

Solutions to Office Update Error Messages!

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Like most people on this site I have experienced the frustration of the update error messages and having now resolved (hopefully!) the problem thought I would share this on the site. I am sure there must be many others about to fling their PC out the window!

I had tried the Microsoft suggested remedies of deleting opuc.dll, clearing temp files, allowing security access etc. I had installed, reinstalled and reinstalled again, after deleting the files recommended, and downloaded and run the Cleanup Utility to no avail. The "patch" problem was resolved enabling me to download updates manually but that is no help if you cannot find out what updates you need!

Basically the solution seems to be that you (a) need to uninstall all office programmes (b) delete specific registry entries and (c) reinstall office but ensuring that you install Office before installing any additional office products such as Viso, OneNote, InfoPath etc. I was not happy about editing the registry but this did resolve the issue. It is quite complicated and it is essential to ensure you create a restore point first just in case! Also you do need to restart the computer in order for everything to take effect.

I have copied the relevant posting below – with thanks to Mark who posted this – it's dated 17 August if anyone wants to find it!

Hope this helps someone out there!

Christine

I had the same problem about the .MSP files or such. I contacted support and this is the solution that they sent me. I finished performing it last night and now I can update, thankfully!

Here is the post for your references:

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Dear Mark,

Thank you for your inquiry regarding Microsoft Office Setup and for choosing Microsoft Online Support. My name

is Jack and I will be assisting you with this service request.

According to the case log, I understand this issue to be: You cannot check for Office updates online and get the following Web page:

<http://office.microsoft.com/home/office.aspx?assetid=FX010404541033>

We will work together on this issue throughout the course of this case. If I have misunderstood your concern, please let me know.

Based on my experience, this issue is mostly caused by .MSP files are corrupted or missing.

Windows Installer patch files (.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.

To resolve the issue, we need to manually delete all the registry keys for Office. I understand the whole process can be time consuming but they are crucial for us to effectively resolve this situation. I have handled a number of similar cases in the past, and we have solved the problem in the manner I have suggested. Please work with me by trying the troubleshooting steps and we will resolve this problem together. Your time and efforts are greatly appreciated. To do this, follow the steps below:

NOTE:

If you have Project 2003 installed, please do not perform the following steps!

Please ensure you have the Office installation CD on your hand before performing following steps.

Warning: The following steps contain information about modifying the registry. If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

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NOTE: The following steps will not hurt or delete your email data and Office documents.

- (a) Quit all running programs, especially the Antivirus and firewall application.
- (b) Click Start menu→ Run, type "regedit" (without the quotation marks) in the Open box and press Enter.
- (c) Delete the following registry keys if they exist:

How to locate a Key

For example, HKEY_CURRENT_USER is the key, and everything that follows the first backslash (\) is the subkey.

The keys and subkeys are listed in a folder tree in the left pane of Registry Editor. As in Windows Explorer, in the left pane of Registry Editor, if a key or subkey contains subkeys, a plus sign (+) appears next to the folder icon for that key. If you click the plus sign, the folder expands, and subfolders, representing the subkeys, appear under it.

To locate the registry key "HKEY_CURRENT_USER\Software\Microsoft\Office ", follow these steps:

1. Click Start, click Run, type regedit, and then click OK.
2. Expand HKEY_CURRENT_USER,
3. Expand SOFTWARE to expand it.
4. Expand Microsoft.
5. Click Office.

You can refer to the jackshuai01.jpg attachment for more information on how to expand the key.

(NOTE: Please locate the following keys in the left pane of Registry Editor and then delete them if they exist.)

HKEY_CLASSES_ROOT\Installer\Products\904.

(Note: 904... means all registry keys beginning with 904, for example:

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HKEY_CLASSES_ROOT\Installer\Products\9040820900063D11C8EF00054038389C

Some of these registry keys may not be present. This does not matter; carry on with the next one.)

HKEY_CURRENT_USER\Software\Microsoft\Installer\Components

HKEY_CURRENT_USER\Software\Microsoft\Installer\Features\904...

HKEY_CURRENT_USER\Software\Microsoft\Installer\Products\904...

HKEY_CURRENT_USER\Software\Microsoft\Installer\Patches

HKEY_CURRENT_USER\Software\Microsoft\Office

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Installer\Products\904.

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Components

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Features\904....

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Products\904....

HKEY_LOCAL_MACHINE\SOFTWARE\Classes\Installer\Patches

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Installer\Products\904.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{9XXX0409-6000-11D3-8CFE-0050048383C9}

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{00XXX409-78E1-11D2-B60F-006097C998E7}

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{9XXX0409-6000-11D3-8CFE-0150048383C9}

Note: Please delete all the registry keys under the above "Uninstall" key similar to :{00XXX409-78E1-11D2-B60F-006097C998E7},{9XXX0409-6000-11D3-8CFE-0050048383C9} or {9XXX0409-6000-11D3-8CFE-0150048383C9}

(NOTE: XXX means 3 digitals)

- (d) Quit Registry Editor.
- (e) Rename the "Microsoft Office" to "Microsoft Office OLD", "OfficeUpdate" "OfficeUpdate OLD" to and "OfficeUpdate11" to "OfficeUpdate11 OLD" folders located in the "C:\Program Files" folder if they exist.
- (f) Click Start menu-> Run, type "%Temp%" (without the quotation marks) in the Open box and press Enter.
- (g) Empty the %Temp% folder.
- (h) Empty the Recycle Bin.
- (i) Restart your computer and install a full version of Office. Then, go to Office Product Updates Web site to check for all available updates:

<http://www.officeupdate.com/ProductUpdates/default.aspx>

I hope the steps above are helpful. It's my pleasure to work with you. Thanks for your time and cooperation, and if anything is unclear, feel free to let me know. I am very happy to be of assistance.

Best regards,

Jack Shuai

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