

RE: Office 2003 uninstall/reinstall problems

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2004-08/0047.html>

From: Jerryn3 (Jerryn3_at_discussions.microsoft.com)

Date: 08/02/04

Date: Mon, 2 Aug 2004 07:39:02 -0700

One other thing I wanted to mention. When I try to install Office, I get to the screen to put in the Product Key, and when I start to enter the key, it just disappears.

Thanks for any help!

Jerry

"Jerryn3" wrote:

```
> I kept getting errors trying to Update my Office 2003 with SP1 so I figured I'd uninstall and reinstall. Now I
am getting error 1603. Here is the log file:
> Detected Windows Info:
> PlatformId = 2
> MajorVersion = 5
> MinorVersion = 1
> ServicePackLevel = 1
> -----
> Launch Setup
> 8/2/2004 6:37:16 AM
> Recognized command line switch AUTORUN
> Setup path: D:\SETUP.EXE
> Trying to get version of
> D:\SETUP.EXE
> ...succeeded.
> D:\SETUP.EXE is version 11.0.5510.0
> Current version of Setup.exe: 11.0.5510.0
> Searching for .INI file: SETUP.INI
> D:\FILES\SETUP\SETUP.INI
> Settings file located: D:\FILES\SETUP\SETUP.INI
> GetTempPath returned: C:\DOCUME~1\JERRY~1\O2\LOCALS~1\Temp\
> Setup has detected a previously failed installation - Verbose Logging ON
>
> Reading settings file
> D:\FILES\SETUP\SETUP.INI
> Located: D:\PRO11.MSI
> Package to install: D:\PRO11.MSI
> Reading from "D:\FILES\SETUP\SETUP.INI": "Product\SkipLangCheck" (Default: 0)
> Value: 0
```

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> Reading from "D:\FILES\SETUP\SETUP.INI": "Product\CheckUpdates" (Default: 0)
> Value: 0
> Product {90110409-6000-11D3-8CFE-0150048383C9} is not installed for the user.
> Checking for Windows Installer...
> C:\WINDOWS\System32\MSI.DLL
> .. succeeded.
> Checking for any beta version of the product.
> dwNoLtCoExist = 0
>
> autorun
>
> Reading from "D:\FILES\SETUP\SETUP.INI": "Cache\CDCache" (Default: 0)
> Value: auto
> General properties added: LAUNCHEDFROMSETUP="1" SETUPEXEPATH="D:\"
SETUPEXENAME="SETUP.EXE"
>
> Writing Task: Main – Microsoft Office 2003
> Path: C:\WINDOWS\System32\msiexec.exe
> CmdLine: /I D:\PRO11.MSI LAUNCHEDFROMSETUP="1" SETUPEXEPATH="D:\"
SETUPEXENAME="SETUP.EXE"
>
> Looking for setup tasks to process.
> 8/2/2004 6:37:20 AM WaitForMsiExecDone...
> 8/2/2004 6:37:20 AM WaitForMsiExecDone exits
> Verifying install package is available
> Reading from "D:\FILES\SETUP\SETUP.INI": "Cache\CDCache" (Default: 0)
> Value: auto
> Reading from "D:\FILES\SETUP\SETUP.INI": "Cache\Purge" (Default: 0)
> Value: 0
> Reading from "D:\FILES\SETUP\SETUP.INI": "Cache\DeletableCache" (Default: 0)
> Value: 1
> SetupXml is at: D:\Files\Setup\PRO11.xml
>
> Parsing Download Info
> Starting to load install configuration
> Download Info:
> Download Code : 90000409-6000-11D3-8CFE-0150048383C9
> Source Path : D:\
> Product Code : {90110409-6000-11D3-8CFE-0150048383C9}
> Prod Src Path : PRO11.MSI
> Use Windows Installer : false
>
> Files to Download:
> File: FILES\WINDOWS\INF\AER_1033.ADM (DW20.ADM_1033)
> File: FILES\PFILES\COMMON\MSSHARED\DW\DW20.EXE (DW20.EXE_0001)
> File: FILES\PFILES\COMMON\MSSHARED\DW\DWDCW20.DLL (DWDCW20.DLL)
> File: FILES\PFILES\COMMON\MSSHARED\DW\1033\DWINTL20.DLL (DWINTL20.DLL_0001_1033)
> File: FILES\PFILES\COMMON\MSSHARED\DW\DWTRIG20.EXE (DWTRIG20.EXE)
> File: FILES\PFILES\MSOFFICE\OFFICE11\OCLEAN.DLL (OCLEAN.DLL_1033)
> File: FILES\PFILES\MSOFFICE\OFFICE11\OCLNCORE.OPC (OCLNCORE.OPC_1033)
> File: FILES\PFILES\MSOFFICE\OFFICE11\OCLNCUST.OPC (OCLNCUST.OPC_1033)

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- > File: FILES\PFILES\MSOFFICE\OFFICE11\1033\OCLNINTL.OPC (OCLNINTL.OPC_1033)
- > File: FILES\PFILES\MSOFFICE\OFFICE11\OFFCLN.EXE (OFFCLN.EXE_1033)
- > File: FILES\SETUP\OSE.EXE (OSE.EXE)
- > File: PRO11.MSI (PRO11.MSI)
- > File: FILES\PFILES\MSOFFICE\OFFICE11\1033\PSS100.CHM (PSS100.CHM_1033)
- > File: FILES\PFILES\MSOFFICE\OFFICE11\1033\PSS10R.CHM (PSS10R.CHM_1033)
- > File: FILES\PFILES\MSOFFICE\OFFICE11\1033\SETUP.CHM (SETUP.CHM_1033)
- > File: SKU011.XML (SKU011.XML_0002_1033)
- > File: A2561405.CAB (A2561405.CAB)
- > File: A3561405.CAB (A3561405.CAB)
- > File: A4561405.CAB (A4561405.CAB)
- > File: AV561403.CAB (AV561403.CAB)
- > File: CC561401.CAB (CC561401.CAB)
- > File: CD561401.CAB (CD561401.CAB)
- > File: CF561401.CAB (CF561401.CAB)
- > File: CL561401.CAB (CL561401.CAB)
- > File: CM561401.CAB (CM561401.CAB)
- > File: CP561401.CAB (CP561401.CAB)
- > File: CR561401.CAB (CR561401.CAB)
- > File: CS561401.CAB (CS561401.CAB)
- > File: E2561410.CAB (E2561410.CAB)
- > File: E3561405.CAB (E3561405.CAB)
- > File: E4561410.CAB (E4561410.CAB)
- > File: EV561405.CAB (EV561405.CAB)
- > File: G3561403.CAB (G3561403.CAB)
- > File: GV561403.CAB (GV561403.CAB)
- > File: IJ561401.CAB (IJ561401.CAB)
- > File: IS561401.CAB (IS561401.CAB)
- > File: IU561401.CAB (IU561401.CAB)
- > File: L2561403.CAB (L2561403.CAB)
- > File: L3561403.CAB (L3561403.CAB)
- > File: L4561403.CAB (L4561403.CAB)
- > File: L9561403.CAB (L9561403.CAB)
- > File: LV561403.CAB (LV561403.CAB)
- > File: M2561406.CAB (M2561406.CAB)
- > File: M3561404.CAB (M3561404.CAB)
- > File: M4561403.CAB (M4561403.CAB)
- > File: M9561403.CAB (M9561403.CAB)
- > File: MA561403.CAB (MA561403.CAB)
- > File: MC561403.CAB (MC561403.CAB)
- > File: MG561403.CAB (MG561403.CAB)
- > File: MH561401.CAB (MH561401.CAB)
- > File: MO561403.CAB (MO561403.CAB)
- > File: MT561403.CAB (MT561403.CAB)
- > File: O0561401.CAB (O0561401.CAB)
- > File: O1561403.CAB (O1561403.CAB)
- > File: O9561403.CAB (O9561403.CAB)
- > File: P2561401.CAB (P2561401.CAB)
- > File: P3561401.CAB (P3561401.CAB)
- > File: P4561402.CAB (P4561402.CAB)
- > File: PA561401.CAB (PA561401.CAB)

- > File: PR103368.CAB (PR103368.CAB)
- > File: PR103678.CAB (PR103678.CAB)
- > File: PR308246.CAB (PR308246.CAB)
- > File: PV561401.CAB (PV561401.CAB)
- > File: PW561401.CAB (PW561401.CAB)
- > File: Q2561405.CAB (Q2561405.CAB)
- > File: Q3561405.CAB (Q3561405.CAB)
- > File: Q4561405.CAB (Q4561405.CAB)
- > File: QV561405.CAB (QV561405.CAB)
- > File: SKU011.CAB (SKU011.CAB)
- > File: TR103621.CAB (TR103621.CAB)
- > File: TR308222.CAB (TR308222.CAB)
- > File: V3561403.CAB (V3561403.CAB)
- > File: W2561405.CAB (W2561405.CAB)
- > File: W3561405.CAB (W3561405.CAB)
- > File: W4561405.CAB (W4561405.CAB)
- > File: WV561405.CAB (WV561405.CAB)
- > File: X2561401.CAB (X2561401.CAB)
- > File: X3561401.CAB (X3561401.CAB)
- > File: YA561403.CAB (YA561403.CAB)
- > File: YB561408.CAB (YB561408.CAB)
- > File: YC561403.CAB (YC561403.CAB)
- > File: YH561403.CAB (YH561403.CAB)
- > File: YI561401.CAB (YI561401.CAB)
- > File: YL561402.CAB (YL561402.CAB)
- > File: YM561403.CAB (YM561403.CAB)
- > File: YO561403.CAB (YO561403.CAB)
- > File: YS561401.CAB (YS561401.CAB)
- > File: YT561401.CAB (YT561401.CAB)
- > File: ZA561401.CAB (ZA561401.CAB)
- > File: ZC561402.CAB (ZC561402.CAB)
- > File: ZD561402.CAB (ZD561402.CAB)
- > File: ZE561406.CAB (ZE561406.CAB)
- > File: ZF561402.CAB (ZF561402.CAB)
- > File: ZG561401.CAB (ZG561401.CAB)
- > File: ZH561403.CAB (ZH561403.CAB)
- > File: ZI561402.CAB (ZI561402.CAB)
- > File: ZJ561401.CAB (ZJ561401.CAB)
- > File: ZK561401.CAB (ZK561401.CAB)
- > File: ZM561401.CAB (ZM561401.CAB)
- > File: ZN561401.CAB (ZN561401.CAB)
- > File: ZO561401.CAB (ZO561401.CAB)
- > File: ZQ561401.CAB (ZQ561401.CAB)
- > File: ZR561403.CAB (ZR561403.CAB)
- > File: ZS561401.CAB (ZS561401.CAB)
- > File: ZT561401.CAB (ZT561401.CAB)
- > File: ZU561401.CAB (ZU561401.CAB)
- > File: ZV561401.CAB (ZV561401.CAB)
- > File: ZY561401.CAB (ZY561401.CAB)
- > File: ZZ561401.CAB (ZZ561401.CAB)
- > File: FILES\SETUP\SETUP.INI (PRO11.INI)

microsoft.public.office.setup: RE: Office 2003 uninstall/reinstall problems

- > *File: SETUP.EXE (SETUP.EXE_1033)*
- > *Using Office Source Engine at path: D:\FILES\SETUP\OSE.EXE*
- > *Connected to Office Source Engine.*
- > *Checking version of Office Source Engine...*
- > *Version: 11.0.5525.0*
- >
- > *Using Local Cache Drive of already installed product: C:\.*
- > *Found pre-existing download, will use this as default drive for local cache.*
- > *Found enough space on drive "C:\." to cache all feature cabinets.*
- > *(CDCACHE=AUTO) – There is enough space to cache some or all of the image. Drive for this download is C:*
- > *Completed download for file: DW20.ADM_1033.*
- > *Completed download for file: DW20.EXE_0001.*
- > *Completed download for file: DWDCW20.DLL.*
- > *Completed download for file: DWINTL20.DLL_0001_1033.*
- > *Completed download for file: DWTRIG20.EXE.*
- > *Completed download for file: OCLEAN.DLL_1033.*
- > *Completed download for file: OCLNCORE.OPC_1033.*
- > *Completed download for file: OCLNCUST.OPC_1033.*
- > *Completed download for file: OCLNINTL.OPC_1033.*
- > *Completed download for file: OFFCLN.EXE_1033.*
- > *Completed download for file: OSE.EXE.*
- > *Completed download for file: PRO11.MSI.*
- > *Completed download for file: PSS100.CHM_1033.*
- > *Completed download for file: PSS10R.CHM_1033.*
- > *Completed download for file: SETUP.CHM_1033.*
- > *Completed download for file: SKU011.XML_0002_1033.*
- > *Finished CDCache Download, retrieving msi download info*
- > *8/2/2004 6:37:27 AM*
- > *Package was: D:\PRO11.MSI.*
- > *Setting Package to: C:\MSOCache\All Users\90000409-6000-11D3-8CFE-0150048383C9\PRO11.MSI.*
- > *Done with CD Caching, cached MSI to: C:\MSOCache\All Users\90000409-6000-11D3-8CFE-0150048383C9\PRO11.MSI*
- > *8/2/2004 6:37:27 AM*
- > *Parsed arg: /I*
- > *Parsed arg: D:\PRO11.MSI*
- > *Parsed arg: LAUNCHEDFROMSETUP=1*
- > *Parsed arg: SETUPEXEPATH=D:*
- > *Parsed arg: SETUPEXENAME=SETUP.EXE*
- > *Reading from "D:\FILES\SETUP\SETUP.INI": "Cache\Purge" (Default: 0)*
- > *Value: 0*
- > *Finished local caching successfully.*
- > *DWSETUPLOGFILE="C:\DOCUME~1\JERRY~1.02\LOCALS~1\Temp\Microsoft Office 2003 Setup(0012).txt"*
- > *DWMSILOGFILE="C:\DOCUME~1\JERRY~1.02\LOCALS~1\Temp\Microsoft Office 2003 Setup(0012)_Task(0001).txt"*
- > *Command Line Logging Parameters: /lpwaeov*
- > *"C:\DOCUME~1\JERRY~1.02\LOCALS~1\Temp\Microsoft Office 2003 Setup(0012)_Task(0001).txt"*
- > *LOGVERBOSE=1*
- > *8/2/2004 6:37:28 AM*
- > *Executing Task:*

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> *Microsoft Office 2003*
> "C:\WINDOWS\System32\msiexec.exe" /I "C:\MSOCache\All
Users\90000409-6000-11D3-8CFE-0150048383C9\PRO11.MSI" LAUNCHEDFROMSETUP=1
SETUPEXEPATH=D:\ SETUPEXENAME=SETUP.EXE /lpwaeov
"C:\DOCUME~1\JERRY~1.02\LOCALS~1\Temp\Microsoft Office 2003 Setup(0012)_Task(0001).txt"
LOGVERBOSE=1 STANDALONEOSE="C:\MSOCache\All
Users\90000409-6000-11D3-8CFE-0150048383C9\FILES\SETUP\OSE.EXE" CDCACHE="2"
DELETABLECACHE="1" LOCALCACHEDRIVE="C"
DWSETUPLOGFILE="C:\DOCUME~1\JERRY~1.02\LOCALS~1\Temp\Microsoft Office 2003
Setup(0012).txt" DWMSILOGFILE="C:\DOCUME~1\JERRY~1.02\LOCALS~1\Temp\Microsoft Office
2003 Setup(0012)_Task(0001).txt"
> *Type: msi*
> *Ignore Return Values: False*
> *Reboot: False*
>
>
> *Successfully launched MsiExec....*
> *8/2/2004 6:38:31 AM Chained install return code: 1603*
>
> *Exit code was an error.*
> *Shutting down chained setup processing.*
> *Error returned from install, removing cache.*
> *Using Office Source Engine at path: D:\FILES\SETUP\OSE.EXE*
> *Connected to Office Source Engine.*
> *Checking version of Office Source Engine...*
> *Version: 11.0.5525.0*
>
> *Set Verbose logging for subsequent setup.*
>
>
> ****** Setup exits*
> *8/2/2004 6:38:33 AM*
> *(return = 1603)*
>
>