

КАК – починить Add-Remove Programs

<http://forum.windowsfaq.ru/showthread.php?t=13312>

Лечение:

I. Оснастка Add/Remove programs:

1. regsvr32 %SYSTEMROOT%\system32\appwiz.cpl /s
2. regsvr32 %SYSTEMROOT%\system32\mshtml.dll /s
3. regsvr32 "%PROGRAMFILES%\common files\system\ole db\oledb32.dll" /s

II. Windows Installer:

```
net stop MSIServer
msiexec /unreg
msiexec /regserver
```

III. (На всяк случай) - Сетевые подключения:

```
regsvr32 netshell.dll /s >nul 2>nul
regsvr32 netcfgx.dll /s >nul 2>nul
regsvr32 netman.dll /s >nul 2>nul
```

<http://support.microsoft.com/default.aspx?scid=kb;en-us;323496>

Add/Remove Programs dialog box does not appear or is corrupted

[View products that this article applies to.](#)

This article was previously published under Q323496

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SYMPTOMS

When you try to start the Add/Remove Programs tool, a corrupted dialog box that contains a **Cl&ose** button may appear or the dialog box may not appear at all. You cannot start the Add/Remove Programs tool either from Control Panel or by running the Appwiz.cpl command-line tool and no errors are reported. If you open Help, a blank window appears on the right side of the dialog box.

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CAUSE

This problem may occur if any of the following conditions are true:

- Appwiz.cpl and Mshtml.dll are no longer registered.
- The file permissions for Appwiz.cpl and Mshtml.dll are not correct.
- You are using an incorrect version of the Appwiz.cpl file and the Mshtml.dll file.

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RESOLUTION

To resolve this problem, locate the Mshtml.dll file, and then verify that it is the correct version, date, and size. Additionally, verify that its permissions have not been changed. To do so:

1. Locate the Mshtml.dll file in the Winnt\System32 folder.
2. Verify that the version, date, and size of the Mshtml.dll file match the values that are described in the following table:

Small Business Server 2000 Version	File Version	Date	Size
SBS2000 STD	5.0.3103.1000	26-Jul-00	2.23 MB
SBS2000 Windows 2000 SP2	5.0.3502.4856	06-Mar-02	2.24 MB
SBS2000 SP1	5.0.3502.5390	31-Jul-02	2.23 MB

3. Verify that permissions of the Mshtml.dll file match the permissions that are described in the following table:

Group	Permissions
Administrators	Full Control
Authenticated Users	Read and Execute, Read
Server Operators	Modify, Read and Execute, Read, and Write
Everyone	Read and Execute, Read
System	Full Control

4. Verify that this file is the only copy of the Mshtml.dll file on the computer (not including the DLLCache copy).
5. If the Mshtml.dll file has the correct version, date, size, and permissions, type the following commands at a command prompt, and then press ENTER after each command:
 - o **regsvr32 /u c:\winnt\system32\appwiz.cpl**
 - o **regsvr32 /u c:\winnt\system32\mshtml.dll**
 - o **regsvr32 /u "c:\program files\common files\system\ole db\oledb32.dll"** (including the quotation marks)
 - o **regsvr32 c:\winnt\system32\appwiz.cpl**
 - o **regsvr32 c:\winnt\system32\mshtml.dll**
 - o **regsvr32 "c:\program files\common files\system\ole db\oledb32.dll"** (including the quotation marks)
6. If the behavior continues to occur, repair or reinstall the latest version of Microsoft Internet Explorer. For additional information about how to repair or reinstall the latest version of Internet Explorer, click the following article numbers to view the articles in the Microsoft Knowledge Base:

[217344](#) How to uninstall Internet Explorer 5

STATUS

Microsoft is researching this problem and will post more information in this article when the information becomes available.

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MORE INFORMATION

For additional information about a related topic, click the following article number to view the article in the Microsoft Knowledge Base:

[329891](#) Windows 2000 Add/Remove Programs tool does not open

<http://support.microsoft.com/default.aspx?scid=KB;en-us;266668>

Add/Remove Programs tool displays installed programs incorrectly

[View products that this article applies to.](#)

This article was previously published under Q266668

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SYMPTOMS

When you install and uninstall programs, the Add/Remove Programs tool in Control Panel may display the installed programs incorrectly. The **Currently installed programs** box may contain only a single text string, or may display a large blank space before the program entries. Other display problems may include that there are no listed programs. Additionally, one of the following error messages may appear: **Message 1**

An unexpected error occurred. Class not registered

res://appwiz.cpl/listbox.htc

Line:225

Message 2

Object doesn't support this property or method res://appwiz.cpl/default.hta

Line: 75

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CAUSE

This problem may occur if the uninstaller for a program incorrectly removes registry entries that are used by Windows and the Add/Remove Programs tool.

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RESOLUTION

Important This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](#) How to back up and restore the registry in Windows

To resolve this problem, follow these steps:

1. Click **Start**, click **Run**, and then type **CMD**.
2. At the prompt, type **REGSVR32 APPWIZ.CPL**.
3. If this fails, look for the registry entries that are listed below. To resolve this issue, check the registry for the following keys and values. Re-create any missing keys or values. Note that these keys use the system drive letter. You may have to adjust these entries to match the configuration of your computer.
 - **[HKEY_CLASSES_ROOT\CLSID\{0000535-0000-0010-8000-00AA006D2EA4}]**
"ADODB.Recordset"
 - **[HKEY_CLASSES_ROOT\CLSID\{0000535-0000-0010-8000-00AA006D2EA4}\InprocServer32]**
"C:\Program Files\Common Files\System\ado\msado15.dll"
 - **[HKEY_CLASSES_ROOT\CLSID\{0000535-0000-0010-8000-00AA006D2EA4}\InprocServer32]**
"ThreadingModel"="Apartment"
 - **[HKEY_CLASSES_ROOT\CLSID\{0000535-0000-0010-8000-00AA006D2EA4}\ProgID]**
"ADODB.Recordset.2.5"
 - **[HKEY_CLASSES_ROOT\CLSID\{0000535-0000-0010-8000-00AA006D2EA4}\VersionIndependentProgID]**
"ADODB.Recordset"
 - **HKEY_CLASSES_ROOT\CLSID\{2048EEE6-7FA2-11D0-9E6A-00A0C9138C29}**
"Microsoft OLE DB Row Position Library"
 - **HKEY_CLASSES_ROOT\CLSID\{2048EEE6-7FA2-11D0-9E6A-00A0C9138C29}\InprocServer32**
"C:\Program Files\Common Files\System\Ole DB\oledb32.dll" "ThreadingModel"="Both"
 - **HKEY_CLASSES_ROOT\CLSID\{2048EEE6-7FA2-11D0-9E6A-00A0C9138C29}\ProgID**
"RowPosition.RowPosition.1"
 - **HKEY_CLASSES_ROOT\CLSID\{2048EEE6-7FA2-11D0-9E6A-00A0C9138C29}\VersionIndependentProgID**
"RowPosition.RowPosition"
 - **[HKEY_CLASSES_ROOT\CLSID\{352EC2B7-8B9A-11D1-B8AE-006008059382}\InProcServer32]**
"%SystemRoot%\System32\appwiz.cpl"
4. Follow the steps in one of the following procedures, as it applies to your computer, and then test to determine if this issue is resolved. If the issue is resolved, skip the remaining steps. If the issue is not resolved, go to step 5.
 - To resolve this issue with Internet Explorer 6.0 installed, repair Internet Explorer 6.0:
 - a. Click **Start**, and then click **Run**.
 - b. Paste the following command in the **Open** box, and then click **OK**:

```
rundll32 setupwbv.dll,IE6Maintenance "C:\Program Files\Internet Explorer\Setup\SETUP.EXE" /g "C:\WINDOWS\IE Uninstall Log.Txt"
```

Because this command is case sensitive, Microsoft recommends that you copy the command from this article, and then paste the command in the **Open** box.

- o To resolve this issue with Internet Explorer 5.0 or 5.5 installed, repair Internet Explorer 5.0 or 5.5:
 - . Click **Start**, and then click **Run**.
 - a. Paste the following command in the **Open** box, and then click **OK**:

rundll32 setupwbv.dll,IE5Maintenance "C:\Program Files\Internet Explorer\Setup\SETUP.EXE" /g "C:\WINDOWS\IE Uninstall Log.Txt

Because this command is case sensitive, Microsoft recommends that you copy the command from this article, and then paste the command in the **Open** box.

5. Perform an in-place upgrade:

Note Before you perform an in-place upgrade, make sure that you back up your data. For more information about the risks of performing an in-place upgrade, see the "More Information" section.

- a. Run Winnt32.exe from the \I386 directory on the Windows 2000 installation CD-ROM.
- b. When the Windows 2000 Setup screen appears, click **Upgrade to Windows 2000**.
- c. Allow installation to complete.

If the Add/Remove Programs tool still does not function properly, shows no content, or if you want to try to fix this issue without upgrading to later versions of Internet Explorer, check the following registry keys to make sure that they contain entries:

HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall

HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\App Management\ARPCache

Note If the previous registry keys are blank, the Add/Remove Programs tool may also be blank.

Use the command line REGSVR32 [path\filename] to register each of the following files:

%systemroot%\System32\Appwiz.cpl

%systemroot%\System32\Mshtml.dll

%systemroot%\System32\Jscript.dll

%systemroot%\System32\Msi.dll

Program Files\Common Files\System\Ole DB\Oledb32.dll

Program Files\Common Files\System\Ado\Msado15.dll

%systemroot%\System32\Msdart32.dll [not registerable]

%systemroot%\System32\Mshhtml.dll

%systemroot%\System32\Mswstr10.dll [not registerable]

If the Add/Remove Programs tool displays incomplete information or is blank, verify the file dates. Where possible, register the following files:

%systemroot%\System32\Gdi32.dll [not registerable]

%systemroot%\System32\User32.dll [not registerable]

%systemroot%\System32\Msvcr.dll [not registerable]

%systemroot%\System32\Ole32.dll

%systemroot%\System32\Shlwapi.dll [not registerable]
%systemroot%\System32\Imm32.dll [not registerable]
%systemroot%\System32\Indicdll.dll [not registerable]
%systemroot%\System32\Urlmon.dll
%systemroot%\System32\Version.dll [not registerable]
%systemroot%\System32\Lz32.dll [not registerable]
%systemroot%\System32\Comctl32.dll [not registerable]
%systemroot%\System32\Clbcatq.dll
%systemroot%\System32\Oleaut32.dll
%systemroot%\System32\Mlang.dll
%systemroot%\System32\Shell32.dll
%systemroot%\System32\Shdoclc.dll [not registerable]
%systemroot%\System32\Netapi32.dll [not registerable]
%systemroot%\System32\Secur32.dll [not registerable]
%systemroot%\System32\Netrap.dll [not registerable]
%systemroot%\System32\Samlib.dll [not registerable]
%systemroot%\System32\Ws2_32.dll [not registerable]
%systemroot%\System32\Ws2help.dll [not registerable]
%systemroot%\System32\Wldap32.dll [not registerable]
%systemroot%\System32\Dnsapi.dll [not registerable]
%systemroot%\System32\Wsock32.dll [not registerable]
%systemroot%\System32\Plugin.ocx
%systemroot%\System32\Wininet.dll [not registerable]
%systemroot%\System32\Crypt32.dll [not registerable]
%systemroot%\System32\Msasn1.dll [not registerable]
%systemroot%\System32\Msls31.dll [not registerable]
%systemroot%\System32\Imgutil.dll
%systemroot%\System32\Cscui.dll
%systemroot%\System32\Cscdll.dll [not registerable]

If the Add/Remove Programs tool can draw the dialog user interface, but does not display any installed program contents, check the registry for the presence of the following key:

```
HKEY_CLASSES_ROOT\CLSID\{352EC2B7-8B9A-11D1-B8AE-006008059382}\InProcServer32
```

If this registry key is missing, copy the following text to a text file, save the file with a .reg extension, and then double-click the file on the affected computer to return the proper entries.

For Windows Registry Editor Version 5.00:

```
[HKEY_CLASSES_ROOT\CLSID\{352EC2B7-8B9A-11D1-B8AE-006008059382}\InProcServer32]  
@=hex(2):25,00,53,00,79,00,73,00,74,00,65,00,6d,00,52,00,6f,00,6f,00,74,00,25,00,5c,00,53,00,79,00,73,00,74,00,65,00,6d,00,33,00,32,00,5c,00,61,00,70,00,70,00,77,00,69,00,7a,00,2e,00,63,00,70,00,6c,00,00,00  
"ThreadingModel"="Apartment"
```

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Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section. The following list includes all the registry keys that are used by Add/Remove Programs. These keys must be set by registering Appwiz.cpl, but they are provided here for cross-reference to confirm that the registration completed successfully.

- **[HKEY_CLASSES_ROOT\CLSID\{352EC2B7-8B9A-11D1-B8AE-006008059382}]**
@="%DESC_ShellAppMgr%"
- **[HKEY_CLASSES_ROOT\CLSID\{352EC2B7-8B9A-11D1-B8AE-006008059382}\InProcServer32]**
@="SystemRoot%\System32\appwiz.cpl" (REG_EXPAND_SZ)
"ThreadingModel"="Apartment"
- **[HKEY_CLASSES_ROOT\CLSID\{0B124F8C-91F0-11D1-B8B5-006008059382}]**
@="Installed Apps Enumerator"
- **[HKEY_CLASSES_ROOT\CLSID\{0B124F8F-91F0-11D1-B8B5-006008059382}\InProcServer32]**
@="SystemRoot%\System32\appwiz.cpl" (REG_EXPAND_SZ)
"ThreadingModel"="Apartment"

Note This key is only available in Microsoft Windows XP.

- **[HKEY_CLASSES_ROOT\CLSID\{CFCCC7A0-A282-11D1-9082-006008059382}]**
@="Darwin App Publisher"
- **[HKEY_CLASSES_ROOT\CLSID\{CFCCC7A0-A282-11D1-9082-006008059382}\InProcServer32]**
@="SystemRoot%\System32\appwiz.cpl" (REG_EXPAND_SZ)
"ThreadingModel"="Apartment"
- **[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Shell Extensions\Approved]**
"{352EC2B7-8B9A-11D1-B8AE-006008059382}"="Shell Application Manager"
- **[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Shell Extensions\Approved]**
"{0B124F8F-91F0-11D1-B8B5-006008059382}"="Installed Apps Enumerator"

Note This key is only available in Microsoft Windows XP.

- **[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\App Management\Publishers\Darwin App Publisher]**
@="{CFCCC7A0-A282-11D1-9082-006008059382}"
- **[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Shell Extensions\Approved]**
"{CFCCC7A0-A282-11D1-9082-006008059382}"="Darwin App Publisher"
- **[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\ControlPanel\InProcCPLs]**
"appwiz.cpl"=""

Registry entries that are used once ARP is running.

- **HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\AppInstallPath**
Reads INF file. Code reads INF file name. INF section used is "AppInstallList"

- **HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Windows\Installer\Terminal Server\EnableAdminRemote**
Set to 1 while ARP is running. Tells TS that ARP is running.
Set to 0 when ARP exits.
- **HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\App Management\Publishers** Enumerates app publishers
- **HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Wx86\cmdline**
Reads to determine if wx86 is enabled.
- **HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Explorer\NewShortcutHandlers**
Enumerated to obtain list of "new-link" handlers. It looks like these handlers may add a link for a given item - for instance, to the Start menu, desktop, or other items.
- **HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Shutdown\ForceReboot**
Read to determine if a restart is required after running setup.
Presence of value means must-reboot == true.
- **HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\MS-DOSOptions**

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MORE INFORMATION

For more information, click the following article numbers to view the articles in the Microsoft Knowledge Base:

[265829](#) Add\Remove Programs tool may not work after installing Internet Explorer 5.5 or Internet Explorer 6 on Windows 2000

[315341](#) How to perform an in-place upgrade (reinstallation) of Windows XP

[292175](#) How to perform an in-place upgrade of Windows 2000

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