

Re: Problems with Setup Bootstrapper

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2005-06/msg00169.html>

- *From:* "Susan Ramlet" <susan@mvps-dot-org>
 - *Date:* Fri, 10 Jun 2005 10:45:09 -0500
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Hi, Frank,

You could try the steps in this article:

"The Windows Installer service could not be accessed" error message when you try to install Office:

<http://support.microsoft.com/?kbid=324516>

I'd also try running a scandisk and defragmentation on your system before doing this.

If that doesn't work, you might try re-installing Windows XP.

—

Susan Ramlet
MVP – Office

Please reply to the newsgroups where others may benefit.

"Frank Rice" <frice@xxxxxxxxxxxxxx> wrote in message
news:OswO%234SbFHA.2212@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

> Hi,

> I am trying to uninstall Office 2003. I go to Add/Remove programs,

> navigate to Office, click Remove, and then I get an error that the
Microsoft

> Setup Bootstrapper encountered an error and must close. My question is
where

> is that bootstrapper installed from? Windows? I'm running Windows XP. Is

> there a way I can install over the faulty one?

>

> Thanks for your help.

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Re: Problems with Setup Bootstrapper

- **References:**

- ◆ **[Problems with Setup Bootstrapper](#)**

- ◇ From: Frank Rice

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