

RE: Can't install Outlook 2003 upgrade on client

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg03612.html>

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 - *Date:* Mon, 19 Dec 2005 15:40:02 -0800
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Nathan,

- > 1. What version of Outlook was running on the previous Windows 2000 workstations (Outlook 2000 or Outlook 2002)? Please completely uninstall the previous Outlook client on the specific workstations, and then try again.

Outlook XP.

- >
- > 2. Did you run "Add User Wizard" and "Set Up Client Computer wizard" to create appropriate user account and computer account, and then join the computer into SBS Domain through <http://SBSServerName/connectcomputer> link?

I ran "Add User Wizard" and Set Up Client Computer wizard," but I did not join through the browser interface. I joined through "My Computer-Properties-Computer Name-Change"

- > If not, please try the following steps on the client workstation and see how it goes:
- >
- > a. Log on locally as a local administrator to the client. In Control Panel, double-click System. On the Computer Name tab, click Change, select Workgroup, type a workgroup name and click OK. Click OK when prompted to restart the computer.
- >
- > b. On the SBS server, delete the user and computer accounts, click Add a User in Server Management\Users. Follow the instructions to create user and computer accounts, then click "Assign Applications to Client Computers" to assign Outlook to this computer.
- >
- > c. On the client, open IE, go to <http://SBSServerName/connectcomputer> and follow the instructions to join domain, and install the Outlook 2003.

OK, I did this and still no good.

- >
- > 3. If the issue persists, please perform the following steps to check if the issue can be resolved:
- >

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> Step 1

> =====

>

> Refer to the following article to remove some Windows Installer related

> registry keys

> Q290301 OFFXP: Windows Installer CleanUp Utility

> <http://support.microsoft.com/support/kb/articles/q290/3/01.asp>

OK, ran Windows Installer CleanUp Utility and went to step 2

>

> Step 2

> =====

>

> Delete the keys in the registry

>

> From the Start menu, go to Run, type REGEDIT and press Enter.

>

> Locate the following keys and delete them. If you cannot find one key, just

> skip it and try the next key.

>

> HKEY_CURRENT_USER\Software\Microsoft\Installer\Products\<OfficeGUID>

> HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Installer\Produc

> ts\<OfficeGUID>

> HKEY_LOCAL_MACHINE\Software\Classes\Installer\Products\<Office GUID>

> HKEY_LOCAL_MACHINE\Software\Microsoft\Office

> HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\<Offi

> ceGUID>

I could find none of these keys in the registry. It appears from your post that <Office GUID> refers to a variable. Is that true? If so, what should I be looking for? I did not go to step 3 because it seemed futile if none of the keys I was looking for existed.

This is very frustrating because after deleting the user and computer account on the server, I lost all of the user's profile information which I had copied from the local profile. Now when I try to copy the local profile to the domain user's profile on the client computer, it does not copy completely. I've been forced to have the user log in as the local user instead of the domain user.

For what it's worth, I've had none of these problems joining a new computer to the domain. It is only the older machines that are or were running W2K that seem to be having problems.

.

• *Follow-Ups:*

◆ ***RE: Can't install Outlook 2003 upgrade on client***

◇ *From: "Nathan Liu [MSFT]"*

• *References:*

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◆ **RE: Can't install Outlook 2003 upgrade on client**

◇ From: "Nathan Liu [MSFT]"

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