

Re: Office 2003 Updates keep failing

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2006-03/msg00273.html>

- *From:* v-adapan@xxxxxxxxxxxxxxxxxxxxxxxx (Ada Pan [MSFT])
 - *Date:* Tue, 21 Mar 2006 06:45:07 GMT
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Hello,

From your update, I know that you have set the Office Source Engine service to Manual but the problem persists. And you receive an error code '0x80070643. If this is not correct, please let me know.

First I recommend you try all the methods provided in my previous response. Based on my experience, the troubleshooting steps listed in my previous can resolve most office update issues.

If all the suggestions don't help, please also try the following methods to correct the problem.

Method 1: Repair the Ose.exe file

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To repair the Ose.exe file, copy the Ose.exe file from the Office 2003 CD. To do this, follow these steps:

1. Determine where the Ose.exe file is located. By default, the Ose.exe file is in the following location:
path:\Program Files\Common Files\Microsoft Shared\Source Engine\
2. Insert the Office 2003 CD in the CD drive.
3. Right-click Start, and then click Explore.
4. Use Microsoft Windows Explorer to locate the following folder on the Office 2003 CD:
path:\Files\Setup
5. Right-click the Ose.exe file, and then click Copy.
6. Locate and then click to select the folder in which the Ose.exe file is located on the computer. For example, locate and then click to select the following folder:
path:\Program Files\Common Files\Microsoft Shared\Source Engine

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7. Right-click the Source Engine folder, and then click Paste.
8. If you are prompted to replace an existing file, click Yes.

Method 2: Remove and then reinstall Office 2003

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To remove and then reinstall Office 2003, follow these steps.

Before we start any items in these steps, let's back up your outlook data so as to avoid further file loss. For more information on back up your outlook data please go to the following link:

For Outlook 2002 and Outlook 2003:

Q287070 OL2002: How to Back Up, Restore, or Move Outlook Data
<http://support.microsoft.com/default.aspx?scid=KB;EN-US:287070>

Note: This article also applies to Outlook 2003.

Note: If you don't use Outlook for your emails, just skip this step and move on.

1. Download and install the Windows Installer Cleanup Utility.

<<http://download.microsoft.com/download/E/9/D/E9D80355-7AB4-45B8-80E8-983A48D5E1BD/msicuu2.exe>>

2. After you install the Windows Installer CleanUp Utility, click Start menu-> All Programs-> Windows Install Clean Up.

3. Highlight Microsoft Office 2003 entry in the list and then click Remove. Quit the Utility.

Note: If you have got any other old or redundant office entries or other Office stand alone products such as Visio in the list, please remove them together.

4. Close all applications.

5. Click Start menu-> Run, type "regedit" (without the quotation marks) in the Open box and press Enter.

6. Expand the registry tree on the left pane and locate the following two registry keys:

HKEY_CURRENT_USER\Software\Microsoft\Office
HKEY_LOCAL_MACHINE\Software\Microsoft\Office

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7. Right-click on this key and click Delete to delete those keys.

8. Delete the following folders:

C:\Program Files\Microsoft Office.

C:\Program Files\OfficeUpdate11

9. Click Start menu → Run, type "%Temp%" (without the quotation marks) in the Open box and press Enter.

10. Empty the %Temp% folder.

Note: If some files can't be deleted, please skip them, which don't influence the result of the troubleshooting.

11. Empty the Recycle Bin.

12. Restart your computer and install Office 2003.

13. Go to Office Product Updates Web site to check for all available updates:

<http://office.microsoft.com/en-us/officeupdate/default.aspx>

Can you install the Office updates now?

Information Collections:

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If the problem still persists, I'd like you to capture screenshots of the exact error messages you have encountered when you try to install the updates from online update web page and from local disk. Then send them to me as an attachment for my further research. My e-mail address is :<v-adapan@xxxxxxxxxxxxxx >.

To capture the image, please:

(a) When the image appears, press the Print Screen key several times (this key is located to the right of the F12 key on the keyboard)

Note: Nothing happens at this stage. Please just go ahead.

(b) Open Paint ['start' => 'All Programs' => 'Accessories' => 'Paint'].

(c) Click Edit (menu) → Paste or press Ctrl + V.

(d) Click File (menu) → Save. Save it as a .jpg or .gif file and send it to me as an attachment.

Please tell me the result of this issue at your earliest convenience. If

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there is anything unclear, please don't hesitate to let me know. I'm looking forward to your reply.

Regards,

Ada Pan

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