

Error Message: The Office Update Catalog cannot be displayed Help

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2004-08/0024.html>

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Cheers Phil – Still have the same problem but there is no way I am about to disable my anti-virus or firewall. Chads advise re. just going through the catalogue works so I will live with that. Thankou for your time and have a great week.

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

>I had the same problem and Microsfot provided the following resolution. P.S. I ignored step 1 and it still worked. Hope it works for you. Phil.

>

>

>Step 1: Disable/Uninstall any anti-virus/firewall software

>

>-----

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>-----

>

>This issue may be related to some types of firewalls. Therefore, if you have installed any Anti-Virus programs or firewalls, please uninstall or disable all the firewalls and Anti-Virus programs temporarily to see if it is helpful in resolving this problem.

>

>

>

>Note: In order to prevent virus attack during this process, please first run a complete virus check before you uninstall the anti-virus. You can reinstall the anti-virus software after our troubleshooting steps.

>

>

>

>Step 2: Deleting IE Cache

>

>-----

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- >
- >a. *Click Start menu-> Control Panel.*
- >
- >
- >
- >b. *If Control Panel is not in Classic View, click Switch*
>*to Classic View, and then double-click the Internet*
>*Options icon.*
- >
- >
- >
- >c. *On the General tab, click Delete Files. Make sure*
that
>*"Delete all offline content" check box is checked,*
>*and click OK.*
- >
- >
- >
- >d. *Click OK and quit Internet Explorer.*
- >
- >
- >
- >Step 3: *Check IE's security settings*
- >
- >-----
- >
- >Please 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.*
- >

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>
>
>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.
>
>
>
>Step 4: Update the Windows Scripting files
>
>-----
>
>Please download and install the Windows Scripting 5.6
>
>
>
>It is the latest link to download and install the
Windows
>Scripting 5.6:
>
>For Windows 2000/XP:
>
>[http://www.microsoft.com/downloads/details.aspx?](http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayLang=en)
>[FamilyID=c717d943-7e4b-4622-86eb-](http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayLang=en)
>[95a22b832caa&DisplayLang=en](http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayLang=en)
>
>
>
>After install the Windows Scripting, please test this
>issue again. Can you apply update now?
>
>
>>-----Original Message-----
>>Hi:
>>
>>I received an e-mail telling me new updates for Office
>XP
>>were available and I have tried accessing the updates
>for
>>a few days with no luck.
>>
>>I go to the page to scan for available updates for my
>>system. I have Home Edition with XP and I tried
>>disabling ZoneAlarm Pro in case it was causing a

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problem

>>*but it isn't. I also have a spyware program (webroot)*

>>*and Norton Antivirus 2003.*

>>

>>*I have installed updates before with no problem and I*

>>*have been trying to access the recent updates for a*

>>*couple of days.*

>>

>>*The scan begins but I get the following message:*

>>

>>*The Office Update Catalog cannot be displayed Help*

>>

>>*The Office Update site is currently experiencing some*

>>*technical difficulties and is unable to check for*

>>*updates.*

>>

>>*Click the Try Again link below to try loading the site*

>>*again (do not use the Refresh button on your browser to*

>>*reload the site).*

>>

>>*If problems persist, please contact Microsoft Support*

>*for*

>>*assistance. You can also search for Office updates in*

>*the*

>>*Download Catalog.*

>>

>>

>>*Try Again*

>>

>>*Please help – thankyou.*

>>.

>>

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>