

## Re: ?? "Access is Denied" during USB Driver Installation

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-05/1930.html>

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**From:** Rick \*(rick\_at\_mvps.org)*

**Date:** 05/13/04

Date: Wed, 12 May 2004 20:17:11 -0400

Hi Dana,

Logon as administrator, then take control of the folder and reset the user permissions. I'm more curious as to why this is happening.

--

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Best of Luck,  
Rick Rogers aka "Nutcase" MS-MVP - Windows  
Windows isn't rocket science! That's my other hobby!  
http://mvp.support.microsoft.com/  
Associate Expert - WinXP - Expert Zone  
www.microsoft.com/windowsxp/expertzone  
Win98 Help - www.rickrogers.org  
"Dana Hummel" <hummers5@comcast.net> wrote in message  
news:8cef752b.0405121039.df66499@posting.google.com...  
> Hi Rick,  
>  
> Yep, the box was checked "read only" in "properties". I unchecked;  
> then "applied" to reset folder; BUT when I go back and check later,  
> the box is still checked "read only"!!! How do I unset the read only  
> and keep it that way?? Step 2 of the install still does not work.  
>  
> Dana  
>  
> "Rick \"Nutcase\" Rogers" <rick@mvps.org> wrote in message  
> news:<eA2U2r8NEHA.556@tk2msftngpl3.phx.gbl>...  
>> Hi Dana,  
>>  
>> Check permissions on the \system32 folder, they may be set to read-only  
>> for  
>> admin accounts.  
>>  
>> --  
>> Best of Luck,  
>>  
>> Rick Rogers aka "Nutcase" MS-MVP - Windows  
>> Windows isn't rocket science! That's my other hobby!  
>> http://mvp.support.microsoft.com/  
>> Associate Expert - WinXP - Expert Zone  
>> www.microsoft.com/windowsxp/expertzone  
>> Win98 Help - www.rickrogers.org  
>>
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>> "Dana Hummel" <hummers5@comcast.net> wrote in message
>> news:8cef752b.0405111837.29090e71@posting.google.com...
>> > Hi Rick,
>> >
>> > Still not quite there. I found on your site (or Kelly's) how to reset
>> > the "admin" password, which I did. Also, was able to get into the
>> > Admin logon, by double clicking alt-ctl-del twice and the signon
>> > worked with the new password I set and user name administrator. I then
>> > tried running the card reader install again, with no luck. The install
>> > is a 2 step process, and it fails on the second process.
>> >
>> > 1. The file from the Lexar site is an xxx.exe file. When I open this
>> > file, it steps all the way through just fine and states at the end
>> > that the card reader manager, etc has been fully set up. Then comes
>> > step 2.
>> >
>> > 2. I then plug in the card reader in the USB port. In the lower left
>> > corner the pop up comes up with "new hardware found" and then changes
>> > to "new USB card reader found". Then in a couple of seconds, a larger
>> > pop up window comes up in the upper left corner, which is the INSTALL
>> > menu, with choices of finding via Auto or Browse for drivers. I can
>> > use either way with the same bad results. Half way through, I get the
>> > warning, that this is not Microsoft certified, to which I choose
>> > install anyway. But then at the end, inside of this install pop up
>> > window, I get the dreaded install did not work and the "access is
>> > denied" message.
>> >
>> > This happens under all log on choices, mine or my wife's or "admin"
>> > logons!!!
>> >
>> > What next??? Again, this all works just fine on my other XP machine,
>> > so I know the driver files should be OK.
>> >
>> > Thanks
>> > Dana
>> >
>> >
>> > "Rick \"Nutcass\" Rogers" <rick@mvps.org> wrote in message
>> > news:<uRdDFCONEHA.1340@TK2MSFTNGP12.phx.gbl>...
>> >> <responded privately in response to email, copied here>
>> >>
>> >> Hi Dana,
>> >>
>> >> 1) You can't remove the administrator account, it is a system default.
>> >> Nor
>> >> would you want to, it is a fallback default account (but you DO need
>> >> to
>> >> know
>> >> the password).
>> >>
>> >> 2) As along as you or your wife have administrator priviledges, you
>> >> can
>> >> reset the password for it or any other user account.
>> >>
>> >> 3) Using you or your wife's username and password for the "run as"
>> >> function
>> >> should have the same effect.
>> >>
>> >> To reset the admin password you must log on to another account with
>> >> the
>> >> same
```

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>> >> level of privilege. Then, click start/run and enter "control
>> >> userpasswords2" (without the quotes) and click ok.
>> >>
>> >> On the advanced tab click the advanced button. Click on the users
>> >> folder,
>> >> then in the right pane right-click the administrator and choose "set
>> >> password".
>> >>
>> >> On running and installing software in WindowsXP, you may also want to
>> >> read
>> >> this page I wrote:
>> >> http://users.westelcom.com/roqersr/xpsware.htm
>> >>
>> >> --
>> >> Best of Luck,
>> >>
>> >> Rick Rogers aka "Nutcase" MS-MVP - Windows
>> >> Windows isn't rocket science! That's my other hobby!
>> >> http://mvp.support.microsoft.com/
>> >> Associate Expert - WinXP - Expert Zone
>> >> www.microsoft.com/windowsxp/expertzone
>> >> Win98 Help - www.rickrogers.org
>> >>
>> >> "Dana Hummel" <hummers5@comcast.net> wrote in message
>> >> news:8cef752b.0405101853.c84953a@posting.google.com...
>> >> > Hi Rick, and thanks for reply.
>> >> >
>> >> > I think you are really onto something with your first reco. When I
>> >> > right click on the ...exe file; in the pop up window and under the
>> >> > pull down menu for account types, I get 3 accounts instead of two. I
>> >> > have two user accounts set up under mine and my wife's name, and
>> >> > both
>> >> > are set as administrator. Both of our accounts are set up with
>> >> > passwords and they work just fine. BUT, the other account under the
>> >> > pull down menu is listed as "administrator" and I have NO IDEA what
>> >> > the password is for that account!!! I tried using a blank password
>> >> > in
>> >> > this account to no avail. It is password protected. I also tried
>> >> > using
>> >> > both mine and my wife's account is this pop up window and it gets to
>> >> > the next stage of starting the install process.
>> >> >
>> >> > Somehow, I need to get the password for this "adminstrator" account.
>> >> > How do I do that?? Also, how do I get rid of this account, if that
>> >> > is
>> >> > the right thing to do??
>> >> >
>> >> > Thanks
>> >> > Dana
>> >> >
>> >> >
>> >> >
>> >> > "Rick \"Nutcase\" Rogers" <rick@mvps.org> wrote in message
>> >> > news:<e4f$dVtNEHA.1456@TK2MSFTNGP09.phx.gbl>...
>> >> >> Hi,
>> >> >>
>> >> >> They may or may not be related. Right-click the setup file on the
>> >> >> program
>> >> >> where access is being denied, choose "run as", then enter
>> >> >> administrator
>> >> >> and
```

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```
>> >> >> teh admin password. See if this allows you to install it. It sounds
>> >> >> like
>> >> >> the
>> >> >> software is attempting to install to a location where your user
>> >> >> account
>> >> >> does
>> >> >> not have write permissions. Installing as admin should allow it to
>> >> >> go
>> >> >> through.
>> >> >>
>> >> >> You might also try cleaning up the installer.
>> >> >>
>> >> >> Start/run services.msc, scroll down to "Windows Installer" and
>> >> >> double
>> >> >> click
>> >> >> it. Stop the service if it is running, set the startup type line to
>> >> >> disabled. Click apply/ok and reboot.
>> >> >>
>> >> >> Delete the contents of the temp folders, there may be a file in
>> >> >> there
>> >> >> interfering with the setup routine of the installer. Get both:
>> >> >>
>> >> >> C:\Windows\temp
>> >> >> C:\Documents and Settings\\local settings\temp
>> >> >>
>> >> >> Now reverse the first set of steps and reenale the Windows
>> >> >> Installer
>> >> >> (You
>> >> >> can just set the startup type to manual). Reboot.
>> >> >>
>> >> >> Turn off all other running programs, especially your antivirus
>> >> >> software.
>> >> >> Use
>> >> >> ctrl+shift+escape, if necessary, to "end task" on everything.
>> >> >>
>> >> >> Now retry installing some software. If it doesn't help, here are
>> >> >> some
>> >> >> further articles that may:
>> >> >>
>> >> >> "Error 1719. The Windows Installer Service Could Not Be Accessed"
>> >> >> Error
>> >> >> Message When You Try to Add or Remove a Program
>> >> >> http://support.microsoft.com/?kbid=315346
>> >> >>
>> >> >> Windows Installer Error 1619 When You Install from NTFS-Protected
>> >> >> Directories
>> >> >> http://support.microsoft.com/?kbid=316309
>> >> >>
>> >> >> OFF: "The Windows Installer Service Could Not Be Accessed" Error
>> >> >> Message
>> >> >> When You Try to Install Office
>> >> >> http://support.microsoft.com/?kbid=324516
>> >> >>
>> >> >> --
>> >> >> Best of Luck,
>> >> >>
>> >> >> Rick Rogers aka "Nutcass" MS-MVP - Windows
>> >> >> Windows isn't rocket science! That's my other hobby!
>> >> >> http://mvp.support.microsoft.com/
>> >> >> Associate Expert - WinXP - Expert Zone
>> >> >> www.microsoft.com/windowsxp/expertzone
>> >> >> Win98 Help - www.rickrogers.org
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>> >> >>
>> >> >> "Dana Hummel" <hummers5@snip.net> wrote in message
>> >> >> news:76e3adb5.0405100946.3881e634@posting.google.com...
>> >> >> > Hi,
>> >> >> >
>> >> >> > Running a Dell 8250 machine with Windows XP Pro.
>> >> >> >
>> >> >> > I have been trying to install a couple of USB device
>> >> >> > drivers for things like MP3 player and camera card reader
>> >> >> > and all I get as an error message at the end of the
>> >> >> > installation window that the driver was not installed and
>> >> >> > I have a "Access is Denied" message as part of the pop up
>> >> >> > window. All these drivers work just fine on my other
>> >> >> > exact duplicate Dell 8250 machine running Windows XP.
>> >> >> >
>> >> >> > Any ideas on how to get around this??
>> >> >> >
>> >> >> > Also, gettting an error message that my COTS Microsoft Works
>> >> >> > package
>> >> >> > will not install. Don't know if the errors are related or not.
>> >> >> >
>> >> >> > Thanks in advance.
>> >> >> > Dana
```