

RE: Office 2000 Fails to install on WIN 98 SYSTEM

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2004-04/0771.html>

From: Raghu Prakash (raghupg_at_online.microsoft.com)

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Hi,

This is documented in 2 Microsoft KB articles. I am not too sure which one fits your problem the best. The KB articles are 238319 and 230895.

<http://support.microsoft.com/default.aspx?scid=kb;en-us;238319>

1.) SYMPTOMS

When you start Office Setup, you may receive the following error message just after the first Office 2000 Setup dialog box appears:

Installation ended prematurely because of an error.
When you click OK, Setup ends.

CAUSE

You may receive the error message if the IE5 folder has been renamed or deleted.

NOTE: The IE5 folder typically resides at the root of an Office administrative installation.

RESOLUTION

To resolve this problem, rename the IE5 folder back to IE5. If you deleted the IE5 folder, follow these steps:

Create a new administrative installation of Office in a folder that is different from your original administrative installation.

Copy the IE5 folder from this new administrative installation into your original administrative installation.

Delete the folder that contains the new administrative installation.

On a network client, re-run Setup from the administrative installation.

MORE INFORMATION

In this situation, if you open the Windows Installer log file (for example, Office 2000 Premium Setup(0002)_MsiExec.txt) in a text editor and then search for FatalError, you find the following text:

Action start 9:26:59: CARunCostIE5.

Action ended 9:26:59: CARunCostIE5. Return value 3.

Action start 9:26:59: FatalError.

Action 9:26:59: FatalError. Dialog created

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Action ended 9:28:41: FatalError. Return value 2.

Action ended 9:28:41: INSTALL. Return value 3.

2.) SYMPTOMS

When you run Office Setup, you may receive the following error message immediately after you click Install Now or Upgrade Now:

Installation ended prematurely because of an error.

When you click OK, Setup ends.

CAUSE

This error may appear if all the following are true:

You are using Microsoft Windows NT 4.0. –and–

You are running Office Setup from a CD–ROM drive. –and–

You are using one of the security templates available with the Microsoft Security Configuration Manager. –and–

You have the Restrict CD–ROM access to locally logged on user only security option turned on.

This is because the Windows Installer runs as Local System when it is read off the