

Windows Intataller 3.1 Issue?

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-10/msg02534.htm

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My XP Pro system is configured with one administrator account and two limited user accounts. For security purposes the Administrator account is the only account I use to install programs. We use the limited accounts for our daily use.

After installing Adobe Acrobat 7.0.8, I got the dreaded "Microsoft Installer" box with "Preparing to install Acrobat 7.0.8" pop up every time I logged onto one of the limited user accounts. This phenomenon did not occur when I logged on as administrator. If I raised the Limited User to administrator level all was well; but that defeats the purpose of a limited user.

I tried the Installer clean-up tool and subsequently reloaded Acrobat to no avail.

Upon further investigation I found the following logged in the events log after logging on to a limited user account:

Event Type: Warning
Event Source: MsiInstaller
Event Category: None
Event ID: 1001
Date: 10/1/2006
Time: 4:07:23 PM
User:
Computer:
Description:
Detection of product '{AC76BA86-1033-0000-7760-000000000002}', feature 'ViewerProgramFiles' failed during request for component '{0B326C13-8902-4CB2-A6CC-B52B463A267F}'

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Event Type: Warning
Event Source: MsiInstaller
Event Category: None
Event ID: 1004

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Date: 10/1/2006

Time: 4:07:23 PM

User:

Computer:

Description:

Detection of product '{AC76BA86-1033-0000-7760-000000000002}', feature 'ViewerProgramFiles', component '{A2DB17E6-0B5D-48FE-8CBE-2FC4C5FE5A79}' failed. The resource 'HKEY_CLASSES_ROOT\AcroExch.XDPDoc\CLSID\' does not exist.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

This lead me to the HKEY_CLASSES_ROOT keys. ALL the keys that get installed had to be edited to allow USERS permission (A very laborious,risky task I might add). For some reason Windows Installer adds the HKEY_CLASSES_ROOT registry keys with SYSTEM and ADMINISTRATOR permissions only. When Windows does an "on demand" install from a user account and these registry keys do not allow USERS permission. The install fails (as indicated by the constant attempt to re-install) You will, then, get this pair of events logged.

After going through all of this the execution from the limited user accounts is still not correct (eg. the PDFMaker Tool Bar add-in for Office is not available if the user has limited rights but is available if that user is raised to Administrator rights)

My first inclination was to go to Adobe for the answer; however, when I tried to install Norton Ghost 10.0 today, I had the same issue. Obviously something wrong on my machine...But what????

Sorry for the vebose post; but this is my feeble attempt to preempt multiple posts as we work down this one.

Thanks In advance,
Mike