

Third-party software installs

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-04/msg06333.html>

- *From:* Bryan Z <BryanZ@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 25 Apr 2008 06:44:02 -0700
-

On a computer in our domain, I've had some strange software installation problems. The problem has occurred with 3 different 3rd party programs (all from different companies!) of which I've been able to successfully install on other Windows XP SP2 computers on our network.

When you run the install program(s), it acts normally at first. The message pops up asking if you want to run or cancel. I click Run, and most of the time, the welcome screen for the software will come up, but not always. I click next, which brings me to the accept the license screen for all 3 programs I've tried installing. It never gets past this screen. It will display this screen for a few seconds, then the install window just disappears with no pop-up error messages and nothing recorded in the event logs. I tried it once while watching the processes in Task Manager, and the process itself also seems to just quit, it doesn't stay in the running processes. I've tried installing while logged on as the user, as a domain admin, as the local machine admin, and after stopping all of the services that I could and disabling the virus protection. The computer is up to date with all of the latest Windows XP patches and these same software packages have been successfully installed on other computers in the domain. Another strange thing is that I was able to install Microsoft Office 2007 and the Outlook Add-in to back up pst files despite the problems with installing the third party programs.

Anyone else ran into similar problems or can tell me where I should be looking to diagnose this problem? Thank you for any info!

--Bryan
.