

Re: Unable to install new software

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2004-11/1413.html

From: Juan (soyquiensoy_at_terra.com)

Date: 11/20/04

Date: Fri, 19 Nov 2004 21:42:03 -0800

Saita: In Home edition, simple file sharing is disabled when you logon in Safe Mode.

A description of the Safe Mode Boot Options in Windows XP
<http://support.microsoft.com/default.aspx?scid=kb:en-us:315222>

Also; in Control Panel\Management tools\Services, see if the Windows Installer service (MSIServer) is enabled and set to manual start.

Also; To see the All Users\Documents folder directory using the Explorer, (it could be a hidden folder) logon in safe mode and go to Tools\Folder Options\View\and select Show all hidden files and folders, then see in Security if System has full privileges to that particular folder,
and if so, now look in Advanced Options\Permissions\Modify and see if privileges are full for System and Administrators, also read the Knowledge Base articles on How to properly take Ownership of Files and Folders and on How to Apply Permissions to Files and Folders. You mentioned you "tried to take Ownership"... does this mean you were not successful? if affirmative, pay particular attention to this part and do read the right way to achieve this.

How to take Ownership of Files and Folders in Windows XP
<http://support.microsoft.com/default.aspx?scid=kb:en-us:308421>

How to set, view, change, or remove file and folder permissions in Windows XP

<http://support.microsoft.com/default.aspx?scid=kb:en-us:308418>
Also read KB article 308419 on How to set, view change or remove special permissions to files and folders... the link is at the bottom of this page.

With full permissions to system and administrative accounts and the Installer Service running you should be able to install any program... if this is not possible, it's likely there's a parasite or virus in your system
therefore install the programs iv'e mentioned before update

them and scan in safe mode... also update your antivirus if you have not done so lately. Some parasites are very difficult to detect, so do all you can to be completely sure no bug or hijacker has taken over your computer.

Hope this helps

-----Original Message-----

"saita" <saita@bellsouth.net> escribió en el mensaje
news:%23YolBHzEHA.3336@TK2MSFTNGP11.phx.gbl...

> *Juan,*
> *unfortunately it doesn't work.*
> *I have XP home edition. There is no "Use simple file*
> *sharing (recommended)." option in the Explorer\Tools\Folder Options\View\.*
> *Sharing and security tab do present.*
> *All users including Administrator and System have full privileges.*

>
>
> *"Juan" <soyquiensoy@terra.com> wrote in message*
> *news:OOSvb8hzEHA.824@TK2MSFTNGP11.phx.gbl...*
>> *This error occurs because System does not have sufficient*
>> *privileges due to some change in security permissions.*
>>
>> *Try modifying System's privileges in the folder properties\security*
>> *give system full or total control. (It's best if you apply permissions*
>> *in the C:\Properties)*
>> *To have the security tab become present:*
>> *In Explorer\Tools\Folder Options\View\uncheck "Use simple file*
>> *sharing (recommended).*
>>
>> *If this won't do, and even if it does, scan your system for spyware*
>> *that could have changed your permissions. Scan in safe mode*
>> *if the first scan doesn't find spyware.*

>>
>> *Spybot Search and Destroy (free)*
>> <http://www.safer-networking.org/en/download/index.html>
>>
>> *CoolWWWSearch SmartKiller MiniRemoval (free)*
>> <http://www.spychecker.com/program/miniremovalcw.html>
>> *removes CoolWebSearch hijackers.*
>>
>> *SpywareBlaster (free)*
>> <http://www.javacoolsoftware.com/spywareblaster.html>
>>
>> *CWShredder 2.0 (free)*
>> http://www.intermute.com/spysubtract/cwshredder_download.html
>>
>> *A description of the Safe Mode Boot Options in Windows XP*
>>
<http://support.microsoft.com/default.aspx?scid=kb:en-us:315222&Product=winxp>

microsoft.public.windowsxp.security_admin: Re: Unable to install new software

> >
> > *Just in case your problem is a virus, run online scans in the following*
> > *websites.*
> > *http://www.pandasoftware.es/activescan/es/activescan_principal.htm*
> > *<http://housecall.trendmicro.com/>*
> >
> >
> >
> > -----Original Message-----
> > "saita" <saita@bellsouth.net> *escribió en el mensaje*
> > *news:OTlyPPfzEHA.3656@TK2MSFTNGP09.phx.gbl...*
> >> *System won't let me install new software.*
> >> *"The message I got:*
> >> *"Error 1303. Installer has insufficient privileges to access this*
> > *directory*
> >> *C:\Documents and Settings\All Users\Documents\.* *Log on as*
> >> *administrator."*
> >>
> >> *More of that I can't see that directory using Explorer. But do see it*
> > *using*
> >> *command prompt.*
> >> *I do have administrator privileges.*
> >> *I tried using Safe Mode to logon as administrator and I have*
> >> *administration rights to write to all directories.*
> >> *I also tried to change Ownership. Nothing helps.*
> >> *Any ideas?*
> >> *Thanks*
> >>
> >>
> >
> >
>
>