

## Re: Re-Installing XP Office

**Source:** <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2004-04/0236.html>

---

**From:** Ron Spencer ([rwsbookham\\_at\\_tiscali.co.uk](mailto:rwsbookham_at_tiscali.co.uk))

**Date:** 04/06/04

Date: 6 Apr 2004 08:10:20 -0700

"Quaoar" <[quaoar@tenthplanet.net](mailto:quaoar@tenthplanet.net)> wrote in message  
news:<uHK2W73GEHA.3592@TK2MSFTNGP10.phx.gbl>...

> *Ron Spencer wrote:*

> > *Can Anyone help me please?*

> > *I am trying resolve a problem I have with re-installing my Microsoft*

> > *Office software!!*

> >

> > *Each time I insert the CD I received the following message The patch*

> > *package could not be opened, Verify that the patch package exists? And*

> > *that you can access it. I used Microsoft Knowledge base and obtained*

> > *the following details This article was previously published under*

> > *Q294978*

> > *SYMPTOMS*

> > *When you run Setup, you may receive the following error message:*

> > *This installation package could not be opened. Verify that the package*

> > *exists and that you can access it, or contact the application vendor*

> > *to verify this is a valid Windows Installer package.*

> > *CAUSE*

> > *This error message can occur if the name of the network share from*

> > *which you are running Setup is more than 12 characters in length (13*

> > *characters or more). For example, you receive the error message if the*

> > *path to Office Setup is:*

> > *\\server\long\_share\_name\Off2002\CD1\Setup.exe*

> > *In the preceding path, the long\_share\_name is more than 12 characters.*

> > *RESOLUTION*

> > *To resolve this problem, rename the network share from which you are*

> > *running Setup. For example, if the path to Office Setup is*

> > *\\server\long\_share\_name\Off2002\CD1\Setup.exe*

> > *rename the network share to share\_name. This makes the new path to*

> > *Office Setup the following:*

> > *\\server\share\_name\Off2002\CD1\Setup.exe*

> > *Because share\_name is 12 characters or fewer, you will not receive the*

> > *error message when you run Setup for Office.*

> > *STATUS*

> > *Microsoft has confirmed that this is a problem in the Microsoft*

> > *products that are listed at the beginning of this article.*

> >

> >  
> >  
> > *What the article does not do is advise you how and where I can correct*  
> > *this error. Can anyone help please, as I cannot find any other details*  
> > *from Microsoft?*  
> >  
> >  
> >  
> > *Many thanks*  
> > *Ron (Spencer)*  
> > *rwsbookham@tiscali.co.uk*  
>  
> *Try this one*  
>  
> <http://support.microsoft.com/default.aspx?kbid=295823>  
> *OFF: Error Message: This Patch Package Could Not Be Opened ...*  
>  
> *Q*

Thanks for your suggestion having installed 'Windows Install Clean up'  
I am still receiving the same message when I try install the 'office  
Program.

What I would like to do is try the Microsoft Soft resolution in my  
original message if you could tell me how to do it please? Message  
reads;

**RESOLUTION**

To resolve this problem, rename the network share from which you are  
running Setup. For example, if the path to Office Setup is  
\\server\long\_share\_name\Off2002\CD1\Setup.exe  
rename the network share to share\_name. This makes the new path to  
Office Setup the following:

\\server\share\_name\Off2002\CD1\Setup.exe

Because share\_name is 12 characters or fewer, you will not receive  
the  
error message when you run Setup for Office.

Many thanks

Ron (Spencer)