

microsoft.public.officeupdate: Re: UNABLE TO CHECK FOR UPDATES ON THIS COMPUTER

Re: UNABLE TO CHECK FOR UPDATES ON THIS COMPUTER

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2004-02/0165.html>

From: Susan Ramlet (*susan_at_mvps-dot-org*)

Date: 02/12/04

Date: Thu, 12 Feb 2004 09:37:06 -0600

Hi, Rita,

Running the Windows Installer Cleanup Utility should take care of the patch package error, and then let you re-install Office and try to patch it.

- So, run it after downloading it; it's an executable file.
- Then re-install Office.
- Then try Office Update again.
- If it doesn't work, try the manual downloads.

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Susan Ramlet
MVP - Microsoft Office

Please post replies to the newsgroup where all may benefit.
"ritabean" <anonymous@discussions.microsoft.com> wrote in message
news:de8601c3f0b2\$1400d670\$a101280a@phx.gbl...

hi susan, my 2nd reply..

i did attempt to download upgrades directly, bypassing
auto update. the system kicks me off with an error
message: "Office Hotfix Installer encounter a problem..."

i did download the windows installer cleanup utility w/o
any improvement in the situation. is there something i
need to DO with the utility once it is downloaded?

tx again, looking forward to you replies, rb

>-----Original Message-----

>Hi, David,

>

>There are some known issues with the Office Update site.

You could try

>going directly to each KB article, download the updates
manually and install

>them directly, that has been a successful workaround for
some folks. Some

>people have also found the executables which were
downloaded from Office

>Update in their temp folders and run them from there. Is
as if they

>downloaded okay but never actually ran.

>

>Here are some other things that have been suggested:

>

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>1. Deleting IE Cache.
>
>In cases where the temporary Internet explorer cache folder is running out of allotted space, you may be not be able to download the Office Update control. You can free up space by deleting the Temporary Internet Files cache using the "Delete Files" button in the "General" tab under "Tools | Internet options" menu.
>
>2. Check IE's security settings.
>
>Ensure that your IE browser allows / prompts registering of signed Active X controls. Follow the steps below to add <http://office.microsoft.com> to the list of Trusted Sites so that the Office Update ActiveX control can load successfully.
>
>a. On the Tools menu, click Internet Options and then click the Security tab.
>b. In the list of Web content zones, click the Trusted sites icon.
>c. Click Sites.
>d. Clear the Require Server verification (https) for all sites in this zone check box .
>e. In the Add this Website to the zone box, enter the Internet address <http://office.microsoft.com>.
>f. Click Add.
>g. Click OK, and then click OK again.
>
>3. Deleting Office Update detection folder.
>
>Also try deleting the C:\Program Files\OfficeUpdate11 folder which contains the detection catalog and downloaded patch files used by the site.
>
>4. Deleting ActiveX control.
>
>The Office Update ActiveX control can get into a bad state in certain conditions and should be reinstalled. First close IE. Then delete the file c:\Windows\opuc.dll for Windows 9X and Windows XP and c:\Winnt\opuc.dll for Windows 2000.
>
>Try going back to <http://office.microsoft.com/OfficeUpdate/> to perform detection again. If it still fails, follow the steps below.
>
>
>5. Temporarily turn off Personal Firewall, Download Manager, Pop-up

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>blockers and Web Acceleration products
>
>If there are Personal Firewall, Download Manager, Pop-up blockers, or Web Accelerator products installed, temporarily turn off these products and try detection again. Popular products include:
>
>. Get Right (Download Manager)
>. Download Accelerator
>. Zone Labs (Personal Firewall)
>. Norton Personal Firewall
>. McAfee Personal firewall
>
>And finally, if that doesn't work, here's something else to try:
>
>1) Use a utility to clean out the Windows Installer data, 290301 - Description of the Windows Installer Cleanup Utility:
><http://support.microsoft.com/default.aspx?scid=kb;en-us;290301&Product=offx>
>
>2) Reinstall Office
>
>3) Apply your updates
>
>
>If one of these solutions works for you, please post back.
>Thanks--
>
>--
>Susan Ramlet
>MVP - Microsoft Office
>-----
>Please post replies to the newsgroup where all may benefit.
>
>
>"DAVID" <anonymous@discussions.microsoft.com> wrote in message
>news:e45201c3f011\$2e409300\$a601280a@phx.gbl...
>>
>> I am using Windows XP Pro on my computer. I also have Office 2002 installed. I tried updating Office 2002 today
>> and got the error Unable to check for updates on this computer at 40 percent.
>>
>> The Office Update site is unable to check for updates on this computer. This may be happening because of one of the following reasons:
>>
>> You do not have administrative privileges for this computer.
>> There is a network problem and the detection catalog used by the Office Update site failed to download. Go back to the Downloads home page and try running detection again. Windows Installer patch files (.MSP files) from previously applied Office updates are missing from the \Windows\Installer hidden directory on your computer.

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MSP

>> files are stored on your computer after update
>> installation completes because they need to be
referenced
>> for future update operations. If the files are missing
>> you will not be able to apply Office updates. You may
>> also be unable to uninstall Office products as a result
>> of the same problem. Please contact Microsoft Product
>> Support for assistance.
>> You installed Office updates in the past and then
>> upgraded from Windows Installer version 1.0 to Windows
>> Installer version 1.1. For more information see the KB
>> article Windows Installer May Prompt for Install Source
>> if Unavailable.
>>
>> I tried a few days ago and got the same error as well.
>>
>> Can someone tell me how to correct this?
>>
>> Thank you for your time, consideration, and cooperation.
>> I hope to hear from you soon,
>>
>> David
>>
>>
>
>
>
>
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