

microsoft.public.officeupdate: Re: Windows Installer patch files (.MSP files) from previously app

## Re: Windows Installer patch files (.MSP files) from previously app

**Source:** <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2005-02/0392.html>

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**From:** Glenn (*Glenn\_at\_hotmail.com*)

**Date:** 02/13/05

Date: Sun, 13 Feb 2005 10:00:45 -0500

DeanDAllen wrote:

> *Dear, Tom,*

>

> *I have all the same problems. The installer patch never opens for me. I can't figure out how to use it. If you are still around, would you tell me where you found instructions to use the thing. Thanks, in advance....*

>

> *Dean (getting desperate)*

>

> *"tomgillane" wrote:*

>

>

>>*G-N-O:*

>>

>>*I was able to figure out the Windows Installer Cleanup Utility misunderstanding. The link that was provided to me did not have simplistic information, at least for me, on how to operate the utility. I was able to locate another link to the same utility that showed how the screen should look and a step-by-step narrative. This one link helped me out alot. I was able to successfully uninstall and then reinstall my Office 2000 Standard.*

>>

>>*If you are referring to clearing my Window/Temp folder, I cleared this folder after getting Earl Kiosterud's followup feed back.*

>>

>>*Your superiority attitude to someone not proficient in solving software problems is disturbing and it sounds like you need an attitude check or a long vacation. Good luck to you. Signing off.*

>>

>>*"garfield-n-odie" wrote:*

>>

>>

>>>*Extensive and specific instructions on how to install, start, and use the Windows Installer Cleanup Utility are given at the link I originally provided. All you have to do is read and follow those instructions. My reply was directed to the question you posed here: "I can not uninstall*

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>>>or reinstall Office 2000 Standard. Windows Installer patch files (.MSP  
>>>files) from previously applied Office updates are missing...". You  
>>>already received a good suggestion in one of the Excel newsgroups about  
>>>the three Excel files, but you chose to ignore that suggestion, and I  
>>>don't think I can improve upon what was already said.  
>>>  
>>>tomgillane wrote:  
>>>  
>>>  
>>>>G-N-O:  
>>>>  
>>>>I can not seem to get anything to work properly. When responding, please  
>>>>understand that I am not highly proficient and need to receive info with  
>>>>specific instructions. I did download and install the Windows Installer  
>>>>Cleanup Utility from the address given. I do not know how to start this  
>>>>application. Everytime I open the utility, it opens as uninstall the  
>>>>application. There are no list of applications to choose from; "Office  
>>>>2000" is not listed to be deleted.  
>>>>  
>>>>Is there any way I can communicate with you via phone so I can get my  
>>>>problems solved. Remember that my original problem was that I had 3 critical  
>>>>Excel spreadsheet file that could not be accessed, "cannot access read-only  
>>>>documents". I would be glade to pay a communication fee if required. Let us  
>>>>see what we can do to expedite the corrections to my problems.  
>>>>  
>>>>Tom  
>>>>  
>>>>"garfield-n-odie" wrote:  
>>>>  
>>>>  
>>>>  
>>>>>When you start the Windows Installer Cleanup Utility, should see a list  
>>>>>of applications. Select "Office 2000" from the list, and delete it.  
>>>>>Really strange... you're afraid of deleting leftover temp files in the  
>>>>>Windows temp folder, but you're not afraid of deleting the entire Office  
>>>>>suite.  
>>>>>  
>>>>>tomgillane wrote:  
>>>>>  
>>>>>  
>>>>>  
>>>>>>G-N-O:  
>>>>>>  
>>>>>>Thanks for the try but it did not work. I first installet the Windows  
>>>>>>Installer Cleanup Utility from the address noted. Once installed I used the  
>>>>>>same utility to remove itself. Was this suppose to happen? There was  
>>>>>>nothing indicating that I was removing "Windows Installer entry for Office  
>>>>>>2000". I rebooted, tried to uninstall Office 2000 Standard and I get the  
>>>>>>following message: "Window Installer -- This patch package could not be  
>>>>>>opened. Verify that the patch package exists and that you can access it, or  
>>>>>>contact the application vendor to verify that this is a valid Windows

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>>>>>>installer patch package." This has all started with me trying to correct  
>>>>>>another Excel problem; "cannot access read-only document". If my problem  
>>>>>>still peeks your interest, maybe the questions that I posted with the Office  
>>>>>>Discussion Group may help: Office Discussion Group – Excel Application  
>>>>>>Errors (02-03-05) – "cannot access read-only excel documents" and Excel  
>>>>>>General Questions (02-03-05) – "cannot access read-only documents". Please  
>>>>>>help if you can.

>>>>>>  
>>>>>>Tom

>>>>>>  
>>>>>>"garfield-n-odie" wrote:

>>>>>>  
>>>>>>  
>>>>>>  
>>>>>>  
>>>>>>>Download and install the Windows Installer Cleanup Utility from  
>>>>>>><http://support.microsoft.com/?kbid=290301> . Use the utility to remove  
>>>>>>>the Windows Installer entry for Office 2000. Reboot. Then try to  
>>>>>>>uninstall Office 2000 again.

>>>>>>>  
>>>>>>>tomgillane wrote:

>>>>>>>  
>>>>>>>  
>>>>>>>  
>>>>>>>  
>>>>>>>>I can not uninstall or reinstall Office 2000 Standard. Windows Installer  
>>>>>>>>patch files (.MSP files) from previously applied Office updates are missing  
>>>>>>>>  
>>>>>>>>from the \Windows\Installer hidden directory on your computer. 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. Please contact Microsoft  
>>>>>>>>>Product Support Services for assistance. The Product Support is not available  
>>>>>>>>>at this time. Can anyone help.

>>>>>>>>  
>>>>>>>>  
>>>>>>>>  
>>>>>>>>

--  
" The road of life can only reveal itself as it is traveled; each turn  
in the road reveals a surprise. Man's future is hidden."

From: "ChristineB" <ChristineB@discussions.microsoft.com>  
Subject: RE: Solutions to Office Update Error Messages!  
Date: Sunday, November 07, 2004 7:09 PM

Hi – sorry it didn't work for you – it took me several frustrating attempts at everything MS recommended before this solution worked for me. I can't understand why Microsoft are not addressing this issue. Having to manually delete registry entries is not an acceptable solution. Hope you manage to resolve your problem – can't suggest anything else I'm afraid!

"bastetm2" wrote:

> *Thanks for the lengthy post; however, it didn't work for me. I still cannot  
> update, as it still tells me I need admin status! I sure hope someone has the  
> latest info to fix this!*  
>  
> *"ChristineB" wrote:*  
>  
> > *Like most people on this site I have experienced the frustration of the  
> > update error messages and having now resolved (hopefully!) the problem  
> > thought I would share this on the site. I am sure there must be many others  
> > about to fling their PC out the window!*  
> >  
> > *I had tried the Microsoft suggested remedies of deleting opuc.dll, clearing  
> > temp files, allowing security access etc. I had installed, reinstalled and  
> > reinstalled again, after deleting the files recommended, and downloaded and  
> > run the Cleanup Utility to no avail. The "patch" problem was resolved  
> > enabling me to download updates manually but that is no help if you cannot  
> > find out what updates you need!*  
> >  
> > *Basically the solution seems to be that you (a) need to uninstall all office  
> > programmes (b) delete specific registry entries and (c) reinstall office but  
> > ensuring that you install Office before installing any additional office  
> > products such as Viso, OneNote, InfoPath etc. I was not happy about editing  
> > the registry but this did resolve the issue. It is quite complicated and it  
> > is essential to ensure you create a restore point first just in case! Also  
> > you do need to restart the computer in order for everything to take effect.*  
> >  
> > *I have copied the relevant posting below – with thanks to Mark who posted  
> > this – it's dated 17 August if anyone wants to find it!*  
> >  
> > *Hope this helps someone out there!*  
> > *Christine*  
> >  
> > \_\_\_\_\_  
> >  
> > *I had the same problem about the .MSP files or such. I  
> > contacted support and this is the solution that they sent  
> > me. I finished performing it last night and now I can  
> > update, thankfully!*  
> > *Here is the post for your references:*  
> > >>  
> > *Dear Mark,*  
> >

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> > *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?](http://office.microsoft.com/home/office.aspx?assetid=FX010404541033)*  
> > *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.*

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>>  
>> *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.*  
>>  
>> *(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,*

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> > *for example:*  
> >  
> > *HKEY\_CLASSES\_ROOT\Installer\Products\9040820900063D11C8EF0*  
> > *0054038389C*  
> >  
> > *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\90*  
> > *4...*  
> >  
> > *HKEY\_CURRENT\_USER\Software\Microsoft\Installer\Products\90*  
> > *4...*  
> >  
> > *HKEY\_CURRENT\_USER\Software\Microsoft\Installer\Patches*  
> >  
> > *HKEY\_CURRENT\_USER\Software\Microsoft\Office*  
> >  
> > *HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersio*  
> > *n\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\CurrentVersi*  
> > *on\Installer\Products\904.*  
> >  
> > *HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersi*  
> > *on\Uninstall\{9XXX0409-6000-11D3-8CFE-0050048383C9}*  
> >  
> > *HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersi*  
> > *on\Uninstall\{00XXX409-78E1-11D2-B60F-006097C998E7}*  
> >  
> > *HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersi*  
> > *on\Uninstall\{9XXX0409-6000-11D3-8CFE-0150048383C9}*  
> >  
> > *Note: Please delete all the registry keys under the*  
> > *above "Uninstall" key similar to :{00XXX409-78E1-11D2-*

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> > 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.

> >

> > (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

> > Microsoft Office Online Support

> > <mailto:v-jacks@microsoft.com>

> >

> >

> >

> > \_\_\_\_\_

> >