Error code Value Description

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ERROR\_INSTALL\_SERVICE\_

FAILURE 1601 The Windows Installer service could not be

accessed. Contact your support personnel

to verify that the Windows Installer

service is properly registered.

ERROR\_INSTALL\_USEREXIT 1602 User cancel installation.

ERROR\_INSTALL\_FAILURE 1603 Fatal error during installation.

ERROR\_INSTALL\_SUSPEND 1604 Installation suspended, incomplete.

ERROR\_UNKNOWN\_PRODUCT 1605 This action is only valid for products that

are currently installed.

ERROR\_UNKNOWN\_FEATURE 1606 Feature ID not registered.

ERROR\_UNKNOWN\_COMPONENT 1607 Component ID not registered.

ERROR\_UNKNOWN\_PROPERTY 1608 Unknown property.

ERROR\_INVALID\_HANDLE\_

STATE 1609 Handle is in an invalid state.

ERROR\_BAD\_CONFIGURATION 1610 The configuration data for this product is

corrupt. Contact your support personnel.

ERROR\_INDEX\_ABSENT 1611 Component qualifier not present.

ERROR\_INSTALL\_SOURCE\_

ABSENT 1612 The installation source for this product

is not available. Verify that the source

exists and that you can access it.

ERROR\_INSTALL\_PACKAGE\_

VERSION 1613 This installation package cannot be

installed by the Windows Installer

service. You must install a Windows

service pack that contains a newer version

of the Windows Installer service.

ERROR\_PRODUCT\_

UNINSTALLED 1614 Product is uninstalled.

ERROR\_BAD\_QUERY\_SYNTAX 1615 SQL query syntax invalid or unsupported.

ERROR\_INVALID\_FIELD 1616 Record field does not exist.

ERROR\_INSTALL\_ALREADY\_

RUNNING 1618 Another installation is already in

progress. Complete that installation

before proceeding with this install.

ERROR\_INSTALL\_PACKAGE\_

OPEN\_FAILED 1619 This installation package could not be

opened. Verify that the package exists and

that you can access it, or contact the

application vendor to verify that this is

a valid Windows Installer package.

ERROR\_INSTALL\_PACKAGE\_

INVALID 1620 This installation package could not be

opened. Contact the application vendor to

verify that this is a valid Windows

Installer package.

ERROR\_INSTALL\_UI\_

FAILURE 1621 There was an error starting the Windows

Installer service user interface. Contact

your support personnel.

ERROR\_INSTALL\_LOG\_

FAILURE 1622 Error opening installation log file.

Verify that the specified log file

location exists and is writable.

ERROR\_INSTALL\_LANGUAGE\_

UNSUPPORTED 1623 This language of this installation package

is not supported by your system.

ERROR\_INSTALL\_PACKAGE\_

REJECTED 1625 This installation is forbidden by system

policy. Contact your system administrator.

ERROR\_FUNCTION\_NOT\_

CALLED 1626 Function could not be executed.

ERROR\_FUNCTION\_FAILED 1627 Function failed during execution.

ERROR\_INVALID\_TABLE 1628 Invalid or unknown table specified.

ERROR\_DATATYPE\_MISMATCH 1629 Data supplied is of wrong type.

ERROR\_UNSUPPORTED\_TYPE 1630 Data of this type is not supported.

ERROR\_CREATE\_FAILED 1631 The Windows Installer service failed to

start. Contact your support personnel.

ERROR\_INSTALL\_TEMP\_

UNWRITABLE 1632 The temp folder is either full or

inaccessible. Verify that the temp folder

exists and that you can write to it.

ERROR\_INSTALL\_PLATFORM\_

UNSUPPORTED 1633 This installation package is not supported

on this platform. Contact your application

vendor.

ERROR\_INSTALL\_NOTUSED 1634 Component not used on this machine.

ERROR\_INSTALL\_TRANSFORM\_

FAILURE 1624 Error applying transforms. Verify that the

specified transform paths are valid.

ERROR\_PATCH\_PACKAGE\_

OPEN\_FAILED 1635 This patch package could not be opened.

Verify that the patch package exists and

that you can access it, or contact the

application vendor to verify that this is

a valid Windows Installer patch package.

ERROR\_PATCH\_PACKAGE\_

INVALID 1636 This patch package could not be opened.

Contact the application vendor to verify

that this is a valid Windows Installer

patch package.

ERROR\_PATCH\_PACKAGE\_

UNSUPPORTED 1637 This patch package cannot be processed by

the Windows Installer service. You must

install a Windows service pack that

contains a newer version of the Windows

Installer service.

ERROR\_PRODUCT\_VERSION 1638 Another version of this product is already

installed. Installation of this version

cannot continue. To configure or remove

the existing version of this product, use

Add/Remove Programs on the Control Panel.

ERROR\_INVALID\_COMMAND\_

LINE 1639 Invalid command line argument. Consult the

Windows Installer SDK for detailed command

line help.

ERROR\_SUCCESS\_REBOOT\_

REQUIRED 3010 A restart is required to complete the

install. This does not include installs

where the ForceReboot action is run. Note

that this error will not be available until

future version of the installer.

This article is only intended as a general error reference. For more information about how to troubleshoot specific errors in Office Setup, click the article numbers below to view the articles in the Microsoft Knowledge Base:

[228658](http://support.microsoft.com/kb/228658)  You receive an "Error 1303. The installer has insufficient privileges to access this directory" error message when you run Office 2000 Setup

[228592](http://support.microsoft.com/kb/228592)  Error Message: Error 1316 running Setup for administrative installation

[217666](http://support.microsoft.com/kb/217666)  You receive an "Error 1327. Invalid Drive: C:\" error message when you install Office 2000

[236427](http://support.microsoft.com/kb/236427)  You receive an "Error 1402. Could not open key" error message when you run Office 2000 Setup

[228655](http://support.microsoft.com/kb/228655)  You receive an "Error 1704. An installation for <Office product> is currently suspended" error message when you install Office 2000

[237294](http://support.microsoft.com/kb/237294)  You receive an "Error 1904. Module <path & file name> failed to register" error message when you run Office 2000 Setup

[217648](http://support.microsoft.com/kb/217648)  "Warning 1909. Could not create shortcut" during Setup

[217662](http://support.microsoft.com/kb/217662)  Error 1925 when you run Setup with the /J switch

[240335](http://support.microsoft.com/kb/240335)  You receive an "Internal error 2336" error message that is caused by possible file damage when you install Office 2000

[217714](http://support.microsoft.com/kb/217714)  Setup appears to stop responding and you receive an "Internal error 2336" or an "Internal error 2755" error message when you install Office 2000

[228668](http://support.microsoft.com/kb/228668)  You receive an "Internal Error 2343" error message after you remove Lotus Notes and then install Office 2000

[235662](http://support.microsoft.com/kb/235662)  You receive "Internal Error 2344" and "Installer ended prematurely because of an error" error messages when you run Office 2000 Setup

[236437](http://support.microsoft.com/kb/236437)  "Internal Error 2351" or "Internal Error 2355" error message when you run Office 2000 Setup

[220780](http://support.microsoft.com/kb/220780)  You receive an "Internal Error 2755" or an "Exception code: C0000005 ACCESS\_VIOLATION" error message when you install Office 2000 or view the Setup log file for an earlier installation of Office

[221374](http://support.microsoft.com/kb/221374)  Internal error 2893 when specifying long company name

[236053](http://support.microsoft.com/kb/236053)  Internal error 2894 during Office or Works installation

[230879](http://support.microsoft.com/kb/230879)  Error message log file always contains "Internal Error 2898: Please contact product support for assistance"

For general information about how to troubleshoot Office errors, click the article numbers below to view the articles in the Microsoft Knowledge Base:

[238259](http://support.microsoft.com/kb/238259)  Office stops during setup: Troubleshooting steps on Windows 95

[245226](http://support.microsoft.com/kb/245226)  How to troubleshoot the issues with Office 2000 installation from a CD

[200116](http://support.microsoft.com/kb/200116)  Troubleshooting Office programs under Windows NT 4.0

[218853](http://support.microsoft.com/kb/218853)  Troubleshooting Office Kernel32.dll errors under Windows 98

[218873](http://support.microsoft.com/kb/218873)  Troubleshooting Office 2000 Kernel32.dll errors under Windows 95

[238012](http://support.microsoft.com/kb/238012)  Office 2000 stops responding during setup on Windows 98

[237957](http://support.microsoft.com/kb/237957)  How to use an Office 2000 Setup log file to troubleshoot Office Setup problems

[200375](http://support.microsoft.com/kb/200375)  How to install Windows 95 to a new folder to troubleshoot Office