

## Re: Windows installer with a mind of its own?

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform\\_maintain/2005-11/msg00549.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2005-11/msg00549.htm)

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- *From:* "Kerry Brown" <[kerry@xxxxxxxxxxxxxxxxxxxxxxx\\*a\\*m](mailto:kerry@xxxxxxxxxxxxxxxxxxxxxxx*a*m)>
  - *Date:* Tue, 22 Nov 2005 15:40:21 -0800
- 

You don't have to yell. I understood you the first time. I don't have a copy of ccleaner so I don't know exactly what happened but can only guess. To clean some of the items you indicated some registry changes would have to be made. I have seen the problem you describe many times. It is fairly common. The fix I posted in my first reply i.e. run the Office installer, pick the repair option, then run the Windows Installer Cleanup Utility almost always fixes this problem. Did you try this? If you did and it didn't work did you try a System Restore to a point before you had the problem? If both of those don't work then it's time to consider either restoring a backup or if you don't have a backup then making a backup then a repair install. I have seen occasions where a clean install was the only fix.

Kerry

Neal Ferrier wrote:

> Ok i don't think you are listening to me. I know my way around the  
> windows OS and i hate when people patronise me. I DID NOT USE THE  
> "ISSUE FIX" PART OF THE PROGRAM WHICH YOU WERE AGAIN INDICATING IN  
> YOUR LAST POST KERRY. THIS PROBLEM OCCURED WHEN I USED SOME OF THE  
> ADVANCED OPTIONS IN THE CLEANING PART OF THE PROGRAM WITH WHICH YOU  
> SHOULD ALREADY BE AWARE IN MY LAST POST. Just to give you a  
> description of why i used these options was because i did not think  
> they would affect my OS like this. The things i messede about with  
> was just Cache stuff and log files now if you can explain to me how  
> that would affect my system in such a drastic way. I will appreciate  
> your feedback on this. "Neal Ferrier" <[nferrier@xxxxxxxxxxxxxxxxxxxxxxx](mailto:nferrier@xxxxxxxxxxxxxxxxxxxxxxx)>  
> wrote in message [news:uj40ST47FHA.1020@xxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uj40ST47FHA.1020@xxxxxxxxxxxxxxxxxxxxxxx)  
>> well actually your talking about the issue fix part of the program  
>> and that  
>> is not what i used even though i have used it hundreds of times and  
>> nothing  
>> has went wrong. Iam talking about the cleaning portion of the  
>> program i selected things in that like menu order cache and windows  
>> size and location  
>> cache, user assist history, iis log files and custom files and  
>> folders. It was only after i selected these options that this  
>> started happening. Now if

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>> u would kindly explain to me how this could have f\*\*\*ed the registry  
>> am all  
>> ears otherwise don't say anything unless u can fix my problem.  
>> thanx Neal.  
>>  
>> "Kerry Brown" <kerry@xxxxxxxxxxxxxxxxxxxx\*a\*m> wrote in message  
>> [news:eeKN0br7FHA.3984@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eeKN0br7FHA.3984@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
>>> Neal Ferrier wrote:  
>>>> Dunno if anyone has heard of it but ive recently used a program  
>>>> called ccleaner and i selected some of the advanced options. Now  
>>>> the windows installer wants to install office xp again everytime i  
>>>> access microsoft affiliated applications e.g MSN Messenger 7, IE6,  
>>>> Outlook Express etc. Don't really know what is going on assuming  
>>>> its a registry problem of sorts could someone please tell me where  
>>>> so i can fix it. Iam not really enamoured with the windows  
>>>> registry. Thanks  
>>>  
>>> Don't mess with things you don't understand. Your example is a good  
>>> reason not to mess with "registry cleaner" programs unless you know  
>>> what you are doing. Never, ever allow them to run in automatic  
>>> mode. Never, ever allow them to make a change that you do not  
>>> understand 100% what is happening and why. If you didn't use the  
>>> advanced option in ccleaner to make a backup of your registry then  
>>> you may be scr#w#d depending on what options you picked.  
>>>  
>>> If the fix from  
>>>  
>>> [http://www.kellys-korner-xp.com/xp\\_tweaks.htm](http://www.kellys-korner-xp.com/xp_tweaks.htm)  
>>>  
>>> doesn't work then a combination of running the Office installer  
>>> choosing the repair option and this tool from Microsoft to fix the  
>>> Windows Installer usually does the trick.  
>>>  
>>> <http://support.microsoft.com/default.aspx?scid=kb;en-us;290301>  
>>>  
>>> If none of the above suggestions worked then restoring your last  
>>> system backup is the next option. If you don't have a backup then  
>>> possibly a repair install followed by a reinstall of Office is  
>>> next. If that doesn't work then a backup of your data and a clean  
>>> install of Windows and your programs will always work.  
>>>  
>>> Don't blame the Windows registry. The blame lies with yourself and  
>>> ccleaner. Ccleaner is a valuable tool when used properly. It is  
>>> also a dangerous tool if you don't understand what it is doing.  
>>>  
>>> Kerry

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- **Follow-Ups:**

- ◆ **Re: Windows installer with a mind of its own?**  
◇ From: Neal Ferrier

- **References:**

- ◆ **Windows installer with a mind of its own?**  
◇ From: Neal Ferrier
- ◆ **Re: Windows installer with a mind of its own?**  
◇ From: Kerry Brown
- ◆ **Re: Windows installer with a mind of its own?**  
◇ From: Neal Ferrier
- ◆ **Re: Windows installer with a mind of its own?**  
◇ From: Neal Ferrier

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