

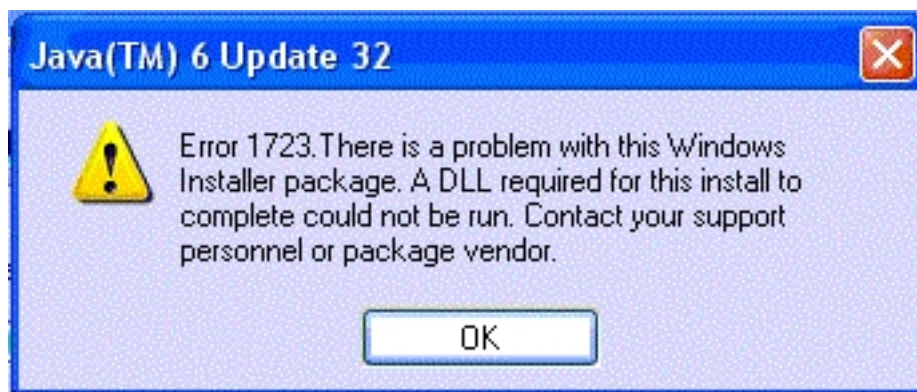
Finally, after several months I was confronted with a new problem. After some analysing I found a solution.

Because of a new release (Update 37) of Java I was deploying this version on our systems. On the most systems this deployment went successful but on some systems the deployment failed, "Unknown error 1603"

The systems where the deployment was failing were only 64 bits Windows XP systems, so it seems only this OS was affected.

The update first uninstalls the previous version of Java, in this case Java(TM) 6 Update 32 and this gives an error the installation failed.

A manual uninstallation via "Add or Remove Programs" gives the error: "Error 1723" and "Fatal error during installation."



In the event viewer the error description:

Product: Java(TM) 6 Update 32 -- Error 1723. There is a problem with this Windows Installer package.

A DLL required for this install to complete could not be run.

Contact your support personnel or package vendor.

Action UninstallJRE, entry: MSIUninstallJRE, library: C:\Program Files

(x86)Javajre6binregutils.dll

Okay, lets focus on the uninstallation. I used the great tool Proces Monitor (www.sysinternals.com) and set a filter on the process "msiexec.exe"

The last two lines:

Event Class: File System
Operation: QueryOpen
Result: NAME NOT FOUND
Path: C:Program Files (x86)Javajre6binregutils.dll

Event Class: File System
Operation: CreateFile
Result: NAME NOT FOUND
Path: C:Program Files (x86)Javajre6binregutils.dll
Desired Access: Generic Read
Disposition: Open
Options: Synchronous IO Non-Alert, Non-Directory File, Open No Recall
Attributes: n/a
ShareMode: Read
AllocationSize: n/a

Solution:

Get the file "regutils.dll" - from a clean installation from a Xp32 system - and place it in C:Program Files (x86)Javajre6binregutils.dll , start de install again.

Hopefully the problem is solved for you also.