

Re: New Information on System Restore & Windows Installer Registry Corruption

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-08/4977.html>

From: Chad Harris (*ddram32_nospam_at_yahoo.com*)

Date: 08/05/04

Date: Thu, 5 Aug 2004 04:05:49 -0400

David--

Thanks for the Ctrl+ F3. Sometimes when I get ready to post I'll see the html bar click in and think since I'm not using any html selection (bold, italics, ect.) it's going to show as plain. What probalby happened was it insured that the paste from Kelly's page would remain small but I can't see it that way when I open up that post.

I was trying for better or worse to context new information on System Restore and when I picked up that it could impact the MSI and "installation of other apps" I pasted from Kelly's page and part of the Sys Restore article was in a smaller font. I'm still trying to find out what the other apps are or if it just means the impact on the MSI could affect some apps it installs. 2 things I don't understand:

Most of the time--if you paste a large font to post, it's not going to show up as that large font. I'm not talking about setting an html size but if you pasted the title of an MSKB for example and left it that size, that's not what you'd see on the newsgroup. If you paste a regedit and the font is larger or different, that's not what you usually see on the groups unless you set it's size in html.

Even if you're posting in simple text, a hyperlink is going to show up and doesn't that require html?

I have been fond of that accessory check box because it lets me Ctrl+Scroll lists on web pages when they use small fonts--and these group posts unless you click on one and give it it's own message box if you're going to reply or use the up or down arrows on the message toolbar.

Once in a blue moon, you'll see a web page that overlaps its font a little because of that--it happens with blink.nu's site but not to the extent I can't read the article--sometimes you get frank superimposition--then I take that check out.

Thanks,

Chad Harris

"David Candy" <david@mvps.org> wrote in message
news:O3RICRreEHA.4092@TK2MSFTNGP10.phx.gbl...
Select your post and press Ctrl + F3 and scroll down past the plain text
you'll see it's html. These groups ARE binary groups and html is allowed. I
use html where it is appropriate. Your Font Size is set to 2 but it looks
plain text to me because I use IE's View as big text Ctrl + Scroll Wheel.

--

'Not happy John! Defending our democracy',
<http://www.smh.com.au/articles/2004/06/29/1088392635123.html>
"Chad Harris" <ddram32_nospam@yahoo.com> wrote in message
news:efAGWeleEHA.596@TK2MSFTNGP11.phx.gbl...
There have been a number of installation errors of the July 27th Office
2003 Updates and other Office version updates, particularly Office 2003 SP1
remedied by Office resource kit tools and other tools like the Windows
Installer Cleanup Utility, and I'm pasting this information that has come up
from Sloan Crayton [MS] who has been generously helping and providing some
useful information on using these Office tools to help with install/setup
problems. Because it involves information I have not seen anywhere,
including MSKB, MSDN, Technet or Windows SP2/MSI 3.0 articles and good
artifcles on System Restore, I'm pasting some of it here:

After running the Installer Clean utility to remove remnants of OfficeXP,
now if I try to update Office 2003 Pro from the website, this is EXACTLY
what I get:

```
>  
>  
> The Office Update site is unable to check for updates on this  
> computer. This may be happening because of one of the following  
> reasons:  
>  
> You do not have administrative privileges for this computer.  
>  
> There is a network problem and the detection catalog used by the  
> Office Update site failed to download. Go back to the Downloads home  
> page and try running detection again.  
>  
> 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.  
>  
> You installed Office updates in the past and then upgraded from  
> Windows Installer version 1.0 to Windows Installer version 1.1. For  
> more information see the KB article Windows Installer May Prompt for  
> Install Source if Unavailable.  
>  
> Search for Office updates in the Download Catalog
```

The Problem With System Restore and the Windows Installer Corrected by
Windows Installer 3.0
(Fixing the Problem but not Fixing the Registry Once It's Corrupted):

Windows System Restore will corrupt the Windows Installer registry information for Office (and other applications). Windows Installer 3.0 (included in Windows XP SP2 when it ships) will fix this bug. The use of Windows System Restore is one of the known causes. Windows Installer 3.0 which is included in Windows XP SP2 fixes this problem (but will not fix it once it's broken). You will need to use the Windows Installer Cleanup Utility to remove the Windows Installer registry information for all installed Office products. Then you'll need to install Office 2003 again and then install any service packs and public updates. This is documented in the KB article at <http://support.microsoft.com/default.aspx?scid=kb;en-us;304498>.
Sloan Crayton
Microsoft

Best,
Chad Harris