

## Re: Office Installation Not Syncing to AIP

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2007-07/msg00094.html>

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- *From:* Aaron Wright <[wright546@xxxxxxxxxx](mailto:wright546@xxxxxxxxxx)>
  - *Date:* Fri, 27 Jul 2007 14:37:25 -0700
- 

I can't get it to go through. Would you please email me your email address? awright -at- inchord -dot- com

Thanks!

On Jul 27, 2:43 pm, Aaron Wright <[wright...@xxxxxxxxxx](mailto:wright...@xxxxxxxxxx)> wrote:

I'll try. It's a 10 MB log file though. Will that be too much? I'll try to post it in a separate reply.

Thanks!

On Jul 27, 1:50 pm, Eric A. <[Er...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Er...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote:

Hi Aaron...

I don't think those errors are relevent.. if you captured a verbose log could you please paste the entire contents here?

I have a script that I can run on the file that will tell me where it thinks it got all of its patches from.

Thanks

--

Eric Palm  
MSFT Office Setup

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"Aaron Wright" wrote:

That's so much for your reply! Sorry I didn't check back sooner.

Yes, if you wouldn't mind verifying that these machines are in a mixed state, I would appreciate it. What information do you need from me to do this?

I've been troubleshooting the problem the last few days. I turned on verbose logging, and I'm seeing a lot of error similar to the ones below. I did some searching around and these are possibly caused by different language versions? But I'm not sure how this could be, we've always been English only.

```
DEBUG: Error 2746: Transform 1TTo1U invalid for
package C:\WINDOWS
\Installer\176d92b.msi. Expected product
{90150804-6000-11D3-8CFE-0050048383C9}, found
product
{90110409-6000-11D3-8CFE-0050048383C9}.
DEBUG: Error 2746: Transform 2TTo2U invalid for
package C:\WINDOWS
\Installer\176d92b.msi. Expected product
{90150405-6000-11D3-8CFE-0050048383C9}, found
product
{90110409-6000-11D3-8CFE-0050048383C9}.
DEBUG: Error 2746: Transform 3TTo3U invalid for
package C:\WINDOWS
\Installer\176d92b.msi. Expected product
{90150406-6000-11D3-8CFE-0050048383C9}, found
product
{90110409-6000-11D3-8CFE-0050048383C9}.
```

Thanks again!  
Aaron

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On Jul 24, 2:52 pm, Eric A.

<Er...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Yes...

More than likely the reason this is happening is because your install is in a "mixed state".

I am assuming that you have applied most of your patches, or even all of your office patches to the AIP and then have run the re-cache command to update the clients.

I would bet that at some point one or more patches were either pushed to the client machines or they have been installed directly on the clients.

This is a classic example of what we call a "mixed state". Patches have been installed on the machine locally, and also have been installed on the AIP and re-cached to the client machines.

If the installation is in a "mixed state" the symptom that you usually see is that you will try to apply an update and it says the update was

successful, but if you try to validate file versions/size etc from what the KB says it should be it will not be correct.

This is discussed in the Office Xp whitepaper.<http://support.microsoft.com/kb/330043>

Here is a snippet..

Microsoft strongly recommends that you do not mix admin and client updates.

Instead:

7 Apply admin updates to admin installation points and then

perform the necessary steps to update the clients (see the "The SP-1, SP-2, and SP3 Administrative Updates" section later in this white paper for more information). If the admin point has been updated, do not install client updates on the client computer.

-or-

7 Use client updates to upgrade the client computer (see the

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"The SP-1, SP-2, and SP3 Client Updates" section for more information) and do not update the source admin installation point with admin updates.

Many issues may occur if you mix admin and client updates. The following list describes the two most common issues.

7 When you install a client update, you receive the following error message:

Error 1328. Error applying patch to file file name.

It has probably been updated by other means, and can no longer be modified by this update.

For more information contact your update vendor.

This issue occurs when the binary client update tries to update a file that is at a different binary structure than the binary diff requires. If the admin installation point has been updated with an admin update, the update updates the same file that the client update is trying to update, and the build of the file on the client computer has also been updated (possibly by another client update or from an updated admin point), the 1328 error may occur. When the installer accesses the admin point to try to obtain the original file, the file it obtains from the source is also at a different binary structure than the binary diff requires. Because the installer cannot obtain the necessary file, it generates the 1328 error message.

After you perform a reinstall/recache from an updated admin installation point, the files on the client computer are not updated. This may occur if there is a client update on the computer that overwrites the information in the updated installer database from the admin point. Client update transforms are dynamically applied to the cached installer database, and these upgrades take precedence over updates that were made directly to the installer database.

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I can validate for you whether or not the machine is in a mixed state.  
If you want me to do that for you, let me know.

--

Eric Palm  
MSFT Office Setup

"Aaron Wright" wrote:

Update, I checked the version of Windows Installer on the computer. It is the most recent version.  
msi.dll = 3.1.4000.4039

On Jul 19, 4:41 pm, Aaron Wright  
<wright...@xxxxxxxxxx>  
wrote:

Hello  
Everyone,

I have an administrative installation point (AIP) of Office XP and 2003 on one of our servers. To patch our client PCs I run the following on each:  
msiexec.exe  
/i

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```
\\LocalAIPServer\OfficeXP\pro.msi  
REINSTALL=ALL  
REINSTALLMODE=vomu  
/q
```

This had worked in the past, but has recently stopped working, and I don't know why. For example, Word XP. I checked winword.exe on the AIP, and it has the version 10.0.6829.0. I ran the above command manually on a client PC, but after it finished the version of winword.exe on the client PC was still 10.0.6826.0

I'm not sure what the problem is. Does anyone have any ideas?

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Thanks for  
your help!  
Aaron—  
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