

RE: Office 2000 premium installation

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2004-04/0900.html>

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Hi,

This issue is documented in 2 Microsoft KB article. I am not too sure which one fits you better. 217521 and 324516.

1.) <http://support.microsoft.com/default.aspx?scid=kb;en-us:324516>

This article was previously published under Q324516

IMPORTANT: This article contains information about modifying the registry.

Before you modify the registry, make sure to back it up and make sure that

you understand how to restore the registry if a problem occurs. For

information about how to back up, restore, and edit the registry, click the

following article number to view the article in the Microsoft Knowledge

Base:

256986 Description of the Microsoft Windows Registry

SYMPTOMS

When you try to install Microsoft Office, you may receive an error message similar to the following:

The Windows Installer Service could not be accessed.

CAUSE

This problem may occur if the Windows Installer files are damaged or missing.

RESOLUTION

To resolve this problem, use one of the following methods.

Method 1: Re-Register Windows Installer

WARNING: If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

Note Because there are several versions of Microsoft Windows, the following steps may be different on your computer. If they are, see your product documentation to complete these steps.

To re-register Windows Installer, follow these steps.

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Note If you cannot complete the following steps, go to method 2.

Click Start, and then click Search.

Click All files and folders.

In the File name box, type Msiexec.exe, and then click Search.

After the search is complete, make a note of the location of the Msiexec.exe file. The location of the file should be similar to the following example:

C:\Windows\System32

On the File menu, click Close to close the Search dialog box.

Click Start, and then click Run.

In the Open box, type regedit, and then click OK.

Locate and click the following registry key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\MSIServer

In the right pane of the Registry Editor window, double-click ImagePath.

In the Edit String dialog box that appears, make sure that the string in the Value data box