

Product Bulletin 1

Product: StorNext® Management Suite 2.2 and above

Summary: To assist users who are upgrading to a new version of Windows Office.

Date: March 2004

When installing new versions of Microsoft Office (such as Office XP) into the StorNext File System (StorNext FS), the installation may fail when trying to remove previous versions (such as Office 97). An error message from Office XP may be shown with a notice such as `OPCRemove error`. If this error occurs, it is necessary to use a special tool to remove the older version of Microsoft Office from StorNext FS.

The following Microsoft Knowledge Base articles discuss this in detail:

- KB176823: OFF97: Utility to Completely Remove Remaining Office 97 Files and Registry Entries
- KB254250: OFF97: How to Completely Remove Microsoft Office 97 on Windows XP, Windows Me, and Windows 2000
- KB158658: OFF97: How to Completely Remove Microsoft Office 97

There are two tools that can be used:

- The first is the utility **Eraser97.exe** that is described in the Microsoft Knowledge Base article KB176823.
- The second tool is the **Office Removal Wizard** available from <http://microsoft.com/office/ork/xp/appndx/appa15.htm>

Both of these tools will remove older versions of Microsoft Office from StorNext FS.