



Service Newsletter

Product: Enterprise Express Text System

NL: Reissued 2081-159

Subject: Microsoft Word 2003 Software Installation

Date: November 4, 2005

Summary: This newsletter provides the procedure for installing Microsoft Word 2003 software on **EXText Servers** and **Client Workstations** that are at EXText Version 6.3 or higher. After installing Microsoft Word 2003, install Microsoft Office 2003 Service Pack 1.

Service Policy: This newsletter is intended for Service personnel for the purposes of upgrading to or installing/reinstalling Microsoft Word 2003 on the EXText Server/Router and/or Client Workstation. Microsoft Word 2003 is supported by **EXText Version 6.3 SP1** software or later for EXText Servers/Routers and Client Workstations. **Ensure that the version of Microsoft Word installed on each Client Workstation is at an earlier version or at the same version installed on the EXText server.**

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Requirement(s): See [page 2](#) for required parts, recommended tools, and reference documents.

Return Policy: Not Applicable

Distribution: Everyone; APP Customer; CSP Customer; Employee

Attachment(s): None

Reissue Note(s): This newsletter is reissued to warn the user *not* to check the **Hidden text** option on the Print tab when configuring the application so as not to adversely affect the true line count of a document.

Index Under: **SYSTEMS, Enterprise Express Text**
Microsoft Word
- word 2003 installation

Parts Information and Availability:

The parts availability information listed in the following table is accurate as of the date of this newsletter.

Part Number	Description	Availability
Office 2003 SP 1	Office 2003 Service Pack 1	Available for download from Microsoft web site. Refer to page 25

Recommended Service Tools:

In addition to the standard tool kit, which includes hand tools and an antistatic kit, the following is recommended:

Part Number	Description
NA	No tools required for this newsletter.

Reference Documents:

In addition to this document, refer to the following document(s) for additional service and operational information.

Document Number	Service/ATS	Title
NA	NA	No documents required for this newsletter.

Microsoft Word 2003 Software Installation

General

Use the following steps for installing Microsoft Word 2003 software on **EXText Servers/Routers** and **Client Workstations** that are running version 6.3 or higher EXText software. After installing Microsoft Word 2003, install Office 2003 Service Pack 1.

This newsletter is intended for Service personnel for the purposes of upgrading to or installing/reinstalling Microsoft Word 2003 on the EXText Server/Router and/or Client Workstation. Microsoft Word 2003 is supported by **EXText Version 6.3 SP1** software or later for EXText Servers and Client Workstations. ***Do not install or upgrade to Microsoft Word 2003 if the EXText system is running an earlier version of software.***

Product Activation

During the installation and setup, you will be requested by the Wizard to activate the product. If it is not activated, it will cease to function after opening Word a specified number of times. You must use the proper Customer information, not Dictaphone information. Consult with the Customer and either activate it during the installation with the Customer, or inform the Customer that he must activate it directly after the installation.

Requirements

- If the Client Workstation is running an earlier version of Microsoft Word, you must uninstall that version before installing Microsoft Word 2003.
 - ◆ If the Client Workstation is running Microsoft Word 7 or Microsoft Word 8, you must uninstall that software completely before installing Microsoft Word 2003 using the Add/Remove Programs utility on the Control Panel window. If the version was Word 8, you must also run the Eraser97.exe file, available for download from the Dictaphone Intranet Web site, to clean the registry of unwanted Word 8-related items that may cause errors. When uninstalling Microsoft Word 7 or 8, you will need the installation CD for the uninstallation process.
 - ◆ If the Client Workstation is running Microsoft Word 2000, you must uninstall that software completely before installing Microsoft Word 2003 using the Add/Remove Programs utility on the Control Panel window. When uninstalling Microsoft Word 2000, you will need the installation CD for the uninstallation process.
 - ◆ If the Client Workstation is running Microsoft Word XP (a.k.a., Microsoft Word 2002), you must uninstall that software completely. If you are presented with a window that suggests Upgrade, as opposed to Install, as the Recommended option for the machine, choose Upgrade so that the Microsoft Word 2003 installation application deletes all components of the Microsoft Word XP application.
- In addition, you must apply the latest service pack that is approved by Dictaphone for the application. As of the date of this newsletter, Microsoft Office 2003 Service Pack 1 is mandatory.

Installation Procedure

Files

This procedure pertains to both the EXText Server and Word Client Workstations.

1. Create a temporary folder and name it **C:\MSWord2003Temp**.

Determine if another version of Microsoft Word is running on the machine and note what version it is. If another version is installed, download the proper file from the Dictanet Web site to the temporary folder you just created.

- ◆ For Microsoft Word 8/97, download **Eraser97.exe (approximately 1.53 MB)**
 - ◆ For Microsoft Word 2000, do not use **Eraser2k.exe** on a workstation that has EXText server/client applications loaded.
 - ◆ There is no erasure utility available from Microsoft for Word XP at this time.
2. In addition, you will be installing the latest service pack for Microsoft Word 2003. As of the date of this newsletter, Microsoft Word 2003 Service Pack 1 is a mandatory upgrade for all Word 2003 servers and workstations. Refer to [Obtaining Microsoft Office 2003 Service Pack 1](#) for a link to the location on Microsoft's web site where the Service Pack can be downloaded.

Uninstall Old Version(s) of Microsoft Word Prior to Installation

Before you install Microsoft Word 2003, you **must** uninstall any earlier version of Microsoft Word software using the **Add/Remove Programs** utility on the Control Panel. *You will need the CD or diskettes that you used to install the earlier application of Microsoft Word in order to uninstall it.* It is highly recommended that the customer not run two versions of Microsoft Word on the same machine to prevent compatibility errors.



DECISION

If you are uninstalling Microsoft Word 8/98, go to the [Uninstall Microsoft Word 8/97](#) section below. If you are uninstalling Word 2000, go to the [Uninstall Microsoft Word 2000](#) section below. If you are uninstalling Word XP/2002, go to the [Uninstall Microsoft Word XP/2002](#) section below. If no earlier version is currently installed on the machine, skip to the [Norton Anti-Virus Requirement](#) section.

Uninstall Microsoft Word 8/97

Refer to the [Files](#) section above. If you uninstalled Microsoft Word 8, you must run the following program after the uninstallation to clean out the registry:

eraser97.exe (approximately 1.53 MB)

The file is available for download from the Dictaphone Intranet Web site. Please read the Technet Article 176823 at the Microsoft Web site thoroughly. Save the file to the **C:\MSWord2003Temp** folder on the EXText Client Workstation on which you are working and run it.

Uninstall Microsoft Word 2000

Do not use **eraser2k.exe** to uninstall Microsoft Word 2000 since this also removes files that are used by EXText Word Client. Use the **Add/Remove Programs** utility on the Control Panel.

Uninstall Microsoft Word XP/2002

Refer to the [Files](#) section above. If you uninstalled Microsoft Word XP, there is no program available to run after the uninstallation to clean out the registry. However, if the Word 2003 installation detects hidden registry files, the installation Wizard will give you the option to delete any unnecessary files from the Word XP application. The steps below cover this situation. See the screenshot on page 19 for more information.

Norton Anti-Virus Requirement

Prior to the installation of Word 2003, if the EXText Servers and/or Client(s) are running Norton AntiVirus 2000, you **must** do one of the following:

- **Recommended:** Upgrade the application to Symantec antiVirus Corporate Edition 7.6 or Norton AntiVirus 2001, or later.
- or
- **Not Recommended:** Remove the office plug-in.



Go to the [Install Microsoft Word 2003](#) section.

Install Microsoft Word 2003

Make sure that you close all applications prior to installing the software.

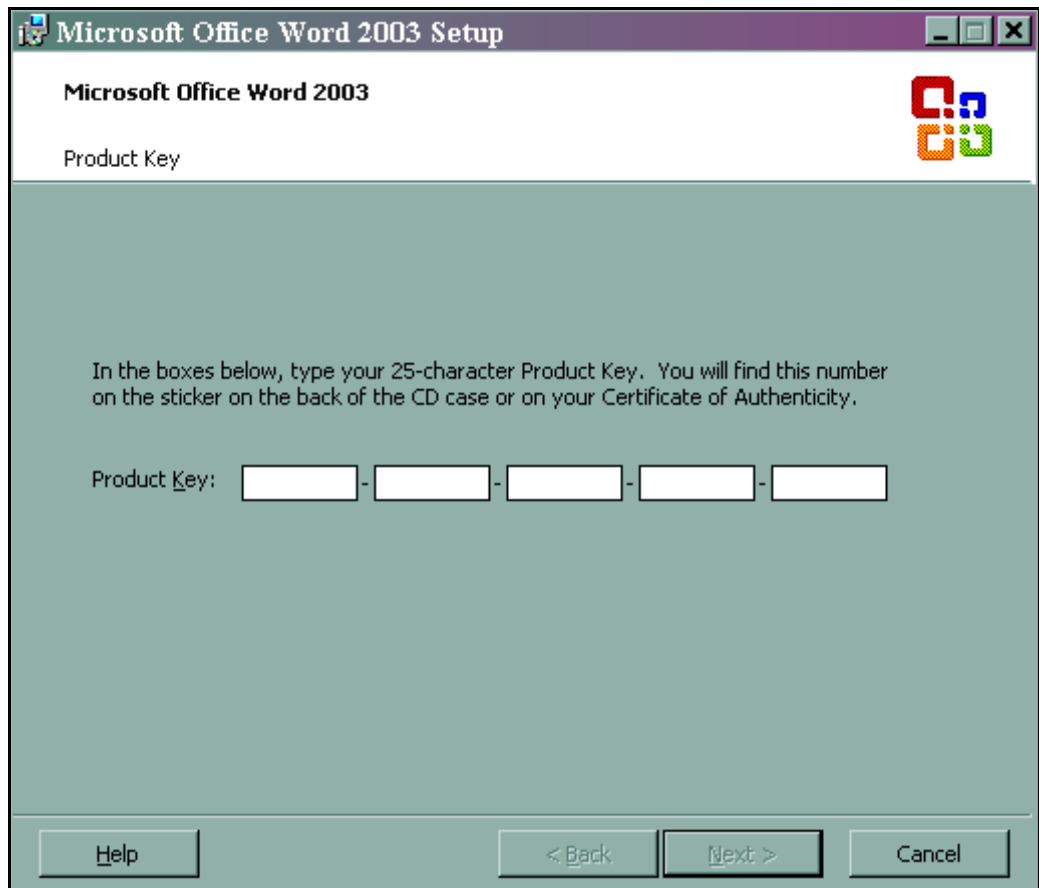


The screens shown below are for an installation using a CD that contains only Microsoft Word 2003. If you are installing the application using a Microsoft Office 2003 CD, which contains more applications than just Microsoft Word (e.g., Microsoft Excel, Microsoft PowerPoint, etc.), you should disable the other applications at the start when they are presented so that they do not install. Some screens will differ, as well as the area where the options are presented in the list, when using the full Microsoft Office CD, so you will have to expand the various options on the list when configuring the installation. If you are uncertain of any options, call Technical Services before you install them.

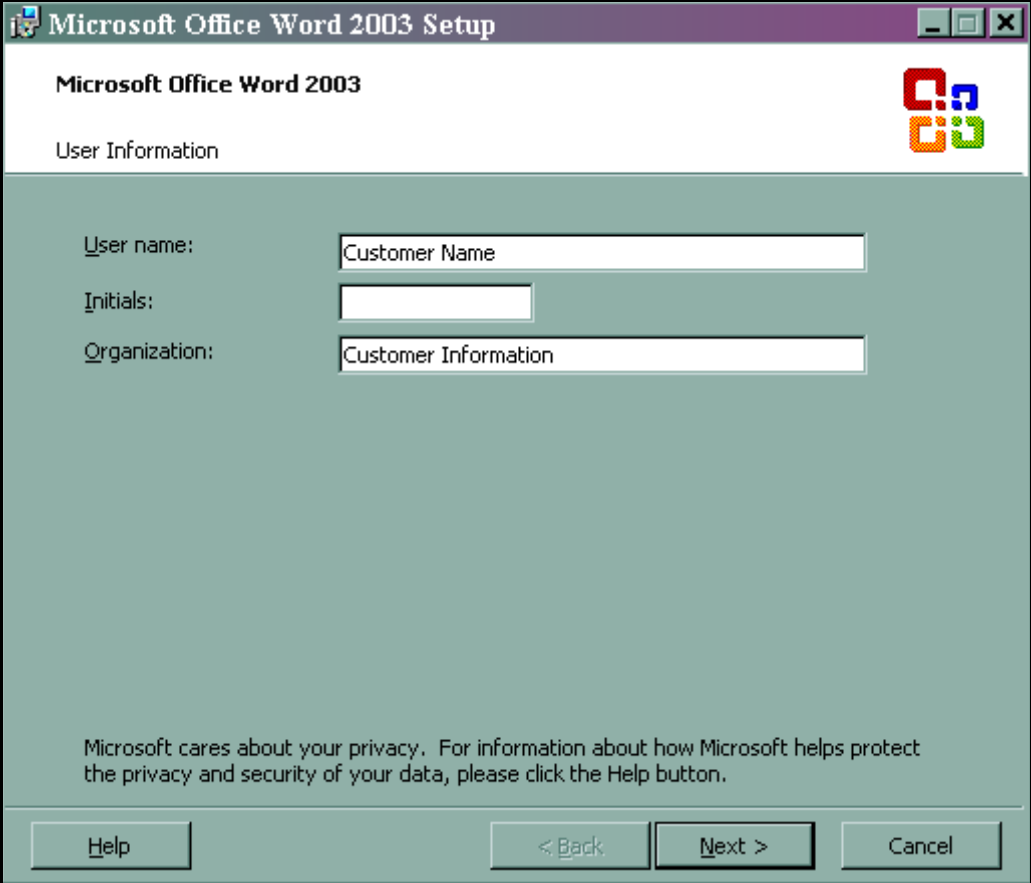
Perform the following steps to install Microsoft Word 2003.

1. Place the Microsoft Word 2003 CD in the CD-ROM drive to begin the installation.

The application will prepare the machine for the installation. When the preparations are finished, the following window displays.

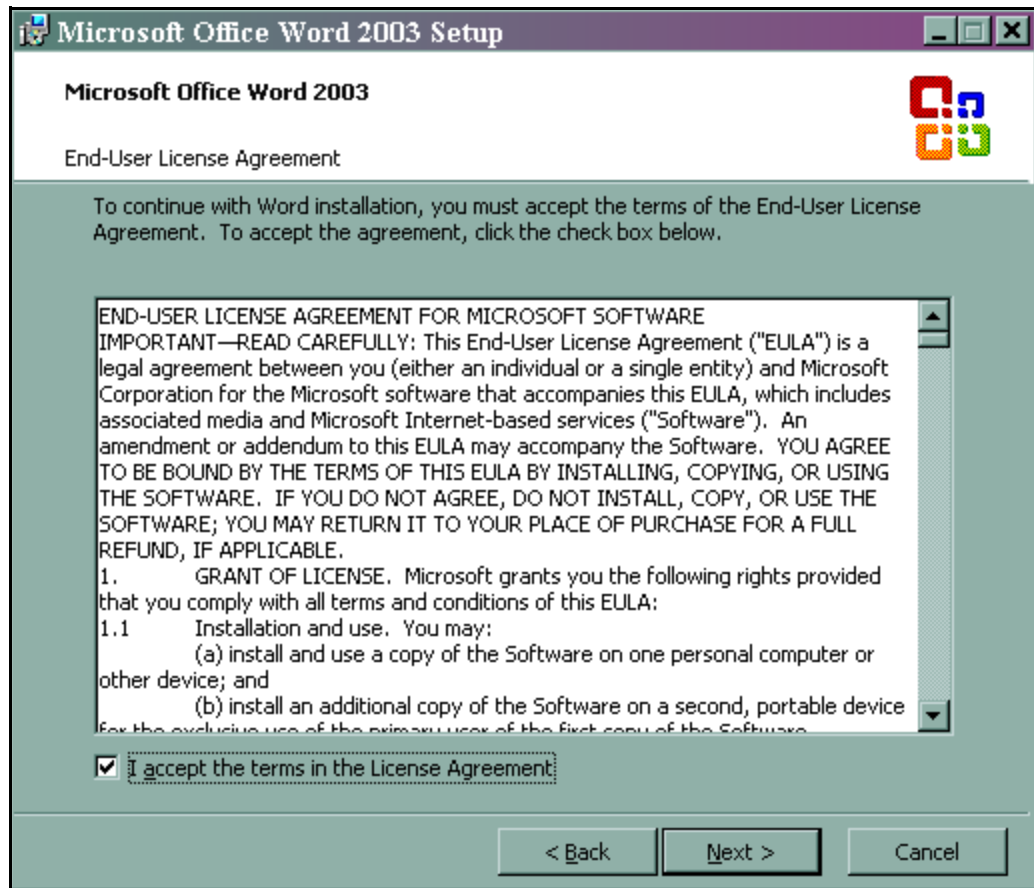


2. Enter the Product Key, which is usually on the back or inside of the CD case, and click **Next**.

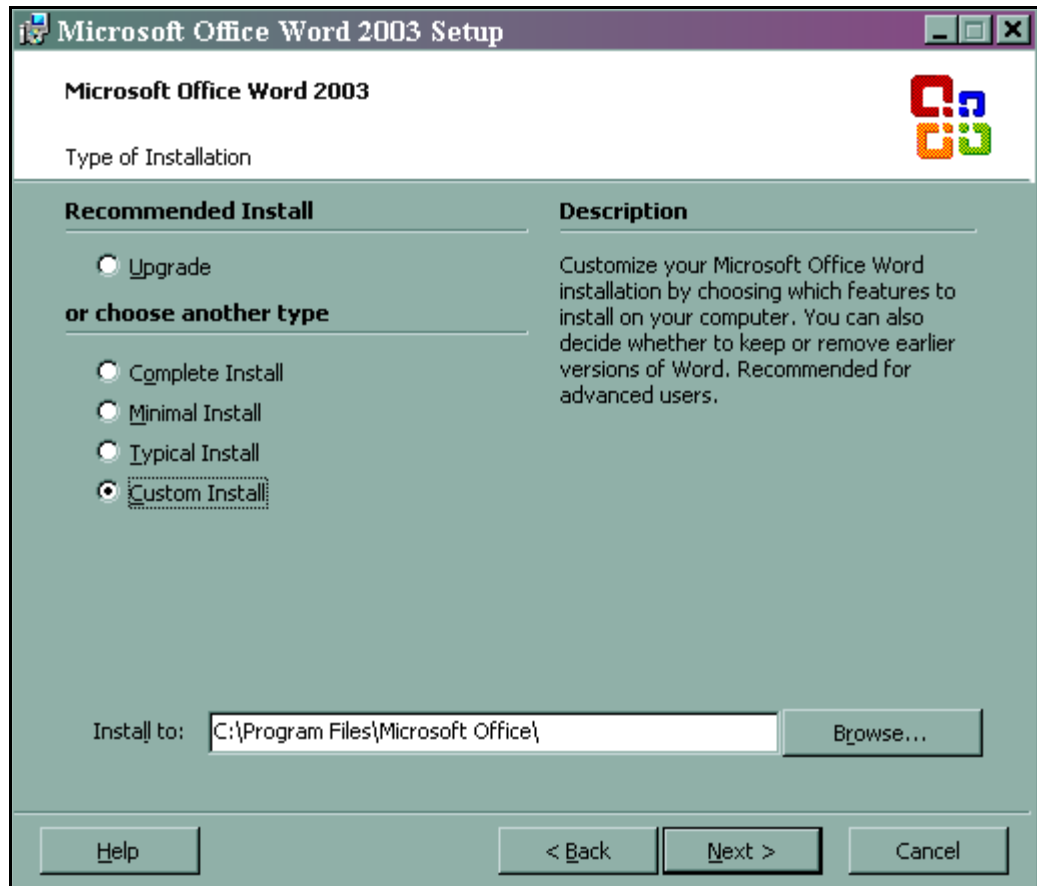


The screenshot shows the 'Microsoft Office Word 2003 Setup' window. The title bar reads 'Microsoft Office Word 2003 Setup'. The main window title is 'Microsoft Office Word 2003'. Below the title is the 'User Information' section. It contains three input fields: 'User name:' with the text 'Customer Name', 'Initials:' with an empty field, and 'Organization:' with the text 'Customer Information'. At the bottom of the window, there is a privacy notice: 'Microsoft cares about your privacy. For information about how Microsoft helps protect the privacy and security of your data, please click the Help button.' Below the notice are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

3. Enter the Customer's required information and click **Next** to display the License Agreement window.



4. Select the **I accept the terms in the License Agreement** option and click **Next** to display the Ready to Install window.



IMPORTANT

You must perform a Custom installation. If you perform a Typical installation, certain options will be installed that conflict with the EXText software and errors will occur.

5. Select the **Custom Install** option.

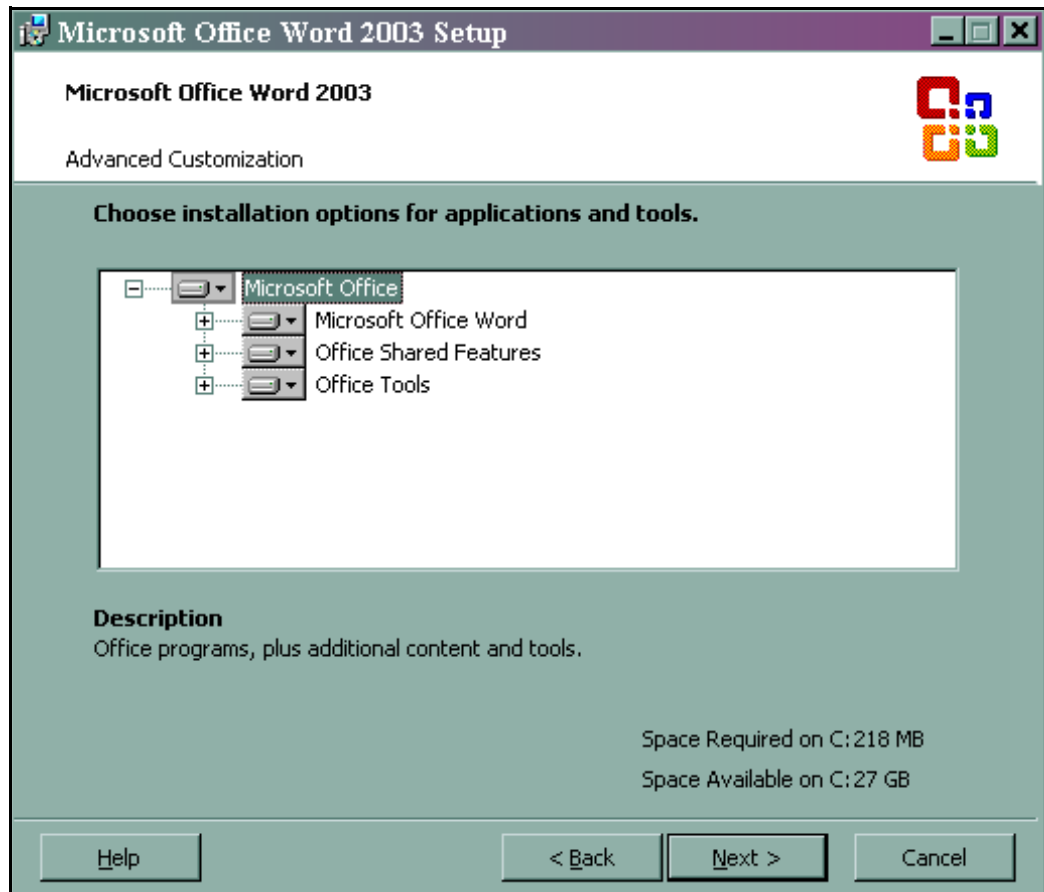
If you are installing Microsoft Word 2003 from a Microsoft Office 2003 CD, uncheck the other Office programs (e.g., MS Excel, MS PowerPoint) so that they do not install.

6. Choose **C:\Program Files\Microsoft Office** for the **Install to:** option and click **Next**.



The files should be installed on drive C.

The Selecting Features window displays. This is the place where you will enable and disable the options that will be installed.



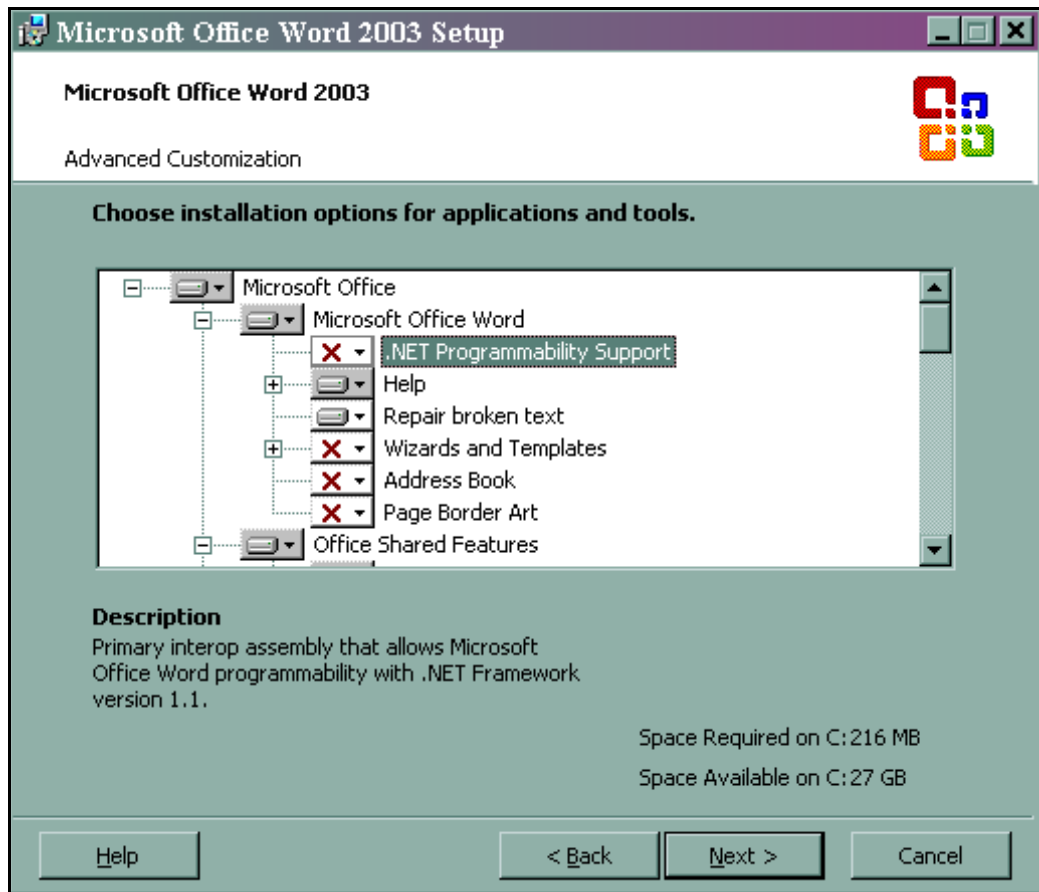
7. To change options listed (e.g., Help, Repair broken text, Wizard and Templates, etc.), expand the menu by clicking the plus sign (+) that precedes to each of the three options, **Microsoft Office Word**, **Office Shared Features**, and **Office Tools**. Click the option and set the options as directed below. When you are through with the changes, proceed to the next step.

Option Settings

Expand and scroll the lists as needed to find and set the following options depicted in the screens as instructed below. To set an option, click on it and choose from the drop-down menu.

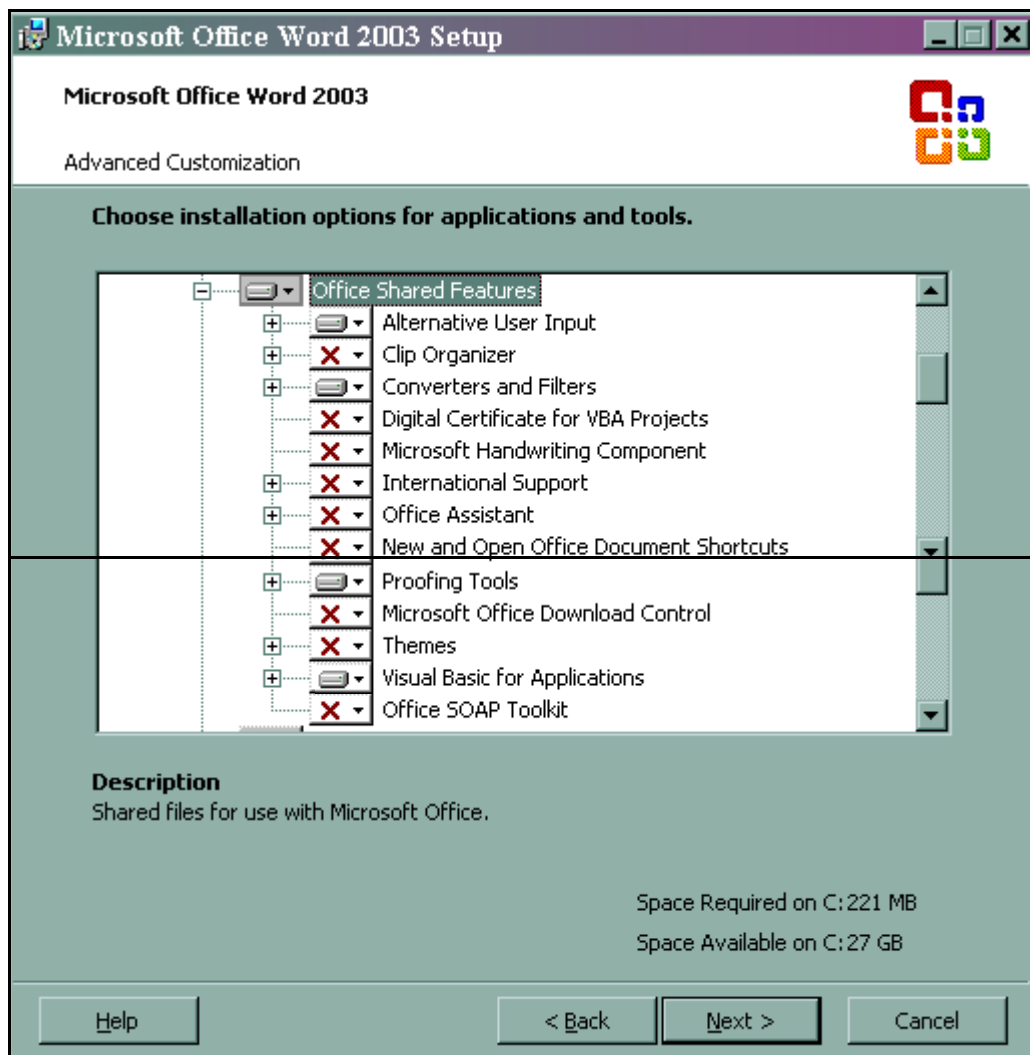
Microsoft Office Word Options

- ◆ .NET Programmability Support - Use **Not Available** option
- ◆ Help - Use **Run All From My Computer** option
- ◆ Repair broken text - Use **Run All From My Computer** option
- ◆ Wizards and Templates - Use **Not Available** option
- ◆ Address Book - Use **Not Available** option
- ◆ Page Border Art - Use **Not Available** option



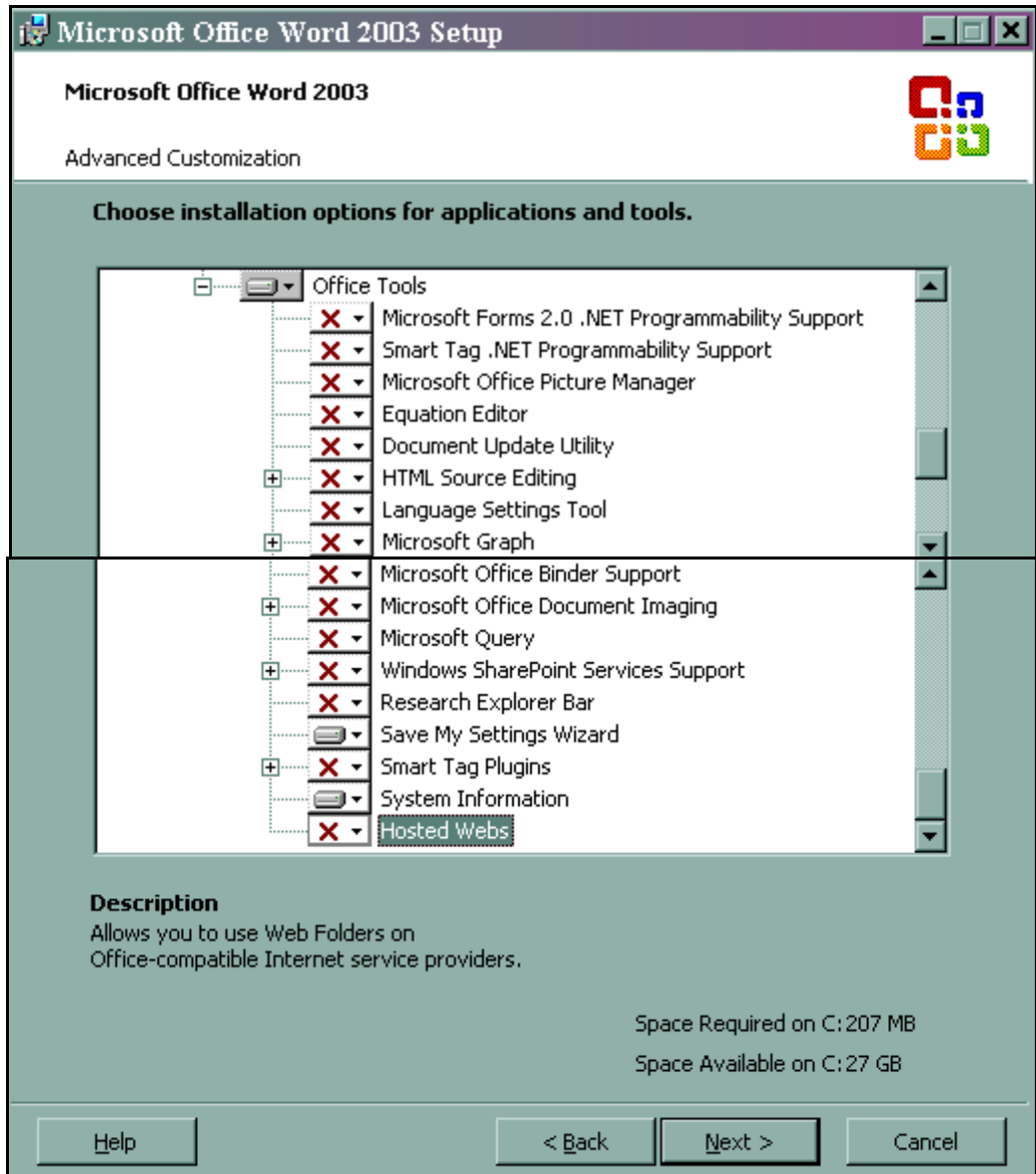
Office Shared Features Options

- ◆ Alternative User Input - Use **Run All From My Computer** option for all
- ◆ Clip Organizer - Use **Not Available** option for all
- ◆ Converters and Filters - Use **Run All From My Computer** option for all
- ◆ Digital Signature for VBA Projects - Use **Not Available** option
- ◆ Microsoft Handwriting Component - Use **Not Available** option
- ◆ International Support - Use **Not Available** option for all
- ◆ Office Assistant - Use **Not Available** option for all
- ◆ New and Open Office Document Shortcuts - Use **Not Available** option
- ◆ Proofing Tools - Use **Run All From My Computer** option for all
- ◆ Microsoft Office Download Control - Use **Not Available** option
- ◆ Themes - Use **Not Available** option for all
- ◆ Visual Basic for Applications - Use **Run All From My Computer** option for all
- ◆ Office SOAP Toolkit - Use **Not Available** option



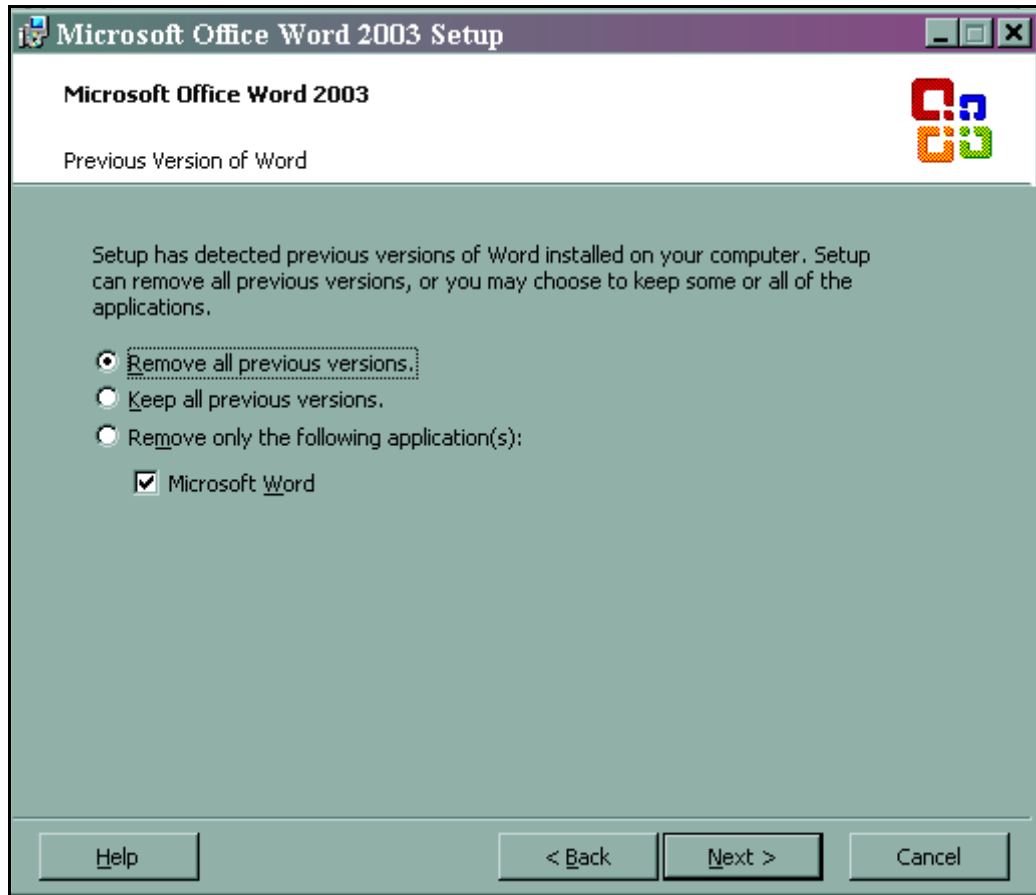
Office Tools Options

- ◆ Microsoft Forms 2.0 .NET Programmability Support - Use **Not Available** option
- ◆ Smart Tag .NET Programmability Support - Use **Not Available** option
- ◆ Microsoft Office Picture Manager - Use **Not Available** option
- ◆ Equation Editor - Use **Not Available** option
- ◆ Document Update Ability - Use **Not Available** option
- ◆ HTML Source Editing - Use **Not Available** option for all
- ◆ Language Settings Tool - Use **Not Available** option
- ◆ Microsoft Graph - Use **Not Available** option for all
- ◆ Microsoft Office Binder Support - Use **Not Available** option
- ◆ Microsoft Office Document Imaging - Use **Not Available** option
- ◆ Microsoft Query - Use **Not Available** option
- ◆ Microsoft SharePoint Services Support - Use **Not Available** option for all
- ◆ Research Explorer Bar - Use **Not Available** option
- ◆ Save My Settings Wizard - Use **Run All From My Computer** option
- ◆ Smart Tag Plugins - Use **Not Available** option for all
- ◆ System Information - Use **Run all From My Computer** option
- ◆ Hosted Webs - Use **Not Available** option

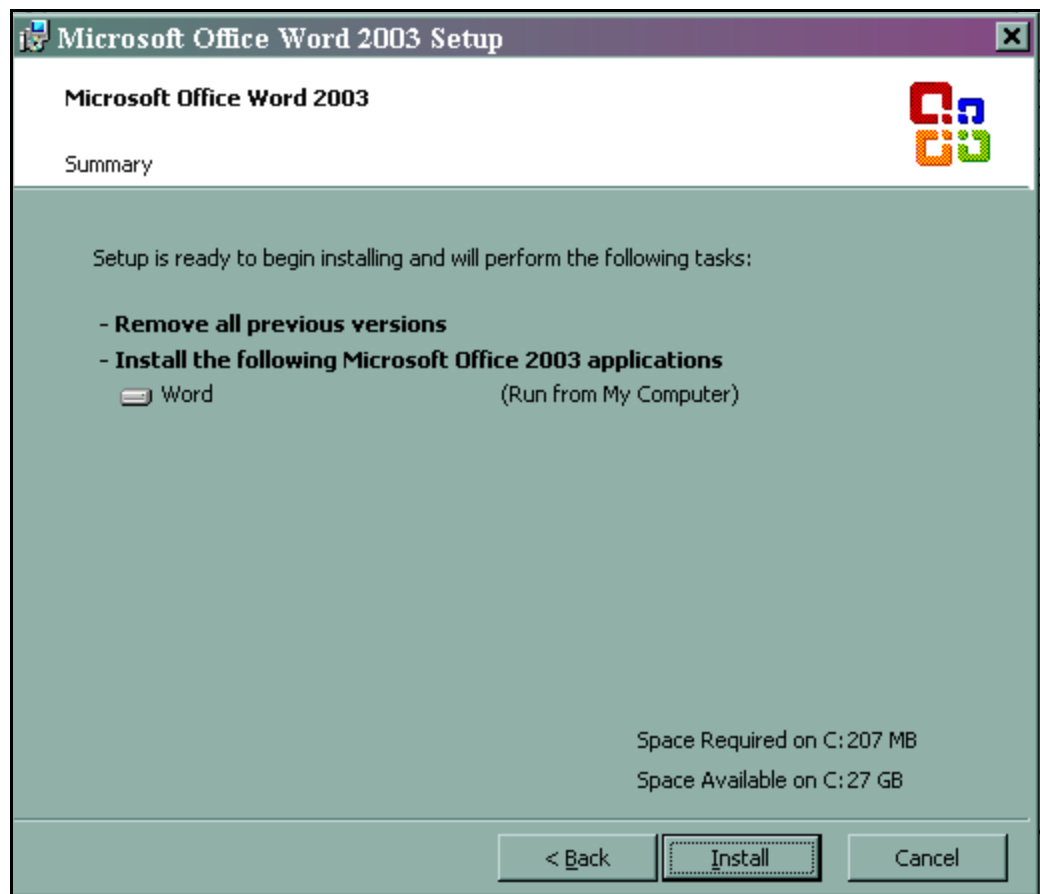


8. Click **Next**.

If the following window displays, select the **Remove all previous versions** option and click **Next**.



The following window displays. If there are old version components or files that need to be removed, the **Remove all previous versions** option will be listed.

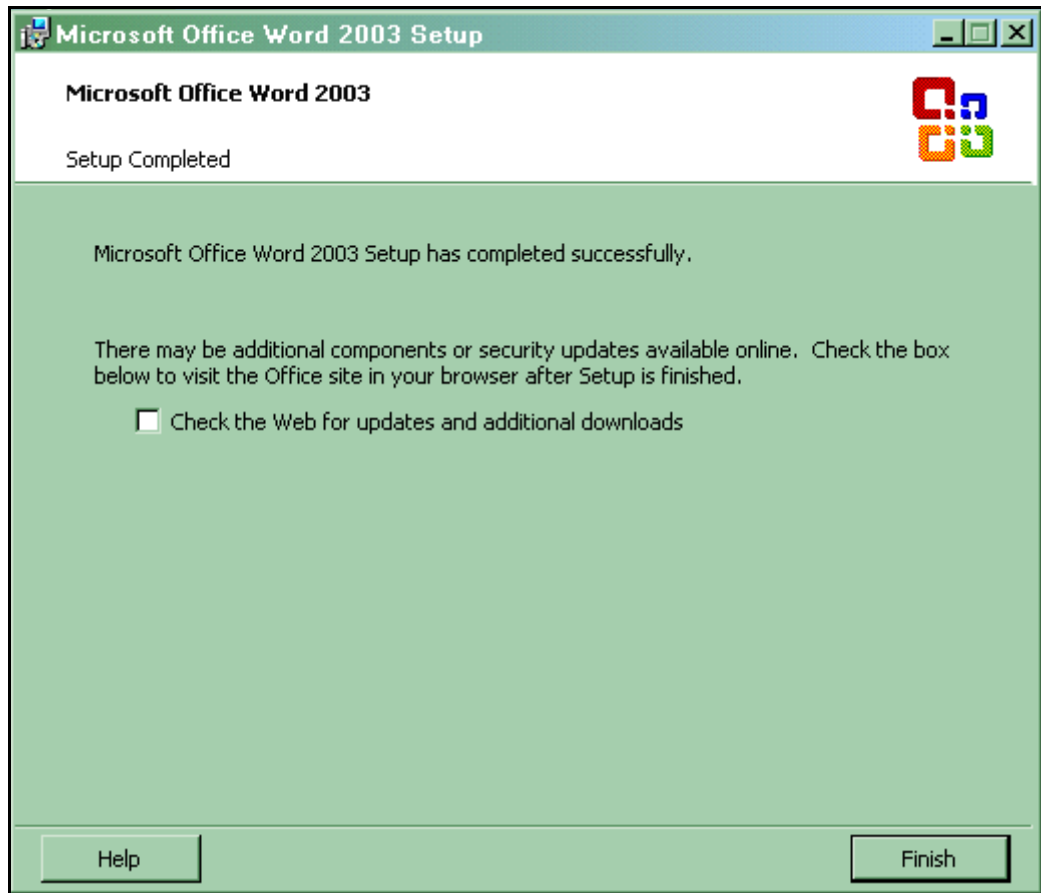


9. Click **Install**.

The installation application configures Microsoft Word and installs it.

A number of screens are displayed as the installation progresses.

After the installation is complete, a window displays the message *Microsoft Word 2003 Setup has completed successfully* with other options on the window.



10. If there is a Dictaphone-approved service pack or there are required critical updates for the application, select the **Check the Web for updates and additional downloads** option. If not, leave the option unchecked.

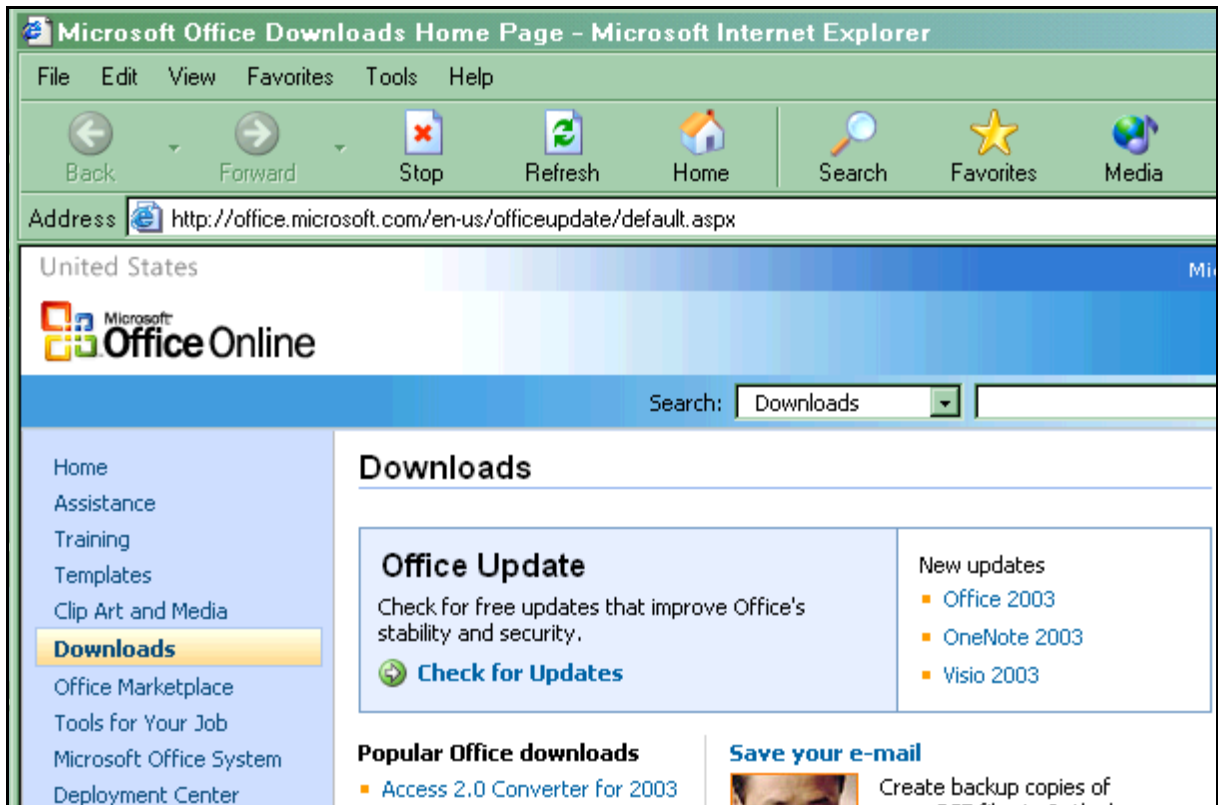


IMPORTANT

*You must have an active connection to the internet in order to use the **Check the Web for updates and additional downloads** option.*

11. Click **Finish**.

If you are loading a service pack or critical updates, the following window displays. Proceed with Steps a through d. If there are no downloads, skip to Step 12 below.



a. Click **Check for Updates**.

If you are asked to if you want to install and run "Office Update Installation Engine", click **Yes**.

b. Download any Dictaphone-approved updates in the form of a service pack or critical updates.

c. Follow the Office Update Installation wizard to the end.

You may be required to use the Microsoft Word 2003 CD, which at this point should still be in the CD-ROM drive.

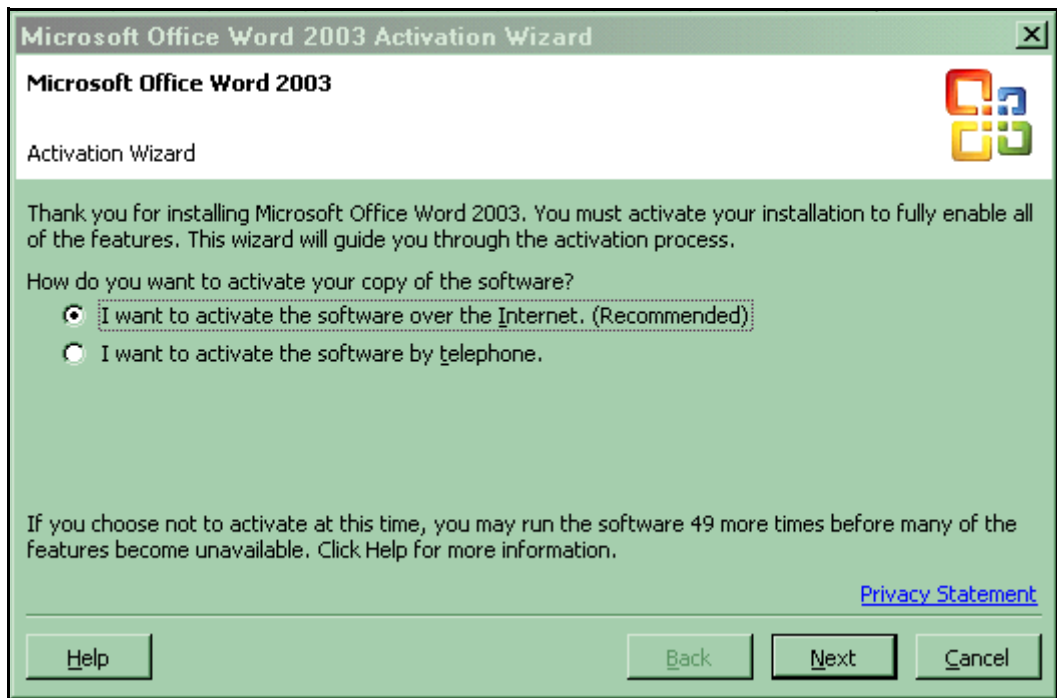
d. Once the application is updated, close the Internet Explorer or other browser application.

12. Close all open applications.

13. Do not remove the Microsoft Word 2003 CD from the CD-ROM drive. You will need it for the next procedure, [Microsoft Office 2003 Service Pack 1](#).

14. Open the Microsoft Word Application.

The Microsoft Word 2003 Activation Wizard displays.



- a. If the above window appears, check the **I want to activate the software over the Internet** option.



IMPORTANT

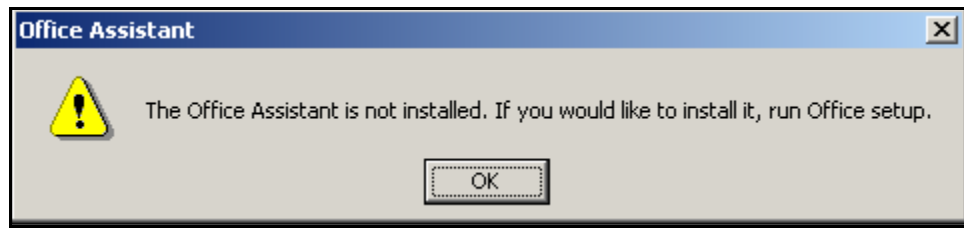
The Microsoft Word 2003 product must be activated or it will expire. This should be done in conjunction with the Customer so that the Customer's information may be entered properly. If the Customer wishes to activate it after you complete the procedures, you must inform the customer that if it is not activated soon, the product will expire and cease to function.

- b. Click **Next**.

The product is activated. At this point, you are given an opportunity to Register the product. You may do this at this time with proper input from the Customer.

15. Click **Close**.

16. Click **Help/Office Assistant** to make sure the Office Assistant *is not* activated.
The following window should display.



17. Click **OK**.
18. Close the application.



Go to the next section, [Microsoft Office 2003 Service Pack 1](#).

Microsoft Office 2003 Service Pack 1

Introduction

Microsoft Office 2003 SP1 corrects a problem that was noted in qualifying Word 2003 as a word controller on EXText server.

When testing the upload logic, it was noted that conversion from Word (*.doc) to Ascii (*.txt) resulted in groups of two question marks at the end of the *.txt file used for the upload. Taking Text out of the equation, the “??” characters still saved when performing **File | Save As... | Plain Text**.

The fault is a bug in the initial release of Word 2003 and is fixed in Office 2003 Service Pack 1.

The following is an example of the problem seen in txt files:

Document ID: 159491

TD:10/21/2004 11:44:40

MRN: 4
VisitID: 1
OrderID:

ASK:

FILL:
??

??

??

To find out if Microsoft Office 2003 SP1 has been installed, open Microsoft Word and got to **Help | About Microsoft Word**. The version should display at least as:

Microsoft Office Word 2003 (11.6359.6360) SP1

Requirements

The following items are required to install Office 2003 Service Pack 1:

- Office 2003 Service Pack 1 - obtain from Microsoft
- Original Office 2003 Product CD-ROM



If the Office 2003 CD-ROM is not available, a longer version of Office 2003 Service Pack 1 will need to be downloaded. Refer to [Obtaining Microsoft Office 2003 Service Pack 1](#).

Obtaining Microsoft Office 2003 Service Pack 1

Office 2003 Service Pack 1 contains significant security enhancements, in addition to stability and performance improvements. Some of the fixes included in Service Pack 1 have been previously released as separate updates. This service pack combines them into one update.

To obtain Office 2003 Service Pack 1, go to the following URL:

<http://www.microsoft.com/downloads/details.aspx?familyid=9c51d3a6-7cb1-4f61-837e-5f938254fc47&displaylang=en>

There are two separate Office 2003 Service Pack 1 files on the web page referenced above. Download the correct one and copy to the hard drive of the client workstation.

- **Office1003SP1-kb842532-client-enu.exe**: You should download this file if you have access to the original product CD-ROM. You might need to provide the installation source during patch installation if you have previously updated your product. This file is 18396 KB in size.
- **Office1003SP1-kb842532-fullfile-enu.exe**: Download this file if you do not have access to the original product CD-ROM or if you have experienced problems installing Office1003SP1-kb842532-client-enu.exe. This file is 73906 KB in size.

Installation Procedure

1. It is recommended that you quit any programs you are running.
2. In Windows Explorer, double-click the **.exe** file that you saved to the hard drive, and follow the instructions on the screen.



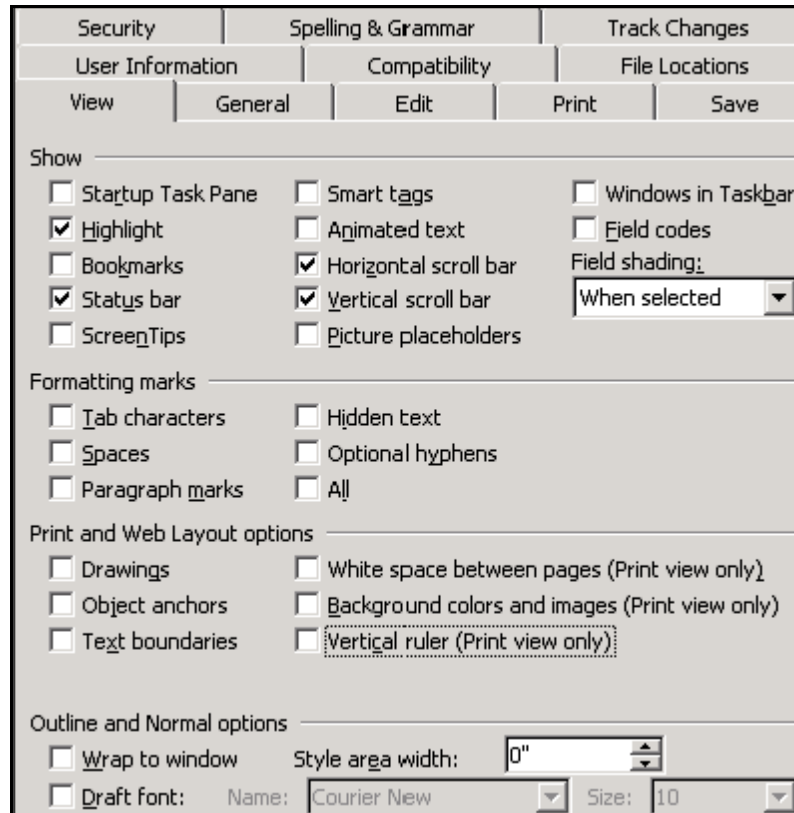
Go to the next section, [Configure Microsoft Word 2003](#).

Configure Microsoft Word 2003

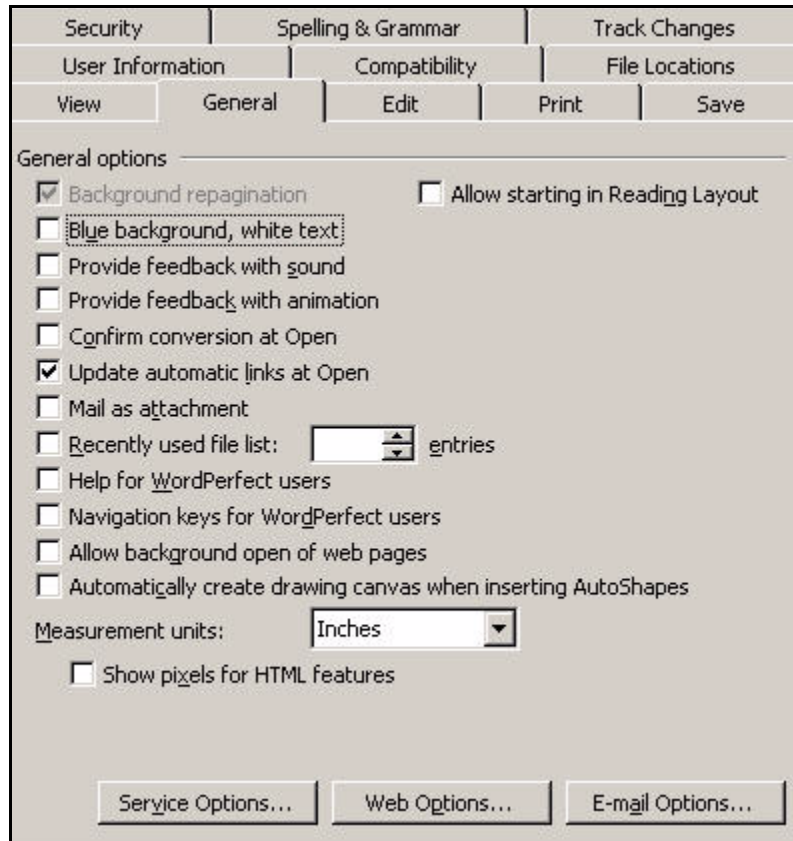
You must make some final changes to Microsoft Word 2003 within the application for proper function and compatibility with EXText software. Use the following steps to perform the final configuration for the Microsoft Word 2003 application on the EXText Server and Client Workstations.

1. Open the Microsoft Office Word 2003 application by selecting **Start/Programs/Microsoft Office/Microsoft Office Word 2003**.
2. On the Menu bar, click **Tools/Options**.

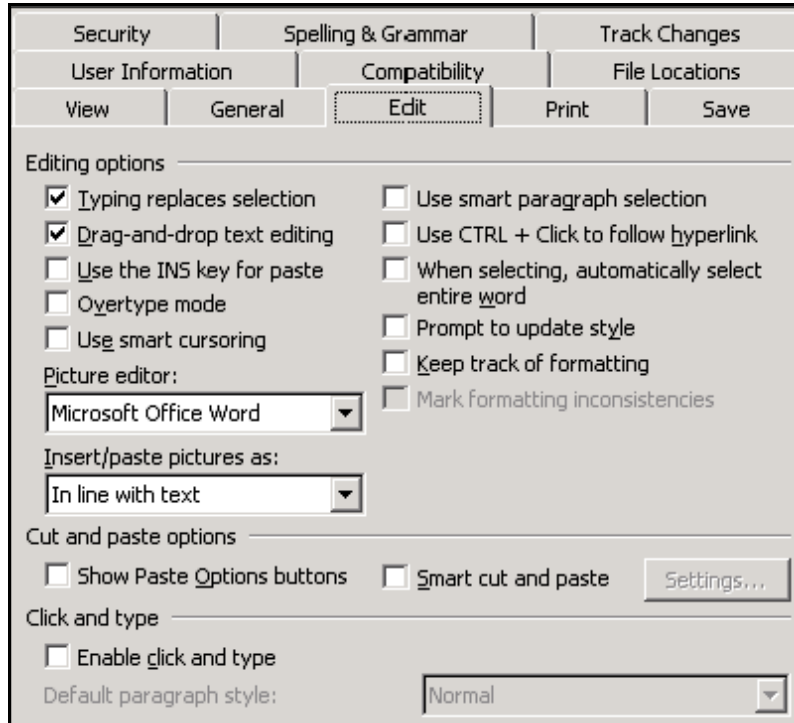
3. Click the **View** tab to bring it to the forefront of the window.
 - a. **For a Client Workstation configuration**, change the options to match the following window.
 - b. **For an EXText Server or Router configuration**, change the options to match the following window but **do not check the Highlight option**. It must be disabled on the server or router.



4. Click the **General** tab to bring it to the forefront of the window.
5. For an **EXText Server, Router, or Client Workstation**, click the **General** tab and change the options on the window to exactly match the following.



6. Click the **Edit** tab to bring it to the forefront of the window.
 - a. For an **EXText Server or Router**, disable (i.e., uncheck) all options on the screen.
 - b. For a **Client Workstation**, change the options on the screen to exactly match the following.



7. Click the **Print** tab to bring it to the forefront of the window.

- For an **EXText Server, Router, or Client Workstation**, click the **Print** tab and change the options on the window to exactly match the following.

The screenshot shows the 'Print' tab of the Microsoft Word 2003 Print dialog box. The 'Print' tab is selected, and the 'Print' button is highlighted. The 'Print' tab contains the following options:

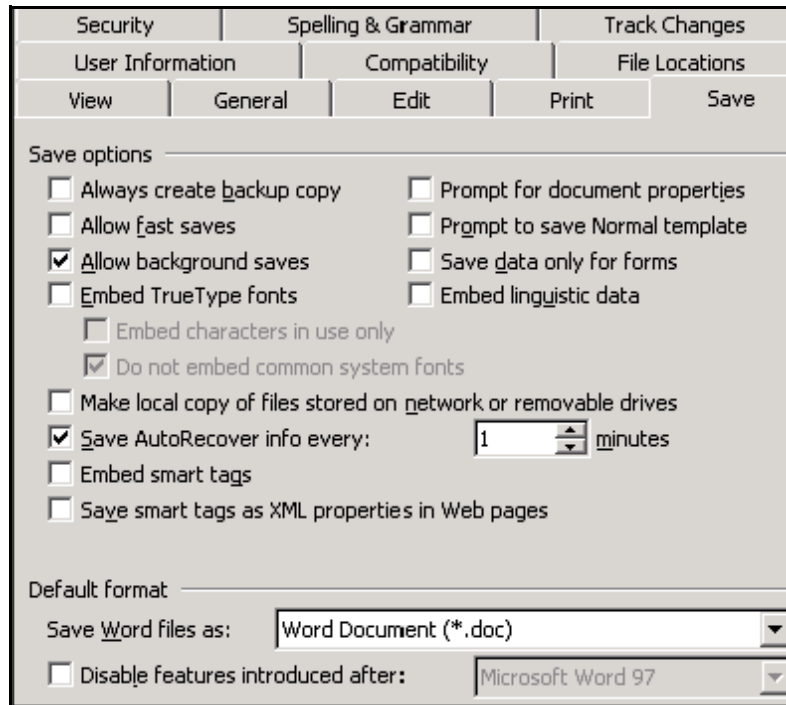
- Printing options:**
 - Draft output
 - Update fields
 - Update links
 - Allow A4/Letter paper resizing
 - Background printing
 - Print PostScript over text
 - Reverse print order
- Include with document:**
 - Document properties
 - Field codes
 - XML tags
 - Hidden text (highlighted with a red box)
 - Drawing objects
 - Background colors and images
- Options for current document only:**
 - Print data only for forms
- Default tray:** Use printer settings (dropdown menu)
- Options for Duplex Printing:**
 - Front of the sheet
 - Back of the sheet



IMPORTANT

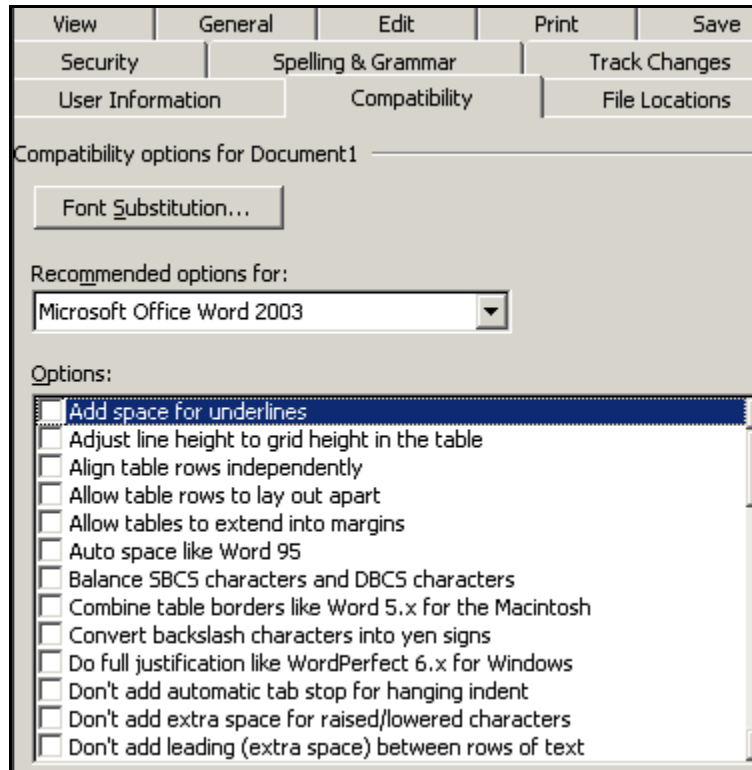
DO NOT check the Hidden text option. Checking this option will have an adverse affect on the true line counts for a document.

9. Click the **Save** tab to bring it to the forefront of the window.
 - a. For an **EXText Server or Router**, disable (i.e., uncheck) all of the Save options on the screen.
 - b. For a **Client Workstation**, change the options on the screen to exactly match the following.



10. Click the **Compatibility** tab to bring it to the forefront of the window.

For an *EXText Server, Router, or Client Workstation*, do not enable any options on this tab. Scroll the list to make sure *no options are enabled* on the list.



11. Click the **Spelling & Grammar** tab to bring it to the forefront of the window.
 - a. For an *EXText Server or Router*, disable (i.e., uncheck) all of the Spelling and Grammar options on the screen.
 - b. For a *Client Workstation*, change the options on the screen to exactly match the following.

User Information	Compatibility	File Locations		
View	General	Edit	Print	Save
Security	Spelling & Grammar	Track Changes		

Spelling

- Check spelling as you type
- Hide spelling errors in this document
- Always suggest corrections
- Suggest from main dictionary only
- Ignore words in UPPERCASE
- Ignore words with numbers
- Ignore Internet and file addresses

Custom Dictionaries...

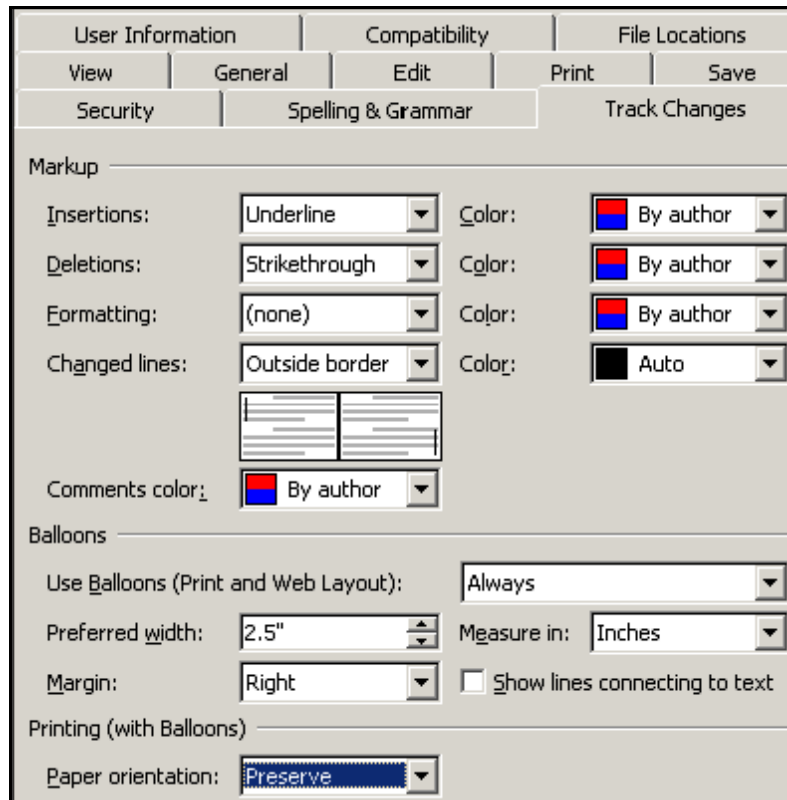
Grammar

- Check grammar as you type
- Hide grammatical errors in this document
- Check grammar with spelling
- Show readability statistics

Writing style:
Grammar Only

Settings...

12. Click the **Track Changes** tab to bring it to the forefront of the window.
13. For an *EXText Server, Router, or Client Workstation*, click the **Track Changes** tab and change the options on the window to exactly match the following.

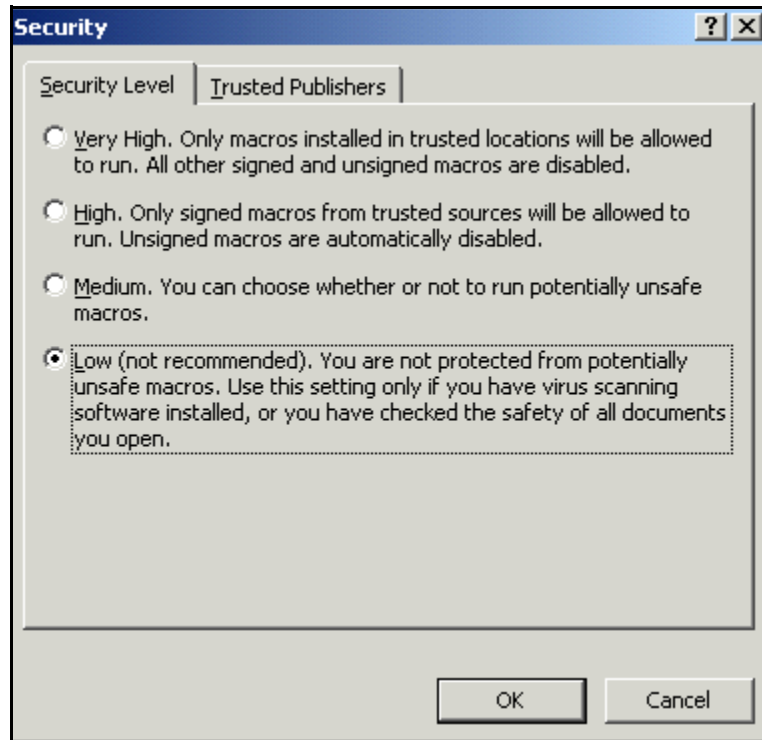


14. Click the **Security** tab to bring it to the forefront of the window.
15. For an **EXText Server, Router, or Client Workstation**, enable only the options that are checked in the following window.

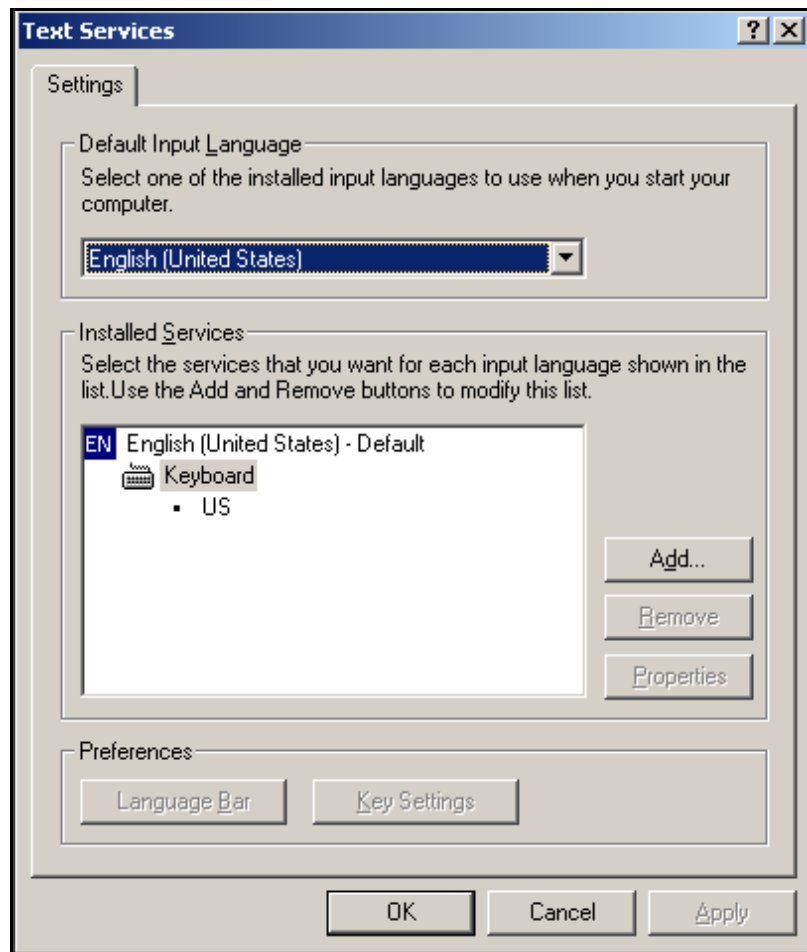
The screenshot shows the Security dialog box in Microsoft Word 2003. The 'Security' tab is active. The dialog is organized into several sections:

- File encryption options for this document:** Includes a 'Password to open:' text box and an 'Advanced...' button.
- File sharing options for this document:** Includes a 'Password to modify:' text box, a 'Read-only recommended' checkbox (unchecked), and buttons for 'Digital Signatures...' and 'Protect Document...'.
- Privacy options:** Includes four checkboxes: 'Remove personal information from file properties on save' (unchecked), 'Warn before printing, saving or sending a file that contains tracked changes or comments' (unchecked), 'Store random number to improve merge accuracy' (checked), and 'Make hidden markup visible when opening or saving' (checked).
- Macro security:** Includes a description: 'Adjust the security level for opening files that might contain macro viruses and specify the names of trusted macro developers.' and a 'Macro Security...' button.

16. Click the **Macro Security** button.
17. For an *EXText Server, Router, or Client Workstation*, set the Security Level to **Low**.



18. Click **OK**.
19. On floating tool bar at the top right, click the minimize symbol and select **Settings**.



20. Remove all items except **Keyboard**.
21. Click **Apply**.
22. Click **OK**.
23. Close all windows and reboot the machine.



WARNING! Word 2003 needs to be opened under the same user context that the EEText services will run under (EETAPPS). Failure to open Word 2003 under this user will cause "hung" Word Controllers and customer downtime to resolve.

24. Upon creation of the user the EEText services will start with (EETAPPS). Logon to the EEText server and router with that user, open Word 2003, check all options, and then close Word.

This will ensure that the user has Word setup as required.

25. Open Windows Explorer and locate **normal.dot**. Look in the following locations:
 - C:\Documents and Settings\Username\Application Data\Microsoft\Templates
 - C:\ Documents and Settings \ Username.Domain \Application Data \ Microsoft \ Templates
26. Right-click the file select **Properties**. Check the **Read-only** attribute.
27. Close all windows and reboot the machine.



This is the end of the procedure to configure Microsoft Word 2003.