfile-fi-fi.exe |
| French | France | fr-fr | Officelp2007sp1-kb936982-fullfile-fr-fr.exeProjectlp2007sp1-kb937154-fullfile-fr-fr.exeSharePointDesignerlp2007sp1-kb937162-fullfile-fr-fr.exeVisiolp2007sp1-kb937155-fullfile-fr-fr.exe |
| German | Germany | de-de | Officelp2007sp1-kb936982-fullfile-de-de.exeProjectlp2007sp1-kb937154-fullfile-de-de.exeSharePointDesignerlp2007sp1-kb937162-fullfile-de-de.exeVisiolp2007sp1-kb937155-fullfile-de-de.exe |
| Greek | Greece | el-gr | Officelp2007sp1-kb936982-fullfile-el-gr.exeProjectlp2007sp1-kb937154-fullfile-el-gr.exeSharePointDesignerlp2007sp1-kb937162-fullfile-el-gr.exe |
| Hebrew | Israel | he-il | Officelp2007sp1-kb936982-fullfile-he-il.exeProjectlp2007sp1-kb937154-fullfile-he-il.exeSharePointDesignerlp2007sp1-kb937162-fullfile-he-il.exeVisiolp2007sp1-kb937155-fullfile-he-il.exe |
| Hindi | India | hi-in | Officelp2007sp1-kb936982-fullfile-hi-in.exe |
| Hungarian | Hungary | hu-hu | Officelp2007sp1-kb936982-fullfile-hu-hu.exeProjectlp2007sp1-kb937154-fullfile-hu-hu.exeSharePointDesignerlp2007sp1-kb937162-fullfile-hu-hu.exeVisiolp2007sp1-kb937155-fullfile-hu-hu.exe |
| Italian | Italy | it-it | Officelp2007sp1-kb936982-fullfile-it-it.exeProjectlp2007sp1-kb937154-fullfile-it-it.exeSharePointDesignerlp2007sp1-kb937162-fullfile-it-it.exeVisiolp2007sp1-kb937155-fullfile-it-it.exe |
| Japanese | Japan | ja-jp | Officelp2007sp1-kb936982-fullfile-ja-jp.exeProjectlp2007sp1-kb937154-fullfile-ja-jp.exeSharePointDesignerlp2007sp1-kb937162-fullfile-ja-jp.exeVisiolp2007sp1-kb937155-fullfile-ja-jp.exe |
| Korean | Korea | ko-kr | Officelp2007sp1-kb936982-fullfile-ko-kr.exeProjectlp2007sp1-kb937154-fullfile-ko-kr.exeSharePointDesignerlp2007sp1-kb937162-fullfile-ko-kr.exeVisiolp2007sp1-kb937155-fullfile-ko-kr.exe |
| Latvian | Latvia | lv-lv | Officelp2007sp1-kb936982-fullfile-lv-lv.exe |
| Lithuanian | Lithuania | lt-lt | Officelp2007sp1-kb936982-fullfile-lt-lt.exe |
| Norwegian (Bokmål) | Norway | nb-no | Officelp2007sp1-kb936982-fullfile-nb-no.exeProjectlp2007sp1-kb937154-fullfile-nb-no.exeSharePointDesignerlp2007sp1-kb937162-fullfile-nb-no.exeVisiolp2007sp1-kb937155-fullfile-nb-no.exe |
| Polish | Poland | pl-pl | Officelp2007sp1-kb936982-fullfile-pl-pl.exeProjectlp2007sp1-kb937154-fullfile-pl-pl.exeSharePointDesignerlp2007sp1-kb937162-fullfile-pl-pl.exeVisiolp2007sp1-kb937155-fullfile-pl-pl.exe |
| Portuguese | Brazil | pt-br | Officelp2007sp1-kb936982-fullfile-pt-br.exeProjectlp2007sp1-kb937154-fullfile-pt-br.exeSharePointDesignerlp2007sp1-kb937162-fullfile-pt-br.exeVisiolp2007sp1-kb937155-fullfile-pt-br.exe |
| Portuguese | Portugal | pt-pt | Officelp2007sp1-kb936982-fullfile-pt-pt.exeProjectlp2007sp1-kb937154-fullfile-pt-pt.exeSharePointDesignerlp2007sp1-kb937162-fullfile-pt-pt.exeVisiolp2007sp1-kb937155-fullfile-pt-pt.exe |
| Romanian | Romania | ro-ro | Officelp2007sp1-kb936982-fullfile-ro-ro.exe |
| Russian | Russia | ru-ru | Officelp2007sp1-kb936982-fullfile-ru-ru.exeProjectlp2007sp1-kb937154-fullfile-ru-ru.exeSharePointDesignerlp2007sp1-kb937162-fullfile-ru-ru.exeVisiolp2007sp1-kb937155-fullfile-ru-ru.exe |
| Serbian (Latin) | Serbia | sr-latn-cs | Officelp2007sp1-kb936982-fullfile-sr-latn-cs.exe |
| Slovak | Slovakia | sk-sk | Officelp2007sp1-kb936982-fullfile-sk-sk.exe |
| Slovenian | Slovenia | sl-si | Officelp2007sp1-kb936982-fullfile-sl-si.exe |
| Spanish | Spain | es-es | Officelp2007sp1-kb936982-fullfile-es-es.exeProjectlp2007sp1-kb937154-fullfile-es-es.exeSharePointDesignerlp2007sp1-kb937162-fullfile-es-es.exeVisiolp2007sp1-kb937155-fullfile-es-es.exe |
| Swedish | Sweden | sv-se | Officelp2007sp1-kb936982-fullfile-sv-se.exeProjectlp2007sp1-kb937154-fullfile-sv-se.exeSharePointDesignerlp2007sp1-kb937162-fullfile-sv-se.exeVisiolp2007sp1-kb937155-fullfile-sv-se.exe |
| Thai | Thailand | th-th | Officelp2007sp1-kb936982-fullfile-th-th.exeSharePointDesignerlp2007sp1-kb937162-fullfile-th-th.exe |
| Turkish | Turkey | tr-tr | Officelp2007sp1-kb936982-fullfile-tr-tr.exeProjectlp2007sp1-kb937154-fullfile-tr-tr.exeSharePointDesignerlp2007sp1-kb937162-fullfile-tr-tr.exeVisiolp2007sp1-kb937155-fullfile-tr-tr.exe |
| Ukrainian | Ukraine | uk-ua | Officelp2007sp1-kb936982-fullfile-uk-ua.exe |

## Installation Using Microsoft Download Center, Microsoft Update, or Office Update

The following sections describe the process of manually installing client updates through various download channels provided by Microsoft.

### Microsoft Download Center

For a user with administrative credentials, it is simple to install the 2007 Office system SP1 update through the Microsoft Download Center. A new technology (Microsoft Self-Extractor) is used to package the updates into a single executable package. The function of this package is to launch the installation, extract the Windows Installer patch (.msp) files in the proper sequence into the Windows temporary folder, and then install the necessary files to update the product. While it is not necessary to use command-line switches to install the 2007 Office system SP1, the functionality can be expanded through the use of these switches. While prior service packs could be deployed by extracting the Windows Installer patch (.msp) files from the package and then deployed via the Microsoft Office Hotfix Installer (Ohotfix) application, this method is not supported for the 2007 Office system service packs.

Once the installation is launched, the following stages of installation are displayed in the user interface:

1. The End User License Agreement (EULA) is displayed.
2. Once the EULA has been accepted, this message is displayed: “Running upgrade detection, please wait.”
3. Shortly after this message is displayed, the dialog message changes to: “Extracting files, please wait.”
4. Once the files have been extracted to the Windows temporary folder, this message is displayed: “Installing update, please wait.”
5. Upon completing the installation, a successful installation is indicated by the message: “The installation is complete.” However, if any Office files are in use, a system restart is required and this message will be displayed instead: “Do you want to reboot now to complete the installation of this package?”

### Microsoft Update and Office Update

The 2007 Office system SP1 updates can also be installed through Microsoft Update or Office Update. However, Office Update is only available to machines that have the Windows XP operating system installed. The advantage of Microsoft Update or Office Update over the Microsoft Download Center is that those resources detect and specify updates needed on that computer.

Microsoft Update works in two ways. The user can visit the Microsoft Update Web site or updates can be pushed to the computer if Automatic Updates have been enabled in Windows control panel. These two methods work as follows:

* If Automatic Updates are enabled, the service pack will be installed when the computer is in an unattended state. If the installation encounters an error, the installation will automatically roll back, and the installation will be attempted again later.
* To use the Microsoft Update Web site, visit the web site at <http://update.microsoft.com/microsoftupdate/v6/default.aspx?ln=en-us> to determine which updates are required. The Web site detects the updates needed to bring the client up to date and offers them to the user if the **Custom** button is pressed. Selecting the **Express** button will install all high-priority updates.

Microsoft Update installs updates for the 2007 Office system by pushing individual Windows Installer patch files to the client machine and installing them in the correct sequence. The disk space requirements for installation through Microsoft Update are less than those through the Microsoft Download Center because there is no need to download the package and extract the Windows Installer patch files into the Windows temporary directory.

Office Update works much like Microsoft Update in terms of how it detects needed updates. Office Update detection can be triggered by clicking on the **Office Update** link on the Downloads tab of the Office Online Web site, available at <http://office.microsoft.com/en-us/downloads/FX101321101033.aspx>.

To verify that the 2007 Office system SP1 updates have been successfully installed, check the **Windows Add/Remove Programs** control panel component on Windows XP or **Windows Uninstall or change a program** control panel component on Windows Vista.

For Windows XP:

* Launch the **Add/Remove Programs** control panel.
* Select the 2007 Office system product from the application list.
* Click on the **Click here for support information** link.

For Windows Vista:

* Launch the **Uninstall a program** control panel in the **Programs** group.
* Ensure that the **Details Pane** is selected in the **Layout** menu option on the **Organize** menu.
* Select the 2007 Office system product from the application list.
* The version information will be displayed in the **Details Pane** at the bottom of the window.

Verifying the installation of the SP1 updates for the 2007 Office system language packs is more difficult because language pack products will not be displayed in the **Windows Add/Remove Programs** listing if the language pack is included in the original deployment of the 2007 Office system. The best way to verify updates to the 2007 Office Suite language packs is through a Visual Basic® script that uses the Windows Installer to verify the installation.

The version returned will not be the same for each product because every fix does not apply to every language. A script example that demonstrates how this would be done is provided below. This script is meant only for demonstration purposes, and it may need to be modified for your usage.

Set oWI = CreateObject("WindowsInstaller.Installer")

For Each prod In oWI.Products

 If UCase(Right(prod, 7)) = "0FF1CE}" Then \_

 sOutput = sOutput & prod & vbTab & \_

 oWI.ProductInfo(prod, "VersionString") & vbTab & \_

 oWI.ProductInfo(prod, "ProductName") & vbCrLf

Next

wscript.echo sOutput

If the file name of the script is **Off2007Ver.vbs**, then the command line provided below can be used in a Command Prompt window to generate a text file that contains the results.

Cscript.ext [path]\Off2007Ver.vbs > [path]\Off2007Ver.txt

This will generate a text file that summarizes the products that have been installed and the version for each. A sample of the text that would be contained in that text file is as follows:

{90120000-0014-0000-0000-0000000FF1CE} 12.0.6215.1000 Microsoft Office Professional 2007

{90120000-0015-0407-0000-0000000FF1CE} 12.0.6215.1000 Microsoft Office Access MUI (German) 2007

{90120000-0015-0409-0000-0000000FF1CE} 12.0.6215.1000 Microsoft Office Access MUI (English) 2007

{90120000-0015-040C-0000-0000000FF1CE} 12.0.6215.1000 Microsoft Office Access MUI (French) 2007

{90120000-0115-0409-0000-0000000FF1CE} 12.0.6215.1000 Microsoft Office Shared Setup Metadata MUI (English) 2007

{90120000-0016-0407-0000-0000000FF1CE} 12.0.6215.1000 Microsoft Office Excel MUI (German) 2007

{90120000-0016-0409-0000-0000000FF1CE} 12.0.6215.1000 Microsoft Office Excel MUI (English) 2007

{90120000-0016-040C-0000-0000000FF1CE} 12.0.6215.1000 Microsoft Office Excel MUI (French) 2007

In the above text, the globally unique identifier (GUID) for each product is followed by the version of the product and the name of the product. In this case, a product is any application that is represented by a Windows Installer (.msi) file on the original source. A suite such as Microsoft Office Professional 2007 will have a number of .msi files. If language packs are installed, there will be an additional Windows Installer file for each additional language.

## Overview of recommended deployment methods

This section provides information on recommended deployment methods for updates to the 2007 Office system, including Systems Management Server (SMS) 2003, Windows Server Update Services (WSUS) 3.0, script-driven installation, and Group Policy Software installation. Information is also provided on design changes in the 2007 Office system that affect update deployments.

### Design Changes for 2007 Office System Update Deployment

The Setup architecture for clients that run the 2007 Office system has changed significantly from past versions of Microsoft Office. Design changes affect the way that updates, including service packs, are deployed. Significantly, Microsoft Office no longer supports the Administrative installation source that can be updated. This means that administrators can no longer deploy updates by using a slipstream technique; updates must be chained in the deployment via the \Updates folder.

Updates for the 2007 Office system now require the use of a local installation source so that each client has a local set of source files. Therefore, client patching is the recommended method for managing these updates. During the initial installation of the product, the source files are copied to the local hard drive, and then the actual installation uses that set of files as the installation source. Because the set of files located in a hidden folder (**\MSOCache**) can become damaged, it may be necessary to access the original installation source to repair the **\MSOCache** folder. To minimize the need for repairing the local installation source in this scenario, the 2007 Office system SP1 client packages provide full replacement of files being updated. There is additional information concerning this scenario in the 2007 Office Resource Kit at <http://technet2.microsoft.com/Office/en-us/library/8295626a-4570-4b7f-91e3-717fe6b81f961033.mspx> (*Required local installation source for the 2007 Office system*).

Another design change that impacts updates for clients that run the 2007 Office system is the use of multiple Windows Installer (.msi) files to install the applications contained in a 2007 Office system product. This change was made to improve the way that multiple languages are integrated into the 2007 Office system. More information about this topic is available in the 2007 Office Resource Kit at <http://technet2.microsoft.com/Office/en-us/library/5f6f56a2-9ba8-430c-8021-c74fa9c2f65d1033.mspx> (*Language-neutral architecture in the 2007 Office system*). Because of this new design, each 2007 Office system SP1 package contains multiple Windows Installer patches to update the installation. For example, the office2007sp1-fullfile-kb936982-en-us.exe file contains the following files:

* ClientSharedMUIsp1-en-us.msp
* MainMUIsp1-en-us.msp
* MainWWsp1.msp
* Office64WWsp1.msp
* Proofsp1-en-us.msp
* Proofsp1-es-es.msp
* Proofsp1-fr-fr.msp
* SupplementalEula\_OfficeClient\_en-us.txt

Note that only two of these files are not specific to a language. Because it requires logic to manage the installation of these files in the proper sequence and to ensure that they are applied to the applications appropriately, it is important that the files not be extracted from the executable (.exe) file as was supported in past releases. The only exception to this recommendation is when an update must be applied with the initial installation and the \Updates folder on the original source is being used.The 2007 Office Resource Kit offers additional information on this topic at <http://technet2.microsoft.com/Office/en-us/library/2ce70869-aa75-4a73-9c9b-8b74001f1c3c1033.mspx> (*Distribute product updates for the 2007 Office system*).

The current version of the Microsoft Office Hotfix Installer (v. 10.0.7913.0) is not compatible with Office 2007 Windows Installer patch files, so it is recommended that the 2007 Office system SP1 package be deployed to client machines through one of the following:

* Systems Management Server (SMS) 2003
* Windows Server Update Services (WSUS) 3.0
* Script-driven deployment

Each of these deployment methods makes use of client patching to ensure that unchanged source files are available during the update installation. The 2007 Office system requires the original source files to remain unchanged in order for a repair of the local installation source to work correctly. Any method for deploying updates that modifies these source files is not supported in the 2007 Office system.

### Systems Management Server 2003

SMS 2003 is a remote management tool that helps system administrators deploy software to desktops, servers, and devices in medium and large organizations. By using SMS 2003, system administrators can target specific users or systems, elevate user rights for installation, determine when an installation can take place, specify user interaction levels, control restarts, and complete other administrative tasks. Administrators can also use SMS 2003 to deploy 2007 Office system SP1 client updates. For guidance in this scenario, review the SMS 2003 documentation in *Deploying the 2007 Office Release with Microsoft Systems Management Server 2003 R2* (available at <http://go.microsoft.com/fwlink/?LinkId=78542&clcid=0x409>) and in *Scenarios and Procedures for Microsoft Systems Management Server 2003: Software Distribution and Patch Management* (available at <http://www.microsoft.com/downloads/details.aspx?familyid=32f2bb4c-42f8-4b8d-844f-2553fd78049f&displaylang=en>).

### Windows Server Update Services 3.0

WSUS 3.0 is a free tool that administrators can use to deploy service packs and other updates within a corporate network. WSUS 3.0 connects to Microsoft Update to retrieve the latest software updates and synchronizes the updates with your corporate WSUS 3.0 server.

For information about WSUS 3.0, see *Microsoft Windows Server Update Services 3.0 Overview* documentation at <http://go.microsoft.com/fwlink/?LinkId=82773> and *Step-by-Step Guide to Getting Started with Microsoft Windows Server Update Services 3.0* at <http://go.microsoft.com/fwlink/?LinkId=82774>.

Microsoft Update will provide the patch files to be used with the local WSUS 3.0 server.

### Script-Driven Deployment

For organizations that have used the Ohotfix tool to distribute updates in past versions of Microsoft Office, a script to chain the installation of the new Microsoft Self-Extractor packages may be an option if it is not possible to use SMS 2003 or WSUS 3.0. If this method of deployment is used, it is important that the script chain the Microsoft Self-Extractor packages and not the Windows Installer patch files that are contained in those packages.

When deploying the Microsoft Self-Extractor packages using either SMS 2003 or a script, it is necessary to understand the switches available for the Microsoft Self-Extractor packages. These switches are documented fully in the article *Distribute product updates for the 2007 Office system* at <http://technet2.microsoft.com/Office/en-us/library/2ce70869-aa75-4a73-9c9b-8b74001f1c3c1033.mspx> and also in the Knowledge Base (KB) article, *Description of the command-line switches that are supported by a software installation package, an update package, or a hotfix package that was created by using Microsoft Self-Extractor*, available at <http://support.microsoft.com/kb/912203/en-us>. Key switches to understand are listed in the table below.

|  |  |
| --- | --- |
| **Switch** | **Description** |
|  /log: [path to log file] | Enables verbose logging. The name of a file must be included in addition to the path. In addition to the log file name specified, a separate log file will be created for each Windows Installer patch file included in the Microsoft Self-Extractor package except for Office64WWsp1.msp. The path provided must point to a folder that already exists. A folder that does not exist will not be created during the installation.Example: office2007sp1-kb936982-fullfile-en-us.exe /log:%temp%\Office2007SP1SetupLog.txt |
| /quiet | Runs the package in silent mode. This mode provides no visible user interface, and a completion dialog is not provided.Example: office2007sp1-kb936982-fullfile-en-us.exe /quiet |
| /passive | Runs the update without any interaction from the user. The dialog displaying the progress bar is displayed with text indicating the stage of the installation, but there is no completion dialog displayed. No input is required from the user.Example: office2007sp1-kb936982-fullfile-en-us.exe /passive |
| /norestart | Blocks prompting for a restart of the computer at the end of the installation.Example: office2007sp1-kb936982-fullfile-en-us.exe /norestart |
| /forcerestart | Forces a restart of the computer upon completing the installation of the update.Example: office2007sp1-kb936982-fullfile-en-us.exe /forcerestart |
| /?, /h, or /help | Displays a list of the available switches.Example: office2007sp1-kb936982-fullfile-en-us.exe /? |

Here is a simple example of a batch file that deploys Microsoft Self-Extractor packages contained in a folder. This batch file will first delete an existing log file and then proceed to run the installation of the Microsoft Self-Extractor files contained in the directory in which the batch file has been placed.

@echo off

del %temp%\oupdates.txt /q

for /f "delims=-; tokens=1,2,3,4,5" %%i in ('dir /b \*kb\*.exe') do echo %%j-%%i-%%k-%%l-%%m >> %temp%\oupdates.txt

for /f "delims=-; tokens=1,2,3,4,5" %%i in ('type %temp%\oupdates.txt') do %%j-%%i-%%k-%%l-%%m /log:%temp%\officeupdates.log /passive /norestart

A Visual Basic script with similar functionality is provided below.

Dim wShell 'As WshShell

Dim fso 'As FileSystemObject

Dim f 'As File

Dim sLogName 'As String

Dim sPatchFolder 'As String

Dim sPatchCmd 'As String

Const kTempFolder = 2

On Error Resume Next

 sPatchFolder = Replace(Wscript.ScriptFullName, Wscript.ScriptName, "")

 Set fso = CreateObject("Scripting.FileSystemObject")

 Set wShell = CreateObject("WScript.Shell")

 For Each f In fso.GetFolder(sPatchFolder).Files

 If UCase(Right(f.Name, 4)) = ".EXE" Then

 sLogName = fso.GetSpecialFolder(kTempFolder) & "\" & Left(f.Name, Len(f.Name) - 3) & "log"

 sPatchCmd = f.Path & " /quiet /norestart /log:" & sLogName

 wShell.Run sPatchCmd, 0, True

 End If

 Next

As was the case with the batch file, this will install all Microsoft Self-Extractor files contained in that folder. The code specifies that the Microsoft Self-Extractor packages be installed silently, and enables logging so that the log files will be generated in the Windows temporary folder. These switches are unlikely to work successfully with any executable (.exe) files that are not Microsoft Self-Extractor files, so it is recommended that the folder contains no other executable (.exe) files. The Visual Basic script and batch file are written so that the failure of a single installation will not cause succeeding installations to fail. Note that both the batch file and the Visual Basic script are intended as examples and may need to be modified for your use.

### Group Policy Software Deployment

Since the Group Policy Software Installation implementation in the 2007 Office system does not support deployment of Windows Installer patch files, administrators must use another method to deploy updates such as the 2007 Office system SP1. This issue is documented in the 2007 Office Resource Kit content on Group Policy Software Installations under the *Use Group Policy Software Installation to deploy the 2007 Office system* topic at <http://technet2.microsoft.com/Office/en-us/library/efd0ee45-9605-42d3-9798-3b698fff3e081033.mspx>.

## Deploying with the initial 2007 Office system client installation

The process of deploying updates with the initial installation of the 2007 Office system has changed significantly from past releases of Microsoft Office. Previously, deploying updates with the initial product installation was done through an updated administrative installation source or by chaining the updates to a compressed installation through the Setup.ini file. Both of these techniques presented challenges. When using an administrative installation source, the local installation source files were not available to use as a cache, so applying any subsequent updates required administrators to make the original installation source available again. The use of full-file versions of the updates mitigated this issue by replacing, not modifying, files that required updates. However, the source was still needed in some cases. The KB article, *Full-file version update may request Office source files* at <http://support.microsoft.com/kb/840169/en-us>, discusses this issue.

The 2003 release of the Microsoft Office System introduced the Local Installation Source feature, which helped administrators deploy updates from a CD image copied to a network location. This is often called a compressed CD image because it is a copy of the CD which includes compressed files (.cab) files. While the Administrative installation source extracted and updated files from the compressed files through the ***Setup /a*** command, installation from a compressed CD image allowed the Local Installation Source feature to create a local copy of the source files so the client could be updated. However, it was not possible to update the compressed CD image. This meant administrators had to either separate the update installations and initial installation, or edit the Setup.ini file in a text editor to chain the updates to the initial installation.

The 2007 Office system makes this process much simpler with an **\Updates** folder within the folder containing the source files. This sub-folder can be used to incorporate the installation of updates with the initial installation of the 2007 Office system products. Only Windows Installer patch files contained in this folder will be installed with the initial installation, so it is necessary to extract these patches from the Microsoft Self-Extractor package. Customization patches can also be installed in this way.

If the Office Customization Tool creates a customization patch, it should be renamed so that it is installed first. Setup.exe will only process one patch during installation; all of the other patches contained in the folder will be chained at the end of the installation. It is recommended that the customization patch be renamed by adding a “1” at the beginning of the file name to ensure that it is processed first. There is a large amount of information about the process of modifying the installation and deploying customizations. For more on this process, see the 2007 Office Resource Kit topics within *Deployment for the 2007 Office release* at <http://technet2.microsoft.com/Office/en-us/library/264e7da6-b7a8-4ada-b2ac-90eb5266b0c01033.mspx>.

For the office2007sp1-kb936982-fullfile-en-us.exe update package, the steps to populate the \Updates folder with the update patches are as follows:

1. Copy the compressed CD image to a network location.
2. Use the Office Customization Tool to make any necessary modifications to the installation, and save that customization patch to the **\Updates** folder. As noted above, ensure that the file name begins with “1.”
3. Make any modifications to the config.xml file that are needed, and save that file either to the folder containing the **Setup.exe** file or to another location which will be referenced in the command line launching the installation. An example of the sort of modification that may be included in the config.xml file is information about adding language packs to the installation.
4. Download the office2007sp1-kb936982-fullfile-en-us.exe file from the Microsoft Download Center at <http://www.microsoft.com/downloads/details.aspx?FamilyId=9EC51594-992C-4165-A997-25DA01F388F5&displaylang=en>.
5. Use the **/Extract:[extract folder]** switch to extract the patches from this Microsoft Self-Extractor file. An example of the command line to be used is shown below.

office2007sp1-kb936982-fullfile-en-us.exe /extract:”c:\ExtractFiles”

This command line will launch Setup to extract the files. Prior to beginning the extraction process, the EULA will be displayed. Once the EULA is accepted, the files will be extracted. The quotation marks do not need to be used with the path, but it does make it easier to read the command line. Using quotation marks will also avoid problems with a long file name path containing spaces.

1. Copy the Windows Installer patch (.msp) files to the **\Updates** folder.
2. Repeat the process for any other 2007 Office system SP1 update packages or other updates that need to be installed. The Windows Installer patch file names are unique, so there should be no risk of a file being accidentally overwritten, which may cause a problem with the installation. If the product is being deployed with additional language packs, the language pack service packs would be added to the **\Updates** folder.
3. Deploy the product normally.

## Troubleshooting 2007 Office system SP1 update installation issues

This section covers potential issues with the installation of updates for the 2007 Office system, including the 2007 Office system SP1.

### Known issues

There are a few issues that could cause problems with the installation of the 2007 Office system SP1 updates. These are documented in articles in the Microsoft Knowledge Base, but they are summarized below.

* **You are unexpectedly prompted to restart the computer after you install a 2007 Office system service pack or an Office 2007 update (**[**http://support.microsoft.com/kb/942995/en-us**](http://support.microsoft.com/kb/942995/en-us)**).** When Office files are held in memory during the installation of a service pack or other Office update, it is not possible for them to be updated without restarting the computer. Until the system is restarted, the configuration will not be completely updated and unexpected problems can occur in the use of the Office applications. In addition to an open application, other applications may be using the Office 2007 files and force the need to restart. The known causes for this behavior are:
	+ Microsoft Office Communicator 2005 or Microsoft Office Communicator 2007 is running.
	+ Microsoft Office Groove 2007 is running.
	+ Microsoft Windows Desktop Search is running.
	+ Japanese Input Method Editor (IME) is installed.
* **Microsoft Office Outlook 2007 fails to boot after installation of the 2007 Office system SP1 if Office Communicator is running (**[**http://support.microsoft.com/kb/943590/en-us**](http://support.microsoft.com/kb/943590/en-us)**).** If the restart required because Office Communicator is not completed prior to launching Microsoft Office Outlook 2007, then Office Outlook 2007 will fail to launch successfully. So the computer must be restarted to use Outlook.
* **Installing the 2007 Office system SP1 on a system with insufficient disk space will fail with this error: "Report 2007 Microsoft Office Suite Service Pack 1 (SP1) Installation Failure" (**[**http://support.microsoft.com/kb/943589/en-us**](http://support.microsoft.com/kb/943589/en-us)**).** When installing the 2007 Office system SP1 updates, there is a check to determine if there is enough disk space to extract the patch files from the Microsoft Self-Extractor file. If there is not enough disk space on the hard drive used by Windows, a message that there is insufficient disk space will appear. However, if there is enough space to extract the patch files, but not enough space to successfully complete the installation, a different message that does not identify disk space as the problem will appear. The Microsoft Self-Extractor package needs disk space to download to the local hard drive and to extract the patch files into the Microsoft Windows temporary directory. In addition, disk space is needed for the cached Windows Installer files (.msi) files. Because the 2007 Office system SP1 updates are performing the update by replacing the files instead of modifying them, more disk space is required.

In the case of the office2007sp1-kb936982-fullfile-en-us.exe package, the amount of disk space required for Windows XP SP2 is 1.1 GB of free disk space and the amount of disk space required for Windows Vista is 1.75 GB of free disk space. Less disk space may be needed for other smaller 2007 Office system SP1 packages, but generally the disk space required for the installation will be five or six times the size of the Microsoft Self-Extractor file. The disk space requirement may also be reduced by the size of the Microsoft Self-Extractor file if the package is being installed from a second disk drive or from a network location. Most of this disk space is returned after the installation has been completed.

* **Installing the 2007 Office system SP1 without Windows Installer 3.1 fails with this error: "Report 2007 Microsoft Office Suite Service Pack 1 (SP1) Installation Failure" (**[**http://support.microsoft.com/kb/942101/en-us**](http://support.microsoft.com/kb/942101/en-us)**).** While the system requirements for 2007 Office system products indicate that the requirement for installation is “Windows XP with Service Pack 2, Windows Server 2003 with SP1, or later operating system,” the version of the Windows Installer provided with Windows XP SP2 does not provide the ability to install updates for 2007 Office system client products. The Windows Installer 3.1 Redistributable (v2) critical update must be installed to correct the problem and is available at <http://www.microsoft.com/downloads/details.aspx?familyid=889482FC-5F56-4A38-B838-DE776FD4138C&displaylang=en>.
* **Cancelling installation of a 2007 Microsoft Office system SP1 update leaves some parts of the service pack installed (**[**http://support.microsoft.com/kb/934082/en-us**](http://support.microsoft.com/kb/934082/en-us)**).** If the installation of the service pack is cancelled for some reason, it may not roll back completely. This is because the Microsoft Self-Extractor package contains several Windows Installer patch files that are updating more than a single Windows Installer file. The rollback will complete for the Windows Installer patch file that is being installed at that time. However, it is not possible to roll back the installation that has been completed for any prior Windows Installer patch file. So the configuration will then be in a partially patched state which can produce unexpected behavior in the installed applications. It will be necessary to install the Microsoft Self-Extractor package again or uninstall the 2007 Office system product to put the 2007 Office system configuration into a fully updated state, which will have all of the 2007 Office system files updated correctly.
* **Installation of the 2007 Microsoft Office Suite SP1 update will reset the default mail client to Outlook even if the client has another email product set to be the default mail client (**[**http://support.microsoft.com/kb/944290/en-us**](http://support.microsoft.com/kb/944290/en-us)**).** If the initial installation did not use a Setup property to disable Microsoft Office Outlook as the default mail client, installation of any update that impacts Office Outlook will cause the reset of the registry key that controls this behavior. Solutions to correct this behavior are provided in the KB article referenced above.

### Troubleshooting steps

To effectively troubleshoot problems that can occur during update installations, you need to collect important information about the environment and note the exact wording of any error messages that appear. After gathering basic configuration data, you may also need to review the verbose logs that can be created during the update process. Occasionally, it is helpful to read the original Office 2007 Setup logs to see how the original installation was performed and where the program files reside on the local computer. You should collect the following basic configuration information:

* Operating system and service pack level
* Office products that have been installed
* The exact Windows Installer version that is currently installed (on the **Start** menu, click **Run**, and then type **Msiexec**). Depending on the Windows Installer version, it may be necessary to check the version of the MSI.DLL file.
* The exact file name and time stamp of the update that is causing difficulty
* Notes related to any recent error messages or update installation problem
* The Application Event logs from the Event Viewer
* The System Event logs from the Event Viewer
* The original product Setup logs
* Microsoft Self-Extractor update logs
* Any other system information that might be helpful to troubleshoot the problem

### Using Microsoft Self-Extractor logs

Setup logs are not automatically created during the installation of the 2007 Office system SP1 updates. To generate the Microsoft Self-Extractor logs, the **/log** switch must be used with a path to a specified log file. An example of the command line to be used with the office2007sp1-kb936982-fullfile-en-us.exe package is provided below.

office2007sp1-kb936982-fullfile-en-us.exe /log:%temp%\Office2007SP1SetupLog.txt

The command line will not create a Windows folder; so using the Windows temp folder is a good way to ensure that the location always exists. A file name must also be provided. In addition to the file name specified, other log files will be created based on the patches being installed by the Microsoft Self-Extractor file. The table below provides the list of log files that are created by a command line similar to the one provided above.

|  |  |
| --- | --- |
| **2007 Office system SP1 client update** | **Log Files Created** |
| office2007sp1-kb936982-fullfile-en-us.exe | ClientSharedMUIsp1-en-us.logMAINMUIsp1-en-us.logMAINWWsp1.logProofsp1-en-us.logProofsp1-es-es.logProofsp1-fr-fr.logOffice2007SP1SetupLog.txt |
| project2007sp1-kb937154-fullfile-en-us.exe | ProjectWWsp1.logProjectMUIsp1-en-us.logProject2007SP1SetupLog.txt |
| sharepointdesigner2007sp1-kb937162-fullfile-en-us.exe | SharepointdesignerWWsp1.logSharepointdesignerMUIsp1-en-us.logSharepointdesigner2007SP1SetupLog.txt |
| visio2007sp1-kb937155-fullfile-en-us.exe | VisioWWsp1.logVisioMUIsp1-en-us.logVisio2007SP1SetupLog.txt |

For failures, it will be important to check the file identified in the command line. If one of the patches within the Microsoft Self-Extractor fails, there will be an error code, such as the one provided below, near the end of the log file specified in the command line.

OPatchInstall: Property 'SYS.PROC.RESULT' value '17031'

This specific code indicates that that version of the installation does not match the version that is expected, so the patch will not be applied. A successful installation will be indicated by a line similar to the one below.

OPatchInstall: Property 'SYS.PROC.RESULT' value '0'

Here is a table providing a listing of the error and status codes that apply to Microsoft Self-Extractor packages.

|  |  |
| --- | --- |
| **Error or Status Code** | **Explanation** |
| 0 | Success |
| 17300 | Error: General code |
| 17301 | Error: General Detection error |
| 17302 | Error: Applying patch |
| 17303 | Error: Extracting file |
| 17021 | Creating temp folder |
| 17022 | Success: Reboot flag set |
| 17023 | Error: User cancelled installation |
| 17024 | Error: Creating folder failed |
| 17007 | Patch not found |
| 17009 | No patches to apply |
| 17025 | Patch already installed |
| 17026 | Patch already installed to admin installation |
| 17027 | Installation source requires full-file update |
| 17028 | No product installed for contained patch |
| 17029 | Patch failed to install |
| 17030 | Detection: Invalid CIF format |
| 17031 | Detection: Invalid baseline |
| 17038 | Error: Not a user with admin permissions |
| 17034 | Error: Required patch does not apply to the machine |

Another issue on which the log files can provide more detail is a request to restart the computer at the end of the installation. The log file will provide an indication that the restart was needed with the line below.

OPatchInstall: Property 'SYS.PATCH.NEEDREBOOT' value '1'

However, this does not provide an indication of why the reboot is needed. For that information, the MAINWWsp1.LOG file (or if a different package is being installed, the <product>WWsp1.LOG file for the product being installed) must be reviewed. To find the information, open the file in Notepad and search for the text “being held in use” using the **Find** option on the **Edit** menu. Then repeat using **Find Next** from the **Edit** menu.

An example of the text that will be found is displayed below.

MSI (s) (F4:34) [16:34:37:904]: Product: Microsoft Office Enterprise 2007. The file C:\Program Files\Common Files\Microsoft Shared\OFFICE12\RICHED20.DLL is being held in use by the following process Name: searchprotocolhost, Id 3128.

The above text indicates that the RICHED20.DLL file could not be updated because Microsoft Desktop Search was holding that file in use.

# Conclusion

The 2007 Microsoft® Office system Service Pack 1 (SP1) improves stability, performance, and security for the 2007 Microsoft Office system. For companies that have made the 2007 Office system the foundation of their business productivity infrastructure, the service pack strengthens the server components that enable greater collaboration, eliminates many limitations on productivity, and reinforces security to protect against malicious software threats.

The 2007 Office system SP1 delivers many important fixes to the applications people rely on every day and resolves compatibility issues with older versions of the Microsoft Office system. In a short period of time, Microsoft addressed these important issues, including top customer-requested fixes and the top five crash-causing software bugs in each application. With the release of the 2007 Office system SP1, Microsoft further demonstrates its commitment to the success of its customers.

# Resources

This 2007 Microsoft® Office system Service Pack 1 (SP1) white paper is a general paper; see the links below for more detailed resources.

## 2007 Office Resource Kit

The 2007 Microsoft Office system resource kit includes detailed information that is useful for IT administrators. To read more, please visit <http://technet2.microsoft.com/Office/en-us/library/9df1c7d2-30a9-47bb-a3b2-5166b394fbf51033.mspx>.

## Microsoft Office Desktop Applications

The Microsoft Office Desktop Applications TechCenter is designed to help connect you with resources from Microsoft and the broader Office community. Visit the Web site at <http://technet.microsoft.com/en-us/office/desktop/default.aspx>.

## Applications Issues Fixed in the 2007 Office System SP1

* Issues fixed in the 2007 Microsoft Office Suite by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942379/en-us>)
* Issues fixed in Microsoft Office Access™ 2007 by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942378/en-us>)
* Issues fixed in Microsoft Office Excel® 2007 by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942382/en-us>)
* Issues fixed in Microsoft Office InfoPath® 2007 by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942381/en-us>)
* Issues fixed in Microsoft Office OneNote® 2007 by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942468/en-us>)
* Issues fixed in Microsoft Office Outlook® 2007 by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942384/en-us>)
* Issues fixed in Microsoft Office PowerPoint® 2007 by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942385/en-us>)
* Issues fixed in Microsoft Office Project 2007 by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942386/en-us>)
* Issues fixed in Microsoft Office Word 2007 by the 2007 Office system SP1 (<http://support.microsoft.com/kb/942389/en-us>)

## 2007 Office System SP1 Knowledge Base Articles

* Description of the 2007 Microsoft Office system SP1 (<http://support.microsoft.com/kb/936982/en-us>)
* Description of the Microsoft Office Project 2007 SP1 (<http://support.microsoft.com/kb/937154/en-us>)
* Description of the Microsoft Office SharePoint® Designer 2007 SP1 (<http://support.microsoft.com/kb/937162/en-us>)
* Description of the Microsoft Office Visio® 2007 SP1 (<http://support.microsoft.com/kb/937155/en-us>)
* Description of the Microsoft Office Proofing Tools 2007 SP1 (<http://support.microsoft.com/kb/937156/en-us>)
* Description of the Calendar Printing Assistant for Microsoft Office Outlook 2007 SP1 (<http://support.microsoft.com/kb/937157/en-us>)
* Description of the Microsoft Office PowerPoint Viewer 2007 SP1 (<http://support.microsoft.com/kb/937158/en-us>)
* Description of the Microsoft Office Visio Viewer 2007 SP1 (<http://support.microsoft.com/kb/937160/en-us>)
* Description of the Office 2003 Web Components SP1 for the 2007 Microsoft Office system (<http://support.microsoft.com/kb/937961/en-us>)
* Description of the Office Compatibility Pack SP1
(<http://support.microsoft.com/kb/940289/en-us>)
* Description of the Microsoft Office Language Interface Pack 2007 SP1 (<http://support.microsoft.com/kb/937850/en-us>)

## Updating and Deployment Resources

* 2007 Office Resource Kit (<http://technet2.microsoft.com/Office/en-us/library/9df1c7d2-30a9-47bb-a3b2-5166b394fbf51033.mspx?mfr=true>)
* Microsoft Download Center – Office (<http://www.microsoft.com/downloads/Browse.aspx?displaylang=en&productID=4289AE77-4CBA-4A75-86F3-9FF96F68E491>)
* Office Online Downloads (<http://office.microsoft.com/en-us/downloads/FX101321101033.aspx?pid=CL100570421033>)
* Office System TechCenter (<http://technet.microsoft.com/en-us/office/default.aspx>)
* Microsoft Systems Management Server (<http://www.microsoft.com/smserver/default.mspx>)
* Microsoft Systems Management Server TechCenter (<http://technet.microsoft.com/en-us/sms/default.aspx>)
* Patch Management Using Systems Management Server 2003 (<http://www.microsoft.com/technet/solutionaccelerators/cits/mo/swdist/pmsms/2003/pmsms031.mspx>)
* Microsoft Windows Server Update Services (<http://technet.microsoft.com/en-us/wsus/default.aspx>)

The information contained in this document represents the current view of Microsoft Corporation on the issues discussed as of the date of publication. Because Microsoft must respond to changing market conditions, it should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information presented after the date of publication.

This white paper is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS
DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in, or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation.

Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

© 2007 Microsoft Corporation. All rights reserved.

Microsoft, Access, Excel, Groove, InfoPath, OneNote, Outlook, PowerPoint, SharePoint, Visio, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.