

RE: Can't install "Windows Installer 3.1" – Access is Denied

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-09/msg00511.html>

- *From:* "Viking Man" <VikingMan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 5 Sep 2005 18:34:07 -0700
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Well I solved this myself – feel lonely that noone answered my question but anyway here's now I fixed it, just in case anyway reads this thread later.

Seems like the Windows Installer installer executable had to run as SYSTEM user not Administrator.

Anyway I logged on to the domain as a user with Administrator privileges and first created a command window which was running as SYSTEM, like this:

```
>From Start menu click Run to get a command prompt. They type:  
AT xx:xx /INTERACTIVE CMD.EXE<enter>  
(xx:xx should be 24 hour time, two minutes in the future from your clock)
```

Then wait two minutes and a new command window opens with SVCHOST in the title bar. In that command window you type:

```
> CD {folder which contains the downloaded executable for Windows Installer}
```

Then run the executable:

```
> WindowsInstaller-kb893803-v2-x86.exe
```

And it installed OK.

"VikingMan" wrote:

- > I have recently done an upgrade reinstall of Windows XP Pro SP2 to
- > remove an error I had with scripting. The scripting problem is fixed
- > now but now I cannot get to Windows Update and Automatic Updates
- > doesn't seem to be working. I expected after doing the reinstall that
- > I would have a lot of updates to install.
- >
- > After I reinstalled XP I took an image of the system partition.
- >
- > When I first logged in as Administrator I saw no yellow shield icon and
- > the Automatic Updates service was stopped. I tried to access Windows
- > Update I had to install two extra peces of software because it said

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- > they have changed the web site. These installed OK and the yellow
- > shield appeared in the system tray. Then I finally got through to the
- > screen where it says "Express Install" or "Custom Install" and clicking
- > Custom Install it said I have to install "Windows Installer 3.1" and
- > "Windows Genuine Advantage Tool". When I started the install it said
- > it couldn't install and I had to restart the computer. When I
- > restarted the yellow shield reported I need to download Windows
- > Installer 3.1 again and when I did that it wouldn't install, it asked
- > me to restart again. So I was blocked at that point – Windows
- > Installer couldn't install.
- >
- > I then tried downloading the KB893803 Windows Installer 3.1 v2
- > executable installer file from the MS KB
- > (WindowsInstaller-kb893803-v2-x86.exe). I restored the drive image to
- > its just-reinstalled-XP state, and tried running this executable to
- > install Windows Installer 3.1v2. It bombs out with the error "Access
- > is Denied".
- >
- > My system is set up as part of a domain, but I am logging in on the
- > local machine only as Administrator.
- >
- > Can anyone help?
- >
- >
- .

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