

Fix for Office install fails and Install popups

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OK, I finally found the fix for many of the problems with Office 2003 installs and errors. I fought this problem for 4 days, and what I got from MS assistance was not much help.

Among other errors I was getting:

1. Could not reinstall Office
2. Could not uninstall Office
3. Could not repair Office nor Frontpage 2003
4. Getting Windows Installer popups referencing various missing files, such as OUTLFLTR.MSP and MAINSP1OP.MSP.
5. Tried the often suggested method of using the Windows Installer Cleanup tool, which did not work.

After 3 hours of Googling I found the fix for most of these problems. Be aware that it involves a lot of registry editing, but it did fix ALL of my problems:

Here is the link to the original post:

http://groups-beta.google.com/group/microsoft.public.officeupdate/browse_thread/thread/262fc8b24772d0f4/be45f7c7

That covers about 3 lines, so probably won't work.

Here is the fix as posted in that message below. Make sure you backup your registry first, if you make a mistake you are doomed.:

Thank you for your inquiry regarding Microsoft Office Setup and for choosing Microsoft Online Support. My name is Jack and I will be assisting you with this service request.

According to the case log, I understand this issue to be:
You cannot check for Office updates online and get the following Web page:

<http://office.microsoft.com/home/office.aspx?assetid=FX010404541033>

We will work together on this issue throughout the course of this case. If I have misunderstood your concern,

please let me know.

Based on my experience, this issue is mostly caused by .MSP files are corrupted or missing.

Windows Installer patch files (.

MSP files) are stored on your computer after update installation completes because they need to be referenced for future update operations. If the files are missing you will not be able to apply Office updates. You may also be unable to uninstall Office products as a result of the same problem

To resolve the issue, we need to manually delete all the registry keys for Office. I understand the whole process can be time consuming but they are crucial for us to effectively resolve this situation. I have handled a number of similar cases in the past, and we have solved the problem in the manner I have suggested. Please work with me by trying the troubleshooting steps and we will resolve this problem together. Your time and efforts are greatly appreciated. To do this, follow the steps below:

NOTE:

If you have Project 2003 installed, please do not perform the following steps!

Please ensure you have the Office installation CD on your hand before performing following steps.

Warning: The following steps contain information about modifying the registry. 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: The following steps will not hurt or delete your email data and Office documents.

(a) Quit all running programs, especially the Antivirus and firewall application.

(b) Click Start menu-> Run, type "regedit" (without the quotation marks) in the Open box and press Enter.

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(c) Delete the following registry keys if they exist:

How to locate a Key

For example, HKEY_CURRENT_USER is the key, and everything that follows the first backslash (\) is the subkey.

The keys and subkeys are listed in a folder tree in the left pane of Registry Editor. As in Windows Explorer, in the left pane of Registry Editor, if a key or subkey contains subkeys, a plus sign (+) appears next to the folder icon for that key. If you click the plus sign, the folder expands, and subfolders, representing the subkeys, appear under it.

To locate the registry key "HKEY_CURRENT_USER\Software\Microsoft\Office ", follow these steps:

1. Click Start, click Run, type regedit, and then click OK.
2. Expand HKEY_CURRENT_USER,
3. Expand SOFTWARE to expand it.
4. Expand Microsoft.
5. Click Office.

You can refer to the jackshuai01.jpg attachment for more information on how to expand the key.

(NOTE: Please locate the following keys in the left pane of Registry Editor and then DELETE them if they exist.)

HKEY_CLASSES_ROOT\Installer\Products\904.

(Note: 904... means all registry keys beginning with 904, for example:

HKEY_CLASSES_ROOT\Installer\Products\9040820900063D11C8EF00054038389C

Some of these registry keys may not be present. This does not matter; carry on with the next one.)

HKEY_CURRENT_USER\Software\Microsoft\Installer\Components

HKEY_CURRENT_USER\Software\Microsoft\Installer\Features\904...

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HKEY_CURRENT_USER\Software\Microsoft\Installer\Products\904...

HKEY_CURRENT_USER\Software\Microsoft\Installer\Patches

HKEY_CURRENT_USER\Software\Microsoft\Office

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Installer\Products\904.

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Components

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Features\904....

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\904....

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Patches

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\Products\904.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{9XXX0409-6000-11D3-8CFE-0050048383C9}

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{00XXX409-78E1-11D2-B60F-006097C998E7}

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{9XXX0409-6000-11D3-8CFE-0150048383C9}

Note: Please delete all the registry keys under the above "Uninstall" key similar to :{00XXX409-78E1-11D2-B60F-006097C998E7},{9XXX0409-6000-11D3-8CFE-0050048383C9} or {9XXX0409-6000-11D3-8CFE-0150048383C9}

(NOTE: XXX means 3 digitals)

(d) Quit Registry Editor.

(e) Rename the "Microsoft Office" to "Microsoft Office OLD", "OfficeUpdate" "OfficeUpdate OLD" to and "OfficeUpdate11" to "OfficeUpdate11 OLD" folders located in the "C:\Program Files" folder if they exist.

(f) Click Start menu-> Run, type "%Temp%" (without the quotation marks) in the Open box and press Enter.

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(g) Empty the %Temp% folder.

(h) Empty the Recycle Bin.

(i) Restart your computer and install a full version of Office. Then, go to Office Product Updates Web site to check for all available updates:

<http://www.officeupdate.com/ProductUpdates/default.aspx>

I hope the steps above are helpful. It's my pleasure to work with you. Thanks for your time and cooperation, and if anything is unclear, feel free to let me know. I am very happy to be of assistance.

Best regards,

Jack Shuai

Online Support Professional