

Re: Cannot Update to Office 2003: Not an Office administrator

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2006-05/msg00217.html>

- *From:* DavidAtCaspian <DavidAtCaspian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 18 May 2006 12:23:02 -0700
-

Susan: Many thanks for thinking of me here in the UK,

Curiouser and curiouser:

This was all done for a client of mine, with OEM XP pro, and OEM Office pro. 2003

The reason for the clean install was problems with getting an Epson printer running properly. (or even installing at all!)

After the install (ASUS SN8 SLI deluxe MB, and ASUS EN7800 GTX graphics card), also found the graphics card kept reporting insufficient power (even when 400Watt PSU replaced by a 650 Watt version!!)

When I say kept on, well over 200 open windows, impossible to do any work, but as the card heated up from 45 to 65 degrees C, the messages stopped and it started working OK. So with the GPU at 65 degrees C, we had no Nvidia errors, SP2 refusing to download, and the Epson would print one document at a time.

Today we replaced the Super duper ASUS 7800 GTX graphics card with a generic 128 meg version based on the 6200 (LE) chip set, as a temporary replacement. And guess what???

Office SP2 not only went in perfectly, but windows found it, asked if we wanted to install it, and it all went fine totally at the machine's request. Customer is now smiling again.

So, what do you make of that?????

Any suggestions at all would be most welcome, as the only one I can come up with is Voodoo.

David

"Susan Ramlet" wrote:

Re: Cannot Update to Office 2003: Not an Office administrator

So, you installed an OS and Office 2003 clean on a new drive, and you can't update it? What OS, and what flavor of Office 2003? Is it a retail package, or...?

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Susan Ramlet
MVP – Office

Please reply to the newsgroups where others may benefit.

"DavidAtCaspian" <DavidAtCaspian@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:CEF1D367-AB5C-4F36-9C04-79196457872F@xxxxxxxxxxxxxxxxxxxx

Susan:

Sorry, posted wrong diagnosis of problem!

Cannot download SP2: The office update site says that Office has been updated by a network administrator and that SP2 'should' not be downloaded.

it then makes it impossible to do so.

The machine has never been on a network BUT

In having the do a clean install due to a RAID mirros collapse, I had most of my original files on the second drive. Many of them (even my own data) came up 'access denied' when I tried to copy them over.

In order to get them at all I had to take ownwership of them via 'non simple' security.

Having many similar problem elsewhere, I took ownership of everything on the old drive.

BUT the new drive has only been clean installed, by me from original MS cds.

I tried disconnecting the old drive, but still Office update won't let me download anything

Basically all I need to do is to override whatever is making the system think that I have an administraitve installtion of office.

Hope that is clearer.

Thanks

David

"Susan Ramlet" wrote:

Hi, DavidAtCaspian,

Could you post back with the exact error message?

Re: Cannot Update to Office 2003: Not an Office administrator

Not sure if it's related to the following or not:

<http://support.microsoft.com/kb/310777/en-us>

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Susan Ramlet
MVP – Office

Please reply to the newsgroups where others may benefit.

"DavidAtCaspian"

<DavidAtCaspian@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
in
message

<news:2F3BBFAA-F407-4C0C-B524-4641B2D30823@xxxxxxxxxxxxxxxxxxxx>

Anyone seen this before.
have just done a complete clean re-install. –
Full reformat.
XPro, fully patched.
Installed Office 2003 pro. No trouble.
Logged into Office update, downloaded SP2,
but it will not install
because
I
am not an
"Office Product Administrator".
Any idea what this means? Never seen it
before. Machine is not
networked
and
has only one user.