

You're Unable to Upgrade Software on the Windows XP Operating System



Applies to: Notebook™ software 10, various software packages and Windows XP operating systems or later

Issue

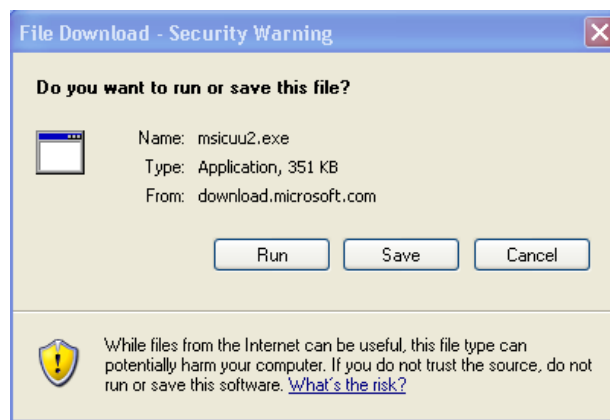
You're unable to install or upgrade various software packages on a Windows XP-based computer system. Files from a previous version remain on the computer and can't be found.

Solution

Download and run the Microsoft Windows Installer Cleanup Utility.

To download this file

1. Visit Microsoft's support site, and then click [Download](#) under Windows Installer Cleanup Utility 1.0.
The *File Download* dialog box appears.

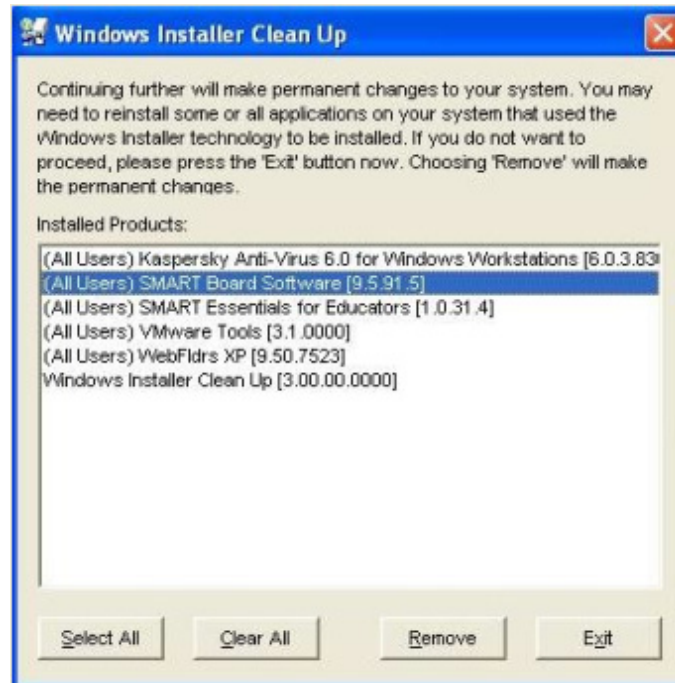


2. Press **Run**.
The **Msicuu2.exe** file downloads.
3. Press **Run** in the *Internet Security Warning* dialog box.
The *Windows Installer Clean Up Setup* dialog box appears.
4. Press **Next**, and then accept the License Agreement.
5. Press **Next** to start installation, and **Finish** to complete the installation.
The *Windows Installer Clean Up has been successfully installed* dialog box disappears.

To locate and run the Msicuu.exe application

1. Select **Start > All Programs > Windows Installer Clean Up** or browse to **C:\Program Files\Windows Installer Clean Up**.
2. Run the **msicuu.exe** file.

The *Windows Installer Clean Up* dialog box appears.



3. Select the program you want to remove, and then click **Remove**.

A warning box appears.

4. Click **OK**.

The utility removes all installation files and removes the program from the Windows **Add and Remove Programs** list.

5. Restart your computer, and then install the new version of the software.

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