Office 2000 SP2

We examine the issues surrounding the latest set of bug fixes for Microsoft Office 2000.

By PCSA Staff

In December last year, Microsoft issued Service Pack 2 for Office 2000. Unlike Windows OS service packs, those for applications are rarely cumulative and this one is no exception. So before you upgrade a user's Office 2k installation to SP2, you'll need to ensure that SP1 or SP1a is already installed. You will find a full list of all the bugs fixed in SP2 on the Web at **support.microsoft.com/support/kb/articles/Q276/2/57.asp**. If you have access to the Knowledge Base, the list is in article Q276257. The list is also documented in an Excel worksheet called SP2Changes.XLS, which is part of the SP2 set of files. This article explains some of the fixes, but the aforementioned list contains the full complement of fixes plus links to more detailed explanations of each.

Two separate versions of the SP2 update are available - one for upgrading administrative installation points and the other for upgrading standalone computers. SP2ADMIN.EXE is the version for administrative installation points. This self-extracting executable contains four Windows Installer patches (MSP files) that need to be applied separately to the administrative share. SP2UPD.EXE is the version for standalone computers. This version includes an integrated Setup program that enables you to easily update computers not associated with an administrative installation point. Both files are on your PCSA CD-ROM in the resource files area, and are 30 MB and 9 MB in size respectively.

For most organisations, Microsoft says that the best way to deploy SP2 is to create an updated image of the product on an administrative installation point. Local users can then connect to this share and update the version of Office installed on their computers. If you are staging your upgrades over a period of time, you may need to maintain two administrative installation points during the process. The original share serves as a source for clients who have not yet upgraded. Until they upgrade, clients may need access to the original share for install-on-demand, automatic feature repair, and other services. The updated share serves as the installation point for SP2. If you need to create administrative installation points in multiple locations, you can copy the folder hierarchy and files from one administrative installation point to additional servers.

Included in the SP2 release are various security-related and other important fixes that have been released individually since SR1 was made available. If you have already installed one or more of these, SR2 will handle this situation and will still install correctly. Among the post-SR1 fixes incorporated into SP2 are the email security update for Outlook, the proofing tools hyphenation fix for Word, the mail command security update for Word, the HTML data fix, the Register.ID fix for Excel, the HTML script vulnerability for Excel and PowerPoint, and the Word mailmerge fix. Some of these are described in more detail below.

Mac Users

If you use Outlook for Macintosh on a Microsoft Exchange Server and install Office 2000 SP2 you will experience a problem that affects the Outlook for Macintosh Inbox Assistant rules. After running Outlook 2000 SP2 for Windows on an Exchange Server mailbox, the Inbox Assistant rules cannot be retrieved. The Exchange Server mailbox for Outlook automatically upgrades the rules from the Inbox Assistant format, used by Outlook for Macintosh, to the Rules Wizard format used by Outlook SP2 for Windows. The rules will continue to function as Rules Wizard rules, but you will no longer be able to add, remove or change rules from Outlook for Macintosh.

To be able to add or change rules after installing Office 2000 SP2 for Windows, you must delete the upgraded rules from the Outlook 2000 SP2 Rules Wizard and

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then recreate your Inbox Assistant rules from Outlook for Macintosh. To delete rules from the Outlook 2000 SP2 Rules Wizard, click Rules Wizard on the Tools menu. Write down the current rules, so that you can refer to them when recreating the Inbox Assistant rules. Select the rules you want to delete, and then click Delete. Click OK to close the Rules Wizard. To recreate your Inbox Assistant rules from Outlook for Macintosh, click Inbox Assistant on the Tools menu. Click the Add Rule button, then recreate the rules. Click OK to close the Inbox Assistant.

Outlook Security Patch

Although most Windows and Office service releases are must-have patches that can be installed on all users' machines without a second thought, this one is different. The security update for Outlook included in Office 2000 SP2 radically changes the way that Outlook works, in order to help prevent the spread of macro viruses such as Melissa and the Love Bug virus. It works by adding three new levels of security. Email attachment security prevents users from accessing several file types when received as attachments. Affected file types include executables, batch files, and other file types that contain executable code often used by virus writers.

Object Model Guard prompts users with a dialog box when an external program attempts to access their Outlook address book or send email on their behalf, which is how viruses such as ILOVEYOU spread. Finally, the default security settings for Outlook have been changed, and increase the default Internet security zone setting within Outlook from "Internet" to "restricted sites." In addition, active scripting within restricted sites is disabled by default.

Once you install the SP2 update, Outlook users will not be able to access attachments with file types that could run executable code or change settings on a computer. These file types are known as Level 1 security files and are those with extensions of .EXE, .COM, .BAS, .VBS, .JS, .ISN, .LNK and .PIF. Links to Web sites, ie, URLs, are also included. If a user receives a message that contains an attachment that cannot be accessed, the inbox will display the paperclip in the attachment column to let the user know that the message has an attachment. When the message is opened, the attachment will not be available.

On the File menu, the Save Attachments command and the View Attachments command on the shortcut menu will not be available for the message. In the case of a message with multiple attachments, any of the unsafe attachments will not be accessible but other attachments will be retained. If a user receives a message containing a Level 2 file as an attachment, he or she will be warned that the file must be saved to disk before it can be opened. It can't be executed directly from within Outlook. The list of Level 2 files is definable by users and system administrators - by default the list is empty.

Sending Attachments

When you attach a file to email, the update checks the file type when you send the message. If the file type is on the list of restricted files, you will be warned that other Outlook users may not be able to open the attachment. If you click Yes, the message is sent with the attachment. If other users have the update installed, the attachment will be inaccessible. If you click No, the message will be returned to you for editing, which will involve removal of the attachment.

Mail Ban

Another aspect of the Outlook security patch, as mentioned above, is that programs are prevented from sending mail without your permission. Programs cannot automatically access the Outlook address book or contacts list, or send messages on a user's behalf. In either case, Outlook will prompt the user, ensuring that Outlook can't be used to distribute mass email without the user's permission.

Defaults

Default security zone settings are set to Restricted Sites (rather than Internet) by default, and active scripting within restricted sites is disabled by default when the patch is installed. The Restricted Sites security zone disables most automatic

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Office binder crashes when closing print preview.

Rendering of dashed lines in embedded chart or graph is inconsistent.

Justify command does not insert spaces between text from each cell.

Error message: "ORA-00923:- From keyword not found where expected".

Labels on XY scatter graphs disappear in print preview.

Graph font changes from sans serif to serif.

On Error Resume next takes longer to run than in Excel 97.

Linked charts lose custom colours when you update source data.

Format Painter causes Excel to stop responding if Date Watch add-in is enabled.

Access Violation error running VBA code with UserForm, Save-CopyAs and Save functions.

Cell formulas change when you copy a worksheet with an embedded chart.

Memory leak when Excel calculates user-defined functions.

Excel 95 auto_xxxx defined name values change when imported into Excel 97 or 2000.

Server application cannot be found when you open embedded Excel object.

Japanese Excel crashes when you type two-digit number and character.

No error message returned to VBA on failed save.

"Do you want to save the changes you made to { ?" in French Excel 2000.

PivotTable of OLAP data does not display data correctly in Japanese Excel.

Spelling checker does not offer suggestions for some misspelled words that Word 2000 checker does.

Figure 1 - Excel problems fixed in Office 2000 SP2.

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scripting and prevents ActiveX controls from opening without the user's permission. These security features help protect users from many viruses that are spread by means of scripting.

Further Details

For more information about the Outlook security update, check out Microsoft Knowledge Base article Q262634 which covers known issues. You should also read article Q263297, for information on customising the update.

Bugs Fixed

The remainder of this article looks at some of the bugs and problems with Office 2000 that are fixed by SP2. However, before installing SP2 in order to correct any bug, you must carefully consider the consequences of permanently depriving users of the facility to send or receive executable attachments with Outlook.

Word 2000 Proofing Tools Hyphenation

When working on long documents in Microsoft Word 2000, the hyphenation feature of the proofing tools for some European languages may stop functioning, or may function only sporadically. The Word 2000 Proofing Tools Hyphenation Update, included in SP2, corrects the hyphenation feature so that it works properly with long documents.

Mail Command Security

The Word 2000 SR1 Mail Command Security Update eliminates a security vulnerability that could allow a malicious hacker to send a virus through email by using the Word 2000 EmailSend command in VBA. Once this update, which is included in Office 2000 SP2, is installed, Outlook will prompt the user if the EmailSend command in the Word 2000 Object Model attempts to send email. This update does not affect email sent manually from within Word, but only messages sent by VBA programs.

HTML Data And Register.ID

The HTML Data update fixes a problem that could allow an HTML file to shut down Word, Excel or PowerPoint and possibly run malicious code. The update is included in Office 2000 SP2. The REGISTER.ID update is a fix for Excel. It eliminates a loophole that could allow the worksheet tools to do malicious acts, such as deleting and overwriting files without the user's input or verification. The update disables the REGISTER.ID function.

HTML Script Fix

The SP2 release also includes the HTML Script fix for Excel and PowerPoint. The patch closes a security hole in the Excel and PowerPoint object models that could expose them to unsafe scripts when a user views a Web page or HTML email message. Once the patch is installed, Excel 2000 or PowerPoint 2000 can only be scripted if the "Initialize and script ActiveX controls marked unsafe" option in Internet Explorer is set to "Enable".

Outlook Collaboration Data Objects

Another fix which was released previously but which is now also included in SP2 is the above-mentioned patch for Outlook. It helps provide a higher level of security against macro viruses, and others that spread via email. CDO is a technology designed to simplify the creation of applications with messaging functionality, or to add messaging functionality to existing applications. For example, CDO and Active Server Pages provide script support to create, send and receive email on a Web site.

Word 2000 Mail Merge

The Word 2000 Mail Merge Security Update, again included in Office 2000 SP2, protects users from a bug in the mail merge function in Word with Access databases as a data source. Because the mail merge function in Word can allow an Access database to run macro code automatically - with no macro protection warnings turned on - hackers could entice your users to open a specially constructed mail merge Word document (from an email attachment or a link on a

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DocProperty field truncated after 127 characters.

Date/time form fields not converted correctly from Word 97.

Caps Lock key stops responding with French keyboard driver installed.

"Run-time error 4605: this command is not available" when you use PageSetup property.

Table with header rows appears damaged in multicolumn document.

Incorrect bookmark names for form fields in vertical table cells.

Word document in frame in Internet Explorer freezes after editing.

File size increases when Word document is embedded as ActiveX document.

Leading zeros are ignored in number form field format.

Outlook stops responding when you use Word as your email editor.

Word stops responding when communicating with OLE1 OCX through DDE to VBA form.

Invalid Page Fault when you try to print from Photo Editor.

Day name is incorrect in document after you save it as Word 6.0/95 or HTML.

Inline graphic images are lost when you save document as HTML.

Access Violation when you use CommandBarButtonEvents click event handler.

Font size changes when you open RTF file from earlier Word versions.

Templates do not appear in new dialog box.

Invalid Page Fault when you split cells with "merge cells before split" turned off.

Word stops responding when you open or edit a document that contains a list.

Figure 2 - Word 2000 problems fixed by SP2.

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Changing the default language setting does not appear to work.

Linked pictures lost when unpacking presentation.

Unable to save presentation after a second user opens same presentation.

Cannot ungroup inserted Amigo 2000 charts.

Error message closing PowerPoint presentation from public folder.

Error message: the Web page you requested is not available offline.

Pasted slide does not apply formatting from notes master.

Promote/Demote don't work correctly after pasting bulleted list text box from slide master.

Screen saver is reset to none after you run a .PPS file or use /s switch.

Programs can be run while you view a Web page or HTML message.

PowerPoint quits unexpectedly or stops responding when you run slide show.

Figure 3 - PowerPoint fixes.

hostile Web site) that might cause arbitrary code to run. The update increases the security in the connection between Word mail merge documents and Access databases. If the Access database is located on the Internet or in a Restricted sites zone, then the mail merge document will prompt for a new data source before executing the macro.

Access Problems Fixed

When automating Access 2000 and issuing the Quit method, Access does not shut down. You do not receive any error messages but Access remains in the task list. This is a bug in Access 2000 and is fixed in SP2. It happens because Access 2000 is configured to run under the context of a user that is different from the currently logged-in user. The Quit method for Access 2000 only shuts down Access when it is running under the context of the same user that is currently logged into the system (the Interactive User).

Another Access 2000 bug occurs when a user is opening a simple unbound form in Design view across a wide area network. This takes much longer than opening the same type of form and data source in Access 97. The problem is fixed by SP2. Also, when a user opens an Access database, VBA projects may not be loaded. This happens because, during the load process, VBA reads the "Project" stream to determine which modules are available. VBA reads the complete stream into memory in one operation. If the "Project" stream exceeds a particular size, the load process stops and an error occurs. SP2 fixes this.

Rendering Of Dashed Lines

In any Microsoft Office 2000 product, when you click Object on the Insert menu to embed a Graph 2000 object or an Excel Chart object, the rendering of dashed lines on the screen and in print is not consistent with the way that the object is rendered while it is being edited. In normal view, some of the dashes in the lines appear to be heavier weight and look different than when the object is active for editing. SP2 fixes this problem.

Table borders are dropped when you open document saved as .RTF.

Vertical changed-line bars are printed incorrectly after you revise a table.

Word crashes after automatically correcting text.

Word 95 document is changed to "Word Document" when opened in Word 2000.

Hyphenation stops working in Word 2000 for some European languages.

Footnote 1 opens when you double-click any footnote in an RTF document.

Width of table cells changes when you open Word 95, word 97, or RTF document.

Localized field format switches in Word 95 documents are incorrect in Word 2000.

Syntax error when you update sum fields in Word 97 document.

Documents deleted when opened read-only in ODMA program.

Negative number on macro button is not aligned at decimal tab.

Macros enabled when you use access database file in Word.

Macros enabled when Word automatically opens ASD files.

Word crashes when you use Polish proofing tools.

Grammar checker suggests incorrect capitalization of "Mainland" or "Republic".

Figure 2 - Word 2000 problems fixed by SP2 (continued).

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