

RE: Office reload, after OS recover

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2007-08/msg00161.html>

- *From:* Eric A. <EricA@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 16 Aug 2007 17:53:38 -0700
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Ok then....

Let's roll up our sleeves and get our hands dirty....

More then likely this is happening because the registry still holds a reference to a patch that is no longer applied since your restore.

Please add the following reg keys to force windows to capture verbose logs of the failure.

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\Installer]
"Debug"=dword:00000007
"Logging"="voicewarmup"
```

Debug is a dword value
Logging is a string value

Then try a detect and repair. (It will fail)
Then goto start/run and type %temp%, hit enter.
In the %temp% dir sort by details, and date modified.

The latest file will be an office log of the repair failure. it will be named officesetup.txt or msi23342.txt or something of that nature.

Open that file do a search for (failed to resolve source). If you find anything like that paste the 15 lines above and below that text in the this forum.

Also do a search for "value 3" (without quotes) paste the 10 lines above and below that text in this forum. You will have value 3 in your log a couple times more then likely. I am most curious in the first one you find in the log file.

We should be able to tell you how to fix your problem with this information.

Thanks

Eric Palm

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MSFT Office Setup

"bogey9665" wrote:

Still the same outcome. After trying the installer cleanup, I'm back to Office programs opening, with Windows intaller running every time and the program taking about 90 seconds to load. I've still got the inability to uninstall, or reinstall, still getting the "patch not available" error. Outlook won't startup at all. I get a message saying that I should reinstall. Excel, Word, Access, etc..., all open after the 90 second delay.

Any other suggestions ?

Thanks,
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Brett

"Eric A." wrote:

You could try downloading and running the windows installer cleanup utility.

It should be able to remove office and related registry keys and allow you to reinstall office.

<http://support.microsoft.com/kb/290301>

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Eric Palm
MSFT Office Setup

"bogey9665" wrote:

For some reason, I'm unable to uninstall, change, nor reinstall Office 2003 Pro, after doing a OS Recovery to an earlier date. The Recovery was due to BSOD's and is now gone. However, this new problem is here now. When I try to uninstall, I get the "Patch Package not available ..." message. When I try to reinstall from CD, I get the same message. I can open each of the Office programs, but each start the Windows Installer and it takes about a minute to get the program up and running. It does this every time I start the Office

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Program, any of them. All updates have been completed, and I've run the Clean up Utility.

Any further ideas ?

Thanks in advance!

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Brett