

You receive an error message when you try to install a program that uses the Windows Installer in Windows XP

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SYMPTOMS

When you try to install a program that uses the Windows Installer in Microsoft Windows XP, the program does not install, and you may receive an error message that is similar to one of the following error messages:

The Windows Installer service could not be accessed. Contact your support personnel to verify that the Windows Installer service is properly registered.

The Windows Installer service failed to start. Contact your support personnel.

Internal Error

CAUSE

This issue may occur when the Windows Installer files are missing or damaged.

RESOLUTION

To resolve this issue, use one or more of the following methods in the order that they are listed.

Method 1: Reregister the Windows Installer

1. Quit all Windows programs.
2. Click **Start**, click **Run**, type **msiexec /unregister** in the **Open** box, and then click **OK**.
3. Click **Start**, click **Run**, type **msiexec /regserver** in the **Open** box, and then click **OK**.
4. Restart your computer.

Method 2: Remove the Windows Installer files

1. Quit all Windows programs.
2. Click **Start**, click **Run**, type **msiexec /unregister** in the **Open** box, and then click **OK**.
3. In Windows Explorer, rename the following files in the %systemroot%\System32 folder:
 - Msi.dll
 - Msihnd.dll
 - Msiexec.exe

Note If you cannot rename these files, try to rename the files at a command prompt. To start a command prompt, click **Start**, click **Run**, type **cmd** in the **Open** box, and then click **OK**.

4. Restart Windows XP.

Method 3: Restart Windows XP in Safe Mode

Restart Windows XP in Safe Mode, and then retry Method 1 and Method 2 in the order that they are listed. For more information about how to restart Windows XP in Safe Mode, click the following article number to view the article in the Microsoft Knowledge Base:

[316434](http://support.microsoft.com/kb/316434/) (<http://support.microsoft.com/kb/316434/>) How to perform advanced clean-boot troubleshooting in Windows XP

MORE INFORMATION

For more information about the Windows Installer, visit the following Microsoft Web site:

http://msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/windows_installer_start_page.asp (http://msdn.microsoft.com/library/default.asp?url=/library/en-us/msi/setup/windows_installer_start_page.asp)

APPLIES TO

- Microsoft Windows XP Professional
- Microsoft Windows XP Home Edition

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