

CS3 Fails to Install -- Tips to Try

Posted At : November 22, 2008 6:59 PM | Posted By : Tami

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Arrrgh. DW CS3 started crashing today when I wanted to update a .cfm file. Every time I would click to add a photo... crash. Reinstalling CS3 takes forever, but I was disappointed when I kept getting 'Failed to Install' errors. Geesh. I have encountered this before, but it has been a while. Googling found a wealth of possibilities to try, but here are a few notes that I made that may be of help to someone. (These are XP-ish tips, since that is what I use).

- 1) If reinstalling doesn't work (usually the shared components WILL install, just not the program), it won't work regardless of whether you perform the reinstall from the DVD or from the Add/Remove Programs.
- 2) Uninstalling doesn't usually work either. Failed components error again.
- 3) Adobe's CS3clean should not be considered except as a last resort as it is going to roto-rooter your settings and registry. However... it does have a 'Preview' option that lets you see what it WILL do if you would like to see the depth of it's cleaning. I put this one asside for the time being.
- 4) Adobe has install logs for all products. These are in the [Program files]\Common Files\Adobe\Installer folder. The DWCS3 log was 6M compressed. When I opened it in an rtf editor, it was over 10,000 pages... yikes.

I did finally get the reinstall/repair to work, but I had to do some digging and some house keeping to do it.

Here are a few Tips to remember to try when reinstalling:

- 1) Turn off all spyware, and Virus Protector, including Spybot's TeaTimer if you are using it. Allow the install to just install without these interferences. Also turn off any unnecessary processes (Google Toolbar, iTunes, Wacom Drivers if not using) just to make your system as lean as possible.
- 2) Close the installer and Clean out the installer directory. This directory can become filled with files and logs from both installs and Adobe Updater updates.
- 3) There is a documented bug with Flash Player that appears to conflict with the CS3 installer. You can uninstall the Flash Player (not the Flash software or Flash video) either via your Add/Remove Programs or using [Adobe's Flash Player Removal Tool](#).
- Also using Microsoft's installer cleanup ([Here](#)) can be run to ensure that your DWCS3 (if that is your 'failed' install like mine -- you can check for which ever software fails), and Flash player have been cleaned up. If these are listed in the utility, then 'removing' them tidies up what MS installer sees.
- 4) Run the Windows CheckDisk to ensure that the disk isn't having issues or isn't too fragmented. Also check that you have enough memory.

Reboot, and then try to perform the install again, from the install DVD or hard drive instead of through Add/Remove Programs. This worked for me, particularly after I cleaned out the installer folder and uninstalled Flash player. Now my file opens fine and my settings have all been reinstated after reinstalling the software.