

Problem updating Windows Rights Management

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2007-03/msg00410.htm

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Windows Rights Management Services Client with Service Pack 2 (KB917275)

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From IE7 Tools > Windows update. This fails.

MBSA 2 also claims this is confirmed missing, and is the only thing it shows as missing.

When I try to fix it via the MBSA download; it claims: The feature you are trying to use is on a network resource that is unavailable.

The source it seems to be pointing at is: c:\cd51cb865da334fc51500f9bfdc9\

This directory is not on C:\ (and I'm showing hidden Files and Folders and am not hiding Protected System files).

The only msdrmclient.msi file I can find is located in:

C:\1b1ea481962d2d768c5914be

I tried pointing to that and it claims: it is not a valid installation package for the product Windows Rights Management Client.

When I cancel out finally; It indicates that: The older version of Windows Rights Management with service pack 2 cannot be uninstalled. Contact your technical support group.

Note: I have also tried to uninstall from add remove programs. Same stuff is happening.

Running XP Home SP 2 all updates via windows update are installed. On just this computer.

Processor AMD ATHLON XP+1800 768MB Ram.

Finally I should note that a week ago I tried to resolve this per a google search that indicated I should do a Delete Files; I tried that and no luck.

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In going back through my update history this apparently failed a few months back (probably the initial update). One thng I'm concerned about is that this update seems to indicate it also contains support for x64 architecture. Any chance this has anything to do with the problem?

I'm guessing the problem will need to be fixed manually in the registry?? I've modified the registry before; but in this case I'd appreciate some info on what would need to be done to remove RMS software manually so that the update would be able to run; (if possible??)

Thank you
folks very much for any help on this! Dallas...

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