

# Re: HELP! UPH won't uninstall – restart takes centuries

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-01/msg03294.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-01/msg03294.htm)

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- *From:* kweeth <[kweeth@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:kweeth@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 23 Jan 2007 11:23:00 -0800
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I'm sorry if it seems to you that I'm giving you a hard time, but I don't mean it that way.

No prob!

I can't try to "HEEEEEEEEEEEEEEEEEEEEEEEEEEEEEELP" you or even help you unless I know what your problem is. You've quoted nothing of your original message, and like most newsgroup participants, I don't save already-read messages. Since I can't see your original message, I know nothing of your problem except what I can read in the Subject line, and since that contains very little information except for an obvious exaggeration, I can't help you.

Please spell out exactly what your problem is, with clear and accurate descriptions of what you want to accomplish, what you've done, and what happens, avoiding exaggeration, and supplying the exact verbatim text of any error messages you receive.

I had no idea that you weren't reading this on the microsoft.com site. Here is my original post.

I'm definitely not a n00b and have been working on Win every day since 3.1. But this one has me stumped.

A few days ago my system which usually takes 5–10 seconds to shut down started taking 5 minutes or more. I've tried all the tweaks I could think of and nothing has helped. So I tried to uninstall UPH (UPHClean-Setup.msi: 329 KB [336,896 bytes] from microsoft.com after validation) and was unable to as it

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told me that the uninstaller couldn't find profileclean[1].msi. I downloaded a fresh UPH and it still tells me that it can't find profileclean[1].msi. Therefore I can't repair or uninstall UPH.

XPSP2 Pro, completely updated, all the bells and whistles, everything works perfectly. Standalone PC, only one in the whole house. Connection direct to my ADSL ISP, no intranet, etc.

Here is my process:

Control Panel>Add or remove programs>User Profile Hive Cleanup Service. Click on Remove. Get a dialog box "There is a problem with this Windows Installer package. A program required for this install to complete could not be run. Contact your support personnel or package vendor." I click ok and get another dialog box "Fatal error during installation."

Download and launch another fresh UPH from Microsoft site after I go through validation successfully. Click on Remove User Profile Hive Cleanup Service. Identical result as above. Then choose Repair User Profile Hive Cleanup Service. Get a dialog "The feature you are trying to use is on a network resource that is unavailable. Click OK to try again, or enter an alternate path to a folder containing the installation package 'profileclean[1].msi' in the box below."

Needless to say, Search finds there is no profileclean file anywhere on my PC.

So no matter what I do I get a dialog "An installation package for the product User Profile Hive Cleanup Service cannot be found. Try the installation again using a valid copy of the installation package 'profileclean[1].msi'.

And no matter how many times I try it, and in what variation I try it, it's always the same result.

And that's where I'm stuck!

Another interesting fact that might or might not have something to do with this is that at about the same time as the restart/shutdown sequence decided to take forever, my Windows Automatic Updates download and install successfully, then immediately ask me to download the same file again. Just for fun, I tried agreeing over and over again, and it installed exactly the same Windows Defender Update five times until I decided enough was enough. And this has been happening with each Auto Update since this reboot problem started. Something is scrambled, but I'll be damned if I can figure out what!

By the way, since you are using the awful web-based interface to participate in this newsgroup, you may not even realize that this is a newsgroup. The web-based interface is the slowest, clunkiest, most error-prone method there

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is. Do yourself a favor and switch to a newsreader, such as Outlook Express, which comes with Windows. See <http://www.michaelstevestech.com/outlookexpressnewsreader.htm>

Thanks for the info, as I really had no idea this was a newsgroup. I reached it from the Support area of microsoft.com.

I appreciate your help.

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