

Re: Checking for update error

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2004-05/0073.html>

From: Willy (*justask_at_hotmail.com*)

Date: 05/06/04

Date: Thu, 6 May 2004 10:30:11 -0400

Vincent, I don't think that article applies as I'm not trying to install anything, only trying to run Office Update when I get the noted error.

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Thanks....Bill

Please reply to the Newsgroup ONLY

"Vincent Schouten [MSFT]" <vincesch@online.microsoft.com> wrote in message news:tMS7Aq0MEHA.3808@cpmsftngxa10.phx.gbl...

>

> >I have Office XP installed now since it's debut. I've Slipstreamed SP1 &
> >SP2 (cause they would not install any other way so a NG member
suggested

> >Slipstreaming) updates and all the Office XP Apps. reflect SP2. This is
a

> >home PC not on a network. I have an Office Folder in C:\Program Files
but

> >after Slipstreaming, I also have a C:\Office Folder

> >However, for the past week when checking for Office Updates, I get the

> >following error message:

>

> >Error! Unable to check for updates on this computer Help

> >

> >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. 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 Services 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

microsoft.public.officeupdate: Re: Checking for update error

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> >Unavailable.  
>  
>-----  
> -  
> >-----  
> >I know there is an SP3 to Office XP but I've not tried to install it.  
> >FYI: While Office Update is scanning my PC, it tries to access my A:\  
> drive  
> >at 40% then goes on and gives me the above error.  
> >  
> >Any suggestions or solutions out there?  
> >--  
> >Thanks.....Bill  
> >Please reply to the Newsgroup ONLY  
> g
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