

If you had previously removed the Yahoo! Messenger 9.0 files from your PC after the failed installation, please run the installer again (available at <http://messenger.yahoo.com/download/win>). If the problem persists and you're stuck at 99%, quit the installer (right click on it in the bottom taskbar and choose "Close" or hit Ctrl + Alt + Delete on your keyboard, select Task Manager, then highlight the Messenger installer in the applications tab and select "End Task"). After quitting the installation, please do the following:

1) What version of Windows do you have on your PC (e.g Windows XP, XP Pro, Vista)? Please include information about what Service Pack you have (if any).

To determine the exact version of Windows that you have, right click on the My Computer icon on your desktop (or in your Start menu) and select "Properties". Then note the information listed under "System" on the General tab. An example is "Microsoft Windows XP Professional Version 2002 Service Pack 2".

2) Provide the version number of your "Microsoft Visual C++ 2005 Redistributable" program.

To do this, go to Control Panels and open the "Add/Remove Programs" control panel. Scroll down to the "Microsoft Visual C++ 2005 Redistributable" listing and click to highlight it. Then click the "Click here for support information" link within the listing. A window will pop up and display the version number at the bottom (e.g. 8.0.56336). Note: Do not remove this program, just look at the support information.

3) What third party security programs are you running on your PC? Antivirus, anti-spyware – please list any that apply.

If you have Windows XP Service Pack 2 or 3, please also perform step 4:

4) Install and run the XP Service Pack 2 Support Tools

a) To do this, go to the link below and install the tool. You will first be asked to verify your copy of windows and then be prompted to download and install the program.

<http://www.microsoft.com/downloads/details.aspx?FamilyId=49AE8576-9BB9-4126-9761-BA8011FABF38&displaylang=en>

b) After the installation has finished, go to your hard drive (usually C:) and open the Program Files folder. Then double click on the "Support Tools" folder and finally, double click on "depends.exe" to launch the Dependency Walker program.

c) When the Dependency Walker window opens up, click on the File menu and select "Open". Navigate to the Program Files folder on your hard drive (usually C:>Program Files). Within Program Files, find the Yahoo! folder and open it, then open the "Messenger" folder. Within the Messenger folder, look for a file called **ft60.dll**, select it, then click the Open button.

d) The Dependency Walker program will process the .dll file and display one or more errors. The error and warning messages can be seen near the bottom of the Dependency window in red type. Just highlight them with your mouse and copy and paste the error text into this reply email.