

FIXING THE MICROSOFT PICTURE MANAGER ACTIVATION ISSUE

Microsoft picture manager activation issue

Can anyone help?

We have multiple office 2007 Small Business and the picture manager for some reason now requires activation. I know that the access part was a trial but as far as i understand the picture manger is included in all office suites.

Anyone?

Jonathan

This is a known problem - BUT...

I have a client with this problem. If you check the Microsoft support forums you will see that it is a known problem with a workaround.

However, the problem is not recorded on the Microsoft KB. The correction is not sent out as part of the update process. There doesn't seem to be any way of getting the solution.

It does not seem that anyone from microsoft reads the support forums.

Harold

Posted:09/07/2007 @ 12:50 AM (PDT)

This is the most frustrating way to try to get help for this BUG in Microsoft's SW. I called the 800# and they wouldn't transfer me to the PowerPoint team because my laptop came pre-loaded with MS Office SB 2007. After waiting on hold with IBM they told me it was a MS office! I called MS back and got a different person, and they transferred me. The PowerPoint Team also handles Picture Manager, and they knew exactly what I was talking about and emailed me the work-around. The tech I spoke to was great:"Vikram Bhatia2" <v-9vibh@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> Put: "Office 2007 Picture Manager : Activation Issue" in the subject and request that they send you the fix-it files and instructions. Good luck!

Hello,

For one of our customers we installed Office 2007 SBE during setup we select everything except access 2007

Now when the customer tries to start picture manager, the activation wizard pops up with a screen to tell that access 2007 is not included in our version and we can upgrade to the professional edition. Because we don't need access 2007, we choose close. Picture manager starts, but all the options to edit pictures are gray. As far as we know, picture manager should be included in all office 2007 editions right?

What can we do to stop this for the customer very annoying pop-up and to use picture manager?

I hope somebody can help us,

Thanks,

Marco Bleeker

To the MS tech who said only a few people have complained - that may be true given the number of people using Office - but is not an excuse for MS to not post a proper documented solution in the Knowledge Base. I purchased MS Office 2007 from Lenovo with my Laptop - in five months they were never able to provide a solution.

THE FIX – Download the file ID_10031.DPC from our Tips tab at www.bizux.net.au

First Save the attachment [ID_10031.DPC' file] to your Desktop.

Click 'Start' and click on 'My Computer'

Click on 'Tools' on the Menu bar on the top and then click on 'Folder options'

Click on the 'View' tab and:

Select 'Show Hidden Files and Folders'

Uncheck 'Hide Extensions for known file type'

Click 'Apply' and then click 'OK'.

Search for ID_10031.DPC

You will find two identical files in two different locations

If OS is Win XP

C:\Program Files\Microsoft Office\Office12 and C:\Program Files\Common Files\Microsoft Shared\OFFICE12\Office Setup Controller

If OS is Vista

C:\Program Files\Microsoft Office\Office12 AND C:\Program Files\Common Files\Microsoft Shared\OFFICE12\Office Setup Controller\Prohybridr

Browse to these locations.

Rename the files 'ID_10031.DPC' to 'ID_10031.OLD'

Paste the file 'ID_10031.DPC' from your Desktop in these locations

Restart the Computer and open MS Office Picture Manager.