

Re: Continual Error 1321 Trying to Install Office 2003

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2004-06/0353.html>

From: Mary Sauer (laserdog_at_my.columbus.rr.com)

Date: 06/06/04

Date: Sun, 6 Jun 2004 07:02:20 -0400

Hi Chad,

Have you tried cleaning up the Installer?

Description of the Windows Installer CleanUp Utility

<http://support.microsoft.com/default.aspx?scid=kb:en-us:290301&Product=off2003>

There is a knowledge base article that may relate.

Office 2003 Install May Fail When You Use a Transform File

<http://support.microsoft.com/default.aspx?scid=kb:en-us:818239&Product=off2003>

When you open Norton, near the top is the options button, this is where you disable office plug-ins. In my opinion Norton should be disabled altogether before you install.

Installshield has some documents too

ERRDOC: Windows Installer Error 1321

<http://support.installshield.com/kb/view.asp?articleid=Q107388>

I have wisptis on my computer, it was installed when I installed Office. I also have Adobe 6, but doing a search on my computer does not have show evidences of it being part of Adobe.

Have you setup a log?

How to use an Office 2003 Setup log file to troubleshoot Setup problems

<http://support.microsoft.com/default.aspx?kbid=826511>

Yours is a rare error... if you ever get it worked out let me know. I wish I could be more help. Hopefully someone will jump in here and solve it for you.

--

Mary Sauer MS MVP

<http://office.microsoft.com/>

<http://www.mvps.org/msauer/>

<news://msnews.microsoft.com>

"Chad Harris" <ddram32_nospam@yahoo.com> wrote in message
news:%23q8Xtc4SEHA.1768@TK2MSFTNGP10.phx.gbl...

> Hi Mary--Thanks for taking a swing at this. I'm really grateful for any
> help. Knocking out annoying Wisptis probably took config.msi files that
> it needs and now setup wants to stuff it back in. Wisptis is explained

microsoft.public.office.misc: Re: Continual Error 1321 Trying to Install Office 2003

> below. It's installed by MOS 2003, the Journal viewer, and Adobe Acrobat
> Reader 6.0 from what I can see from googling it. I have Adobe 6 also.
> Wisptis was uninstalled. I should have tried tip to get rid of it, and I
> should have thought of it it's so basic, but I didn't see it when I went
> after it--but this method just below might have still given me the install
> problem if it disabled or got rid of those config.msi files.
>
> An easier way to do it is to right click on the file
> C:\windows\system32\wisptis.exe, click Properties, go to the security tab
> and remove all permissions except An easier way to do it is to right click
> on the file C:\windows\system32\wisptis.exe, click Properties, go to the
> security tab and remove all permissions except for Read permissions.You'll
> never see it run again.
>
> *Where do you mean to go to "options" and disable Office plug-ins?* What do
> you think of trying to get back files that setup wants for its never needed
> turkey wisptis (unless you are using a paritcular tablet component) using
> System File Checker? At least running SFC rarely causes any problems.
> Also do you think there is any way to download any tool for the resource kit
> that will let me do a detailed enough or selective enough custom install to
> single out wisptis and keep it from installing? My reasoning there is if I
> can keep wisptis from knocking on the door with the setup, the setup will
> move on to completion.
>
> *I'm going to try what you suggested as soon as I can clear up the answer to
> where you mean by Options to disable plug-ins.*
>
> I also wondered if by running System File Checker, I could get back any
> config.MSI files would help, but setup is balking everytime on getting
> wisptis in by saying it doesn't have access to certain different numbered
> config.msi files.
>
> ***** This all started out with my wanting to associate BCM with Outlook
> and now I can't get Office in. I'm ready to try setup with script
> blocking disabled, but I'm not following where "in options" I can disable
> Office Plug-ins. Options on the Norton interface? IE Internet Options? I
> couldn't find any Office Plug-Ins. *****
>
> I can't do any kind of repair from Maintainance Mode of course, because
> Office is not installed. I saw the KB--it's no help. Like a lot of KBs
> it has a helpful sounding title with very little of substance inside. The
> problem with a 1321 setup error is all kinds of things can cause it. I need
> to explain to you what wisptis.exe is and how it came about.
>
> Every time I try to run set up, it almost gets through and the the bar stops
> with good old wisptis.exe on the box. I put the wispis info below so you
> could browse it. I didn't want to distract from telling you at the top what
> I think happened. I got a removal tool from one of the sites below for
> wiptis. I can see it as an .rar file in my downloads file. Also after
> rereading the description I don't know if some reg key could have been
> modified by wisptis to make reinstall of Office hard. Now when I try the
> setup, it runs to close to completion, then the progress bar stops with the
> label "installing wisptis.exe" * I think when I ran the removal tool
> (successfully) to get rid of wisptis it also took out some some of the
> config.msi files that good ole wiptis wants to install. 99.999999% of
> people running Office don't use a tablet. The development teams and product
> managers for Office could have put it on a MSFT downloads site with links
> from the MSFT Office site. I'd love to see whoever got the great idea to
> explain what they were thinking when they wove it into Office 2003. Now I
> understand why I hear over and over and over that Redmond developers are
> completely on a planet of their own, and often not even making great contact
> with the Product managers and their teams.

microsoft.public.office.misc: Re: Continual Error 1321 Trying to Install Office 2003

>

> I was asked by a MSFT Office specialist to meticulously uninstall Office
> which was working just fine. One thing that spooked people and I can't
> explain is that for a transient period of time, I was getting an Outlook
> 2000 splash screen on opening Office 2003 but after that I was getting the
> normal Outlook splash screen. OL was working just fine; I just couldn't get
> BCM associated with it after trying every thing I could think of. I had
> Office XP, and then when I got MOS 2003 I let setup uninstall it. I mean
> of course uninstalling and reinstalling MOS 2003 would be no big deal--but I
> had gotten a lot of extras from the MSFT site and others that were nifty and
> I hated going after them again. Here's some context for wisptis? Do you
> have it showing up in processes on any of your MOS 2003 machines?

>

>

> *What Wisptis is--among other things, certainly not needed in Microsoft
> Office--it should have been an optional download.* I have long ago given up
> on trying to figure out the answer to "What were they thinking?" when it
> comes to developers or Product Teams on the Redmond campus. "Let's put in a
> pen data collection component for Tablet PC whether anyone has a tablet or
> not. It'll serve as a great memory hog with excellent potential to freeze
> computers and send CPU to 100%!!! But let's not tell anyone this can
> happen. Let them be surprised."

>

>

<http://216.239.57.104/search?q=cache:2U612r2ecOgJ:www.hyperboard.co.uk/index.php%3Fshowtopic%3D25>

>

>

> Wisptis.exe (\Windows\System32) This executable runs as a system
> service that provides pen-data collection for other components of the
> SDK. When a component needs to interact with the pen (for example, to
> collect ink or to detect gestures), this executable is spawned as a
> service to communicate directly with the input device. On a Tablet PC,
> Wisptis.exe interacts with the digitizer, whereas on a desktop it
> interacts with the mouse as well. The executable's name is an acronym
> that references an outdated internal name for the team that developed it
> (Windows Ink Services Platform Tablet Input Subsystem).

> -----

> ----

>

> Well I don't have a Tablet PC and I certainly don't want an unnecessary
> process eating up my memory resources.

>

> You cannot get rid of wisptis.exe by renaming or deleting it: Windows File
> Protection would cause it to reinstall the next time you run Adobe Acrobat.

>

> There is even a rumor about a bug in wisptis.exe itself whereby it keeps
> part of the current user registry hive locked, preventing updates and
> eventually resulting in a corruption of the registry hive (which as reported
> leads to a "Userenv event 1517" on logging off or shutting down).

>

> Others reported GDI leaks and CPU hogging. I haven't noticed the latter but
> can confirm that at one point, the number of open GDI handles by wisptis.exe
> was above 1000, which is unacceptable.

>

> So by and large it seems wisptis.exe can make a thorough nuisance of itself.

>

> To uninstall wisptis and Microsoft's Tablet PC Components on your PC, you
> must delete the following registry entries:

>

> HKEY_CLASSES_ROOT\AppID\{7F429620-16D1-471E-A81A-114992148034}
> HKEY_CLASSES_ROOT\AppID\wisptis.EXE
> HKEY_CLASSES_ROOT\CLSID\{04A1E553-FE36-4FDE-865E-344194E69424}

microsoft.public.office.misc: Re: Continual Error 1321 Trying to Install Office 2003

```
> HKEY_CLASSES_ROOT\CLSID\{13DE4A42-8D21-4C8E-BF9C-8F69CB068FCA}
> HKEY_CLASSES_ROOT\CLSID\{242025BB-8546-48B6-B9B0-F4406C54ACFC}
> HKEY_CLASSES_ROOT\CLSID\{3336B8BF-45AF-429F-85CB-8C435FBF21E4}
> HKEY_CLASSES_ROOT\CLSID\{3EE60F5C-9BAD-4CD8-8E21-AD2D001D06EB}
> HKEY_CLASSES_ROOT\CLSID\{43B07326-AAE0-4B62-A83D-5FD768B7353C}
> HKEY_CLASSES_ROOT\CLSID\{43FB1553-AD74-4EE8-88E4-3E6DAAC915DB}
> HKEY_CLASSES_ROOT\CLSID\{524B13ED-2E57-40B8-B801-5FA35122EB5C}
> HKEY_CLASSES_ROOT\CLSID\{632A2D3D-86AF-411A-8654-7511B51B3D5F}
> HKEY_CLASSES_ROOT\CLSID\{65D00646-CDE3-4A88-9163-6769F0F1A97D}
> HKEY_CLASSES_ROOT\CLSID\{6E4FCB12-510A-4D40-9304-1DA10AE9147C}
> HKEY_CLASSES_ROOT\CLSID\{786CDB70-1628-44A0-853C-5D340A499137}
> HKEY_CLASSES_ROOT\CLSID\{836FA1B6-1190-4005-B434-7ED921BE2026}
> HKEY_CLASSES_ROOT\CLSID\{8770D941-A63A-4671-A375-2855A18EBA73}
> HKEY_CLASSES_ROOT\CLSID\{8854F6A0-4683-4AE7-9191-752FE64612C3}
> HKEY_CLASSES_ROOT\CLSID\{937C1A34-151D-4610-9CA6-A8CC9BDB5D83}
> HKEY_CLASSES_ROOT\CLSID\{9C1CC6E4-D7EB-4EEB-9091-15A7C8791ED9}
> HKEY_CLASSES_ROOT\CLSID\{9DE85094-F71F-44F1-8471-15A2FA76FCF3}
> HKEY_CLASSES_ROOT\CLSID\{9FD4E808-F6E6-4E65-98D3-AA39054C1255}
> HKEY_CLASSES_ROOT\CLSID\{A5558507-9B96-46BA-94ED-982E684A9A6B}
> HKEY_CLASSES_ROOT\CLSID\{A5B020FD-E04B-4E67-B65A-E7DEED25B2CF}
> HKEY_CLASSES_ROOT\CLSID\{AAC46A37-9229-4FC0-8CCE-4497569BF4D1}
> HKEY_CLASSES_ROOT\CLSID\{C52FF1FD-EB6C-42CF-9140-83DEFECA7E29}
> HKEY_CLASSES_ROOT\CLSID\{D8BF32A2-05A5-44C3-B3AA-5E80AC7D2576}
> HKEY_CLASSES_ROOT\CLSID\{DE815B00-9460-4F6E-9471-892ED2275EA5}
> HKEY_CLASSES_ROOT\CLSID\{E3D5D93C-1663-4A78-A1A7-22375DFEBAEE}
> HKEY_CLASSES_ROOT\CLSID\{E5CA59F5-57C4-4DD8-9BD6-1DEEEDD27AF4}
> HKEY_CLASSES_ROOT\CLSID\{E9A6AB1B-0C9C-44AC-966E-560C2771D1E8}
> HKEY_CLASSES_ROOT\CLSID\{EFB4A0CB-A01F-451C-B6B7-56F02F77D76F}
> HKEY_CLASSES_ROOT\CLSID\{F0291081-E87C-4E07-97DA-A0A03761E586}
>
> HKEY_CLASSES_ROOT\Installer\Components\BCA32ECD550 E1F4488DBD2A1578ACF8B
> HKEY_CLASSES_ROOT\Installer\Features\70401109000063
> D11C8EF10054038389C\WISPFfiles
> HKEY_CLASSES_ROOT\Installer\Features\70401109000063
> D11C8EF10054038389C\WISPHidden
>
> HKEY_CLASSES_ROOT\TpcCom.* (all of them)
>
> HKEY_CLASSES_ROOT\TypeLib\{194508A0-B8D1-473E-A9B6-851AAF726A6D}
> HKEY_CLASSES_ROOT\TypeLib\{56D04F5D-964F-4DBF-8D23-B97989E53418}
> HKEY_CLASSES_ROOT\TypeLib\{773F1B9A-35B9-4E95-83A0-A210F2DE3B37}
> HKEY_CLASSES_ROOT\TypeLib\{7D868ACD-1A5D-4A47-A247-F39741353012}
>
> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Curr
> entVersion\Installer\UserData\S-1-5-18\Components\1125549C421D34E4DBF1036F62
> 580BE1
> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Curr
> entVersion\Installer\UserData\S-1-5-18\Components\652A08B235C6DFF4C8CD41B52D
> E68CA4
> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Curr
> entVersion\Installer\UserData\S-1-5-18\Components\9B4B5940D4625D64C85532B8CD
> E3BF4D
> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Curr
> entVersion\Installer\UserData\S-1-5-18\Components\D656DA4A9E277A34D90D5E6FFA
> 34E827
> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Curr
> entVersion\Installer\UserData\S-1-5-18\Products\70401109000063D11C8EF10054038
> 389C\Featu res\WISPFfiles
> HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Curr
> entVersion\Installer\UserData\S-1-5-18\Products\70401109000063D11C8EF10054038
> 389C\Featu res\WISPHidden
>
```

microsoft.public.office.misc: Re: Continual Error 1321 Trying to Install Office 2003

> Now you can also safely delete \Windows\System32\Wisptis.exe. Make sure the
> process is not running; otherwise kill it before deletion.

>

> Fully tested on an up-to-date Windows XP SP1.

> Wisptis is a Tablet PC platform component that someone on the Office
> development team decided to load as far as I can tell with Office 2003, even
> though 99.9% of Office users don't have a Tablet interacting with their PC.
> It could have been made available on the Office site, the Windows Mobile
> site, and the MS Tablet site, but no--they made it a mandatory install as
> far as I can tell. Most people tell me it's listed in processes when they
> install Office 2003, but some have said they don't see it. It takes up CPU,
> and when it's not in the system 32 folder it can be a virus or Trojan like
> so many normal processes exploited by them, and it's very difficult if not
> impossible to keep it from starting up. So I ran a tool from one of these
> sites to uninstall it and I think deleted a few reg keys associated with it.
> Now I think I'm paying the price.

>

> I got the removal tool which did the job or the removal tool and the
> sequence of steps from one of these sites:

>

>

<http://www.boredguru.com/modules/downloads/visit.php?lid=4><http://www.boredguru.com/modules/downlo>

>

>

<http://216.239.51.104/search?q=cache:vOsMzLAdVhYJ:www.boredguru.com/modules/newbb/viewtopic.php%3>

>

> <http://www.aswinnen.be/modules.php?name=News&file=article&sid=53>

>

>

<http://216.239.51.104/search?q=cache:ilR8VawdrRqJ:www.aswinnen.be/modules.php%3Fname%3DNews%26fil>

>

> Couillon Inc. has fixed the issues with the WISPTIS.EXE process. You'll see
> your non-tablet PC freaking when this process is running, and you'll have
> this process running if you have Microsoft Journal Viewer or Adobe
> Acrobat/Reader 6.0 or MS Office System 2003 installed

>

> Of course this fix is available through our Downloads section.

>

> Enjoy It!

>

> UPDATE: We've re-released the fix with some minor improvements...

>

> You can download it over here

> [3D53+wisptis.exe&hl=en](#)

>

> Thanks,

>

> Chad Harris

>

>

> "Mary Sauer" <laserdog@mycolumbus.rr.com> wrote in message

> news:%23bPhNH0SEHA.2408@tk2msftngpl3.phx.gbl...

> > Do you have Norton? Disable "Script Blocking" and in options, disable

> Office Plug-ins

> > before you install.

> > This document is for 2000 but it addresses your issue

> > Various Error Messages When MSI File Creates and Modifies Files and

> Registry Keys

> > <http://support.microsoft.com/default.aspx?scid=kb;en-us;232143>

> >

> > http://www.appdeploy.com/faq/msi_errors/detail.asp?id=84

> >

>

microsoft.public.office.misc: Re: Continual Error 1321 Trying to Install Office 2003

> > What is WISPTIS.exe? It is "Microsoft Tablet PC Platform Component".
> >
> >
> > --
> > Mary Sauer MS MVP
> > <http://office.microsoft.com/>
> > <http://www.mvps.org/msauer/>
> > <news://msnews.microsoft.com>
> > "Chad Harris" <ddram32_nospam@yahoo.com> wrote in message
> > news:uN0LrzzSEHA.3944@tk2msftngp13.phx.gbl...
> > > One main question I have is can you custom install office to the point
> > of
> > > keeping one file or folder from installing which is my snag?
> > > Are there any 2003 resource kit tools that will help you do this? Will
> > > using Office 2003 Editions Resource Kit
> > > Ork.exe
> > >
> > > or
> > >
> > > Office 2003 Setup.exe (Enhanced Version)
> > > EntSetup.exe 2/24/04 Approximate file size: 210 KB
> > > A self-extracting executable (EXE) file that contains Office
> > > 2003 Setup version 11.0.6176.0. For more information about the benefits
> > > of
> > > this enhanced version, see New Setup.exe Fine Tunes Local Caching.
> > >
> > >
> > > help me keep from installing wisptis.exe?
> > >
> > >
> > > I posted this in the setup forum but from what I can tell the Setup
> > > group
> > > has *no one responding to setup problems.* It does have
> > > miscellaneous
> > > Office problems posted there that could be posted here where people who
> > > are
> > > regulars here with help help with non-setup problems over there.
> > >
> > > Every time I try setp, with of course AV off and even with an "msconfig
> > > clean boot, I get a 1321 setup error. Is it possible to custom
> > > install
> > > and tweak to the file level to leave out wisptis.exe, and is it possible
> > > to
> > > install in Safe Mode or do you lose the MSI in Safe Mode or something
> > > else
> > > needed to run the Office setup? I have tried naming these 3 files to"
> > > .old":
> > > C:\Config.MSI file
> > > Mapi32.dll
> > > MAPI.dll
> > >
> > > *Every time I try setp, with of course AV off and even with an msconfig
> > > clean boot, I get the setup error with a diffent numbered C:\Config.MSI
> > > file number. Is it possible to custom install and tweak to the file
> > > level
> > > to leave out wisptis.exe, and is it possible to install in Safe Mode or
> > > do
> > > you lose the MSI in Safe Mode or something else needed to run the Office
> > > setup?*" > >
> > > MOS 2003 Pro install setup error on Win XP Pro SP1. I was having
> > > trouble

microsoft.public.office.misc: Re: Continual Error 1321 Trying to Install Office 2003

> > > getting the BCM add-in to associate with OL 2003. I was asked to
> uninstall
> > > BCM and MOS 2003 Pro and then to reinstall MOS 2003. MOS 2003 was
> working
> > > fine. With support help from MSFT Office specialist (not Convergys) we
> > > meticulously deleted the appropriate reg keys and files. We were going
> to
> > > use the Windows Installer Cleanup Utility, but it didn't list MOS 2003
> so we
> > > did it manually.
> > >
> > > <http://support.microsoft.com/default.aspx?scid=kb;en-us;290301>
> > > I am getting the following setup errors and setup stops when trying to
> > > install wisptis.exe. Wisptis.exe is unfortunately installed with MOS
> and it
> > > works with tablet PC. If you don't have a tablet, it stubbornly starts
> and
> > > helps itself to CPU. Just ending it as a process or trying to use
> msconfig
> > > won't stop it. A CPU gobble that far and away most of the population
> > > doesn't need as a gift from the MOS developers and product team with
> every
> > > Office installation is ridiculous, but someone at Redmond made that
> call.
> > > These two links context how to get rid of it and I used one of these
> tools.
> > > They work and wisptis.exe disappears from your processes. Now I think
> this
> > > is causing me problems on the reinstall.
> > >
> > > I took steps here to uninstall wisptis.exe and use the wisptis tool:
> > >
> > > http://www.longhorn.be/modules.php?name=Downloads&d_op=MostPopular
> > >
> > > http://www.boredguru.com/modules/newbb/viewtopic.php?topic_id=193&forum=24
> > >
> > >
> > > I'm getting this Error: Error 1321: Setup cannot modify the file
> > > C:\Config.MSI 3a5322.rbf. Verify that the file exists (it doesn't) in
> your
> > > system and that you have sufficient permission to update it. Should I
> > > search for this to download it? Could it possibly have been eliminated
> in
> > > getting rid of the wisptis.exe annoyance?
> > >
> > > File Extension Details for RBF: Roll Back File Backup of existing file
> > > stored in hidden CONFIG.MSI directory.
> > >
> > > <http://filext.com/detaillist.php?extdetail=RBF> (3rd entry down)
> > >
> > > KB that superficially references setup problem by referring to one
> registry
> > > value:
> > > <http://support.microsoft.com/default.aspx?scid=kb;en-us;232143>
> > >
> > > This KB deals with the error in Office XP and recommends checking a
> registry
> > > value here. My value is correct and conforms with this solution:
> > >
> > > HKEY_Local_Machine/Software/Microsoft/Windows NT/CurrentVersion/Winlogon

microsoft.public.office.misc: Re: Continual Error 1321 Trying to Install Office 2003

```
> > > 1.. In the right pane, right-click AllocateCDRoms, and then click
> Modify.
> > > 2.. In the Value data box, type 0 (zero), and then click OK.
> > >
> > > 3.. Would appreciate if anyone has suggestions as to how to overcome
> this
> > > setup error.
> > >
> > > TIA,
> > >
> > > Chad Harris
> > >
> > >
> > >
> >
> >
>
>
```