

Frequently Asked Questions for Microsoft Office 2007 SP2

What are the improvements, changes and fixes in Microsoft Office 2007 SP2?

Microsoft Office 2007 SP2 has a lot of fixes and improvements to the entire Office package. Some examples are shown below. For details, please visit Microsoft's website at <http://support.microsoft.com/kb/953195>.

- **Outlook:** Notable performance improvement in initial startup, exit, view rendering, and folder switching. Improved reliability of calendar updates and search with Windows Desktop Search 4.0.
- **Word:** Improvement in the fidelity of .PDF and .XPS output, and fuller integration of the Office Excel Chart Object Model.
- **Excel:** Improvement in the charting mechanism and the method for printing graphical content to PCL printers. Addition of a chart object model to Word and to PowerPoint.
- **PowerPoint:** Improvement in the control of shape editing (when zoomed in), and image quality after files are saved in the .jpeg, .png, and .gif formats. Fuller integration of the Office Excel Chart Object Model.
- **Access:** Fixed issues in the import data wizards, report printing and previewing, macros, Excel integration, and date filters. Supported memo fields in the mailing label wizard for addresses and exporting reports to Excel.

Where can I get the service packs?

- The service pack will be applied automatically through WSUS for all campus PCs joining to the university's CITYUMD domain (i.e., PCs managed by the CSC).
- For other non-CSC managed networked PCs, please visit the following web sites for downloading the service packs:

2007 Microsoft Office Suite Service Pack 2

<http://www.microsoft.com/downloads/details.aspx?FamilyId=B444BF18-79EA-46C6-8A81-9DB49B4AB6E5>

Microsoft Office Language Pack 2007 Service Pack 2

<http://www.microsoft.com/downloads/details.aspx?FamilyId=E1203DB2-1CC9-4809-9B6E-3F232CB8899F>

What are the known issues and behavior changes in this service pack?

After you install this service pack, you may encounter some issues that occur in Excel, PowerPoint, Outlook, and other applications. Here are two examples: (1) The Chart axis settings may be wrong if both axes are turned off and the axis settings are automatic in Excel 2007 ([KB968767](#)); (2) When you move one of the default drawing guides on a slide in a PowerPoint 2007 document, the drawing guide becomes invisible ([KB968776](#)).

To confirm whether you have hit the problems, check the "Known issues and behavior changes" of the

Microsoft's website at <http://support.microsoft.com/kb/953195>.

As these are known issues, Microsoft may or may not have provided workarounds for them. You may call the Help Desk for assistance. If you are really unhappy with Office 2007 SP2 and want to uninstall it, please read "How to uninstall Office 2007 SP2?" Section below.

How to uninstall Office 2007 SP2?

It is the first time Microsoft provides a tool to uninstall service packs from Office desktop products. The Microsoft Service Pack Uninstall Tool for Office 2007 is a command line tool which assists users to uninstall client patches installed by the 2007 Office Suite SP2. For security reason, users are not recommended to uninstall any service packs. For all campus PCs joining to the university's CITYUMD domain, WSUS will automatically apply the missing service packs to the concerned PCs again.

If you want to uninstall the service pack from your home PCs, you should read related documents carefully before downloading and using the tool. If in doubt, consult the Help Desk for assistance. The tool can be downloaded from

<http://www.microsoft.com/downloads/details.aspx?FamilyId=b97e6ecf-8da5-455d-b3bb-8ff2223f97c4&displaylang=en>