

# Re: error 2203 in installation of office 2007 enterprise

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2009-01/msg00114.html>

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- *From:* "Peter Foldes" <[shanisean@xxxxxxxxxxxx](mailto:shanisean@xxxxxxxxxxxx)>
  - *Date:* Tue, 6 Jan 2009 17:20:35 -0500
- 

Yes you will. You can also call the Toll Free number that is supplied 1-866-230-0560 if you feel like going that route

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Peter

Please Reply to Newsgroup for the benefit of others  
Requests for assistance by email can not and will not be acknowledged.

"David" <[David@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:David@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:E2736E8A-DEF8-4601-BB34-29A2A55AE2CD@xxxxxxxxxxxxxxxxxxxx](mailto:news:E2736E8A-DEF8-4601-BB34-29A2A55AE2CD@xxxxxxxxxxxxxxxxxxxx)

What email address should be used? I sent an email to:  
[mvlshepa@xxxxxxxxxxxxxxxxxxxx](mailto:mvlshepa@xxxxxxxxxxxxxxxxxxxx)

and got the following response:

Your message addressed to [mvlshepa@xxxxxxxxxxxxxxxxxxxx](mailto:mvlshepa@xxxxxxxxxxxxxxxxxxxx) has been received.

"If you are an MSDN Administrator and would like assistance using our online, self-help resources, please visit <http://msdn.microsoft.com/subscriptions/administration/>. If your message is of an urgent nature please feel free to call us at 1-866-230-0560 in the United States and Canada. Our hours of operation are 5:00 a.m. to 5:00 p.m. USA-PST, Monday through Friday.

Please reference message #XXXXXXX for any additional support on this query."

Based on this it leads me to believe that I will not get a response back.

"Peter Foldes" wrote:

For Office Enterprise issues see the following. Support on this version is only available from MS or your IT Department and we cannot help you here with the Office

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Enterprise version.

Sorry but we do not know if it is Pirated or not. You should have gotten these instructions as above on your Home Program purchase from your Company or School

The support for Office 2007 Enterprise is free and look and open last question

[http://www.microsoft.com/licensing/sa/benefits/home\\_use\\_rights/faq.msp](http://www.microsoft.com/licensing/sa/benefits/home_use_rights/faq.msp)

Here you will find the Phone numbers and email addresses as to where and whom to contact about Office Enterprise and your issue. Scroll down to the bottom of page to North America  
<https://licensing.microsoft.com/eLicense/L1033/overview.asp>

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Peter

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"David" <David@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:94FEC511-7705-4238-8BBA-9627EB372475@xxxxxxxxxxxxxxxxxxxx>  
> When upgrading my operating system to vista my office 2007 got corrupted and  
> I did a complete uninstall at described at:  
>  
> <http://support.microsoft.com/default.aspx/kb/928218>  
>  
> After this I tried to reinstall using the office 2007 enterprise CD provided  
> by my school and used the key that was emailed to me by the microsoft  
> activation people per the phone # given by the school using my enrollment  
> #.  
> When trying to install I get the following error:  
>  
> Error 2203. An internal error has occurred.  
> (C:\Windows\Installer\292ba25.ipi -2147287035 ).  
>  
> This ipi number does change every time I try to do the complete uninstall  
> and reinstall of office. I also get an error that pops up during the install  
> as follows:  
>  
> Error 1310. Error writing to file C:\Config.Msi\292bb14.rbf. Verify that  
> you have access to that directory.  
>  
> The rbf file name also changes randomly. I have done the following to try  
> and prevent these from happening:  
>

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- > 1. Make sure I have a cmd window open with administrator privileges where I
- > remove the read-only attributes of both the config.msi and installer
- > directories.
- > 2. I have tried to install using a clean boot where no non-essential
- > services are running.
- > 3. I have tried to install after uninstalling my anti-virus program
- > completely.
- > 4. Have tried a different CD that is the same enterprise 2007 cd with same
- > sku # on it.
- >
- > Please help since I need to use office asap. Thank you