

Re: Why can't I update office

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2004-12/0389.html>

From: Glenn (*Glenn_at_hotmail.edu*)

Date: 12/27/04

Date: Sun, 26 Dec 2004 21:29:08 -0500

Bill wrote:

> *Milly, I have emailed forever with noo reply. I am in the Service stationed
> in Germany, so can't do it by phone.*

>

> *Bill*

>

> *"Milly Staples [MVP - Outlook]" wrote:*

>

>

>>*So, have either of you taken the printed advice and contacted Microsoft*

>>*Product Support Services for assistance?*

>>

>>*--Â*

>>*Milly Staples [MVP - Outlook]*

>>

>>*Post all replies to the group to keep the discussion intact. Due to*

>>*the (insert latest virus name here) virus, all mail sent to my personal*

>>*account will be deleted without reading.*

>>

>>*After furious head scratching, sws asked:*

>>

>>*| I have same problem and have gotten little or no answers. Any luck*

>>*| with you?*

>>*|*

>>*| "Bill" wrote:*

>>*|*

>>*|| I have tried about everything to get my Office 2003 to update*

>>*|| automatically, but it won't. The detect and reoair fuction doesn't*

>>*|| work either. I have downloaded the LIS Tool, but that doesn't work.*

>>*|| When I try to install or repair from the original disk, it says; the*

>>*|| installation source for this product is not available. Verify that*

>>*|| the sourse exist and that you can access it. I don't know how to*

>>*|| verify if it is there. The Office 2003 I have is one I purchased.*

>>*|| I also get the message: The Office Update site is unable to check*

>>*|| for updates on this computer. This may be happening because of one*

>>*|| of the following reasons:*

>>*||*

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>>|| *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 Unavailable.*
>>||
>>|| *I need Help.*
>>
>>
>>

Try this it should help
Glenn

--

" The road of life can only reveal itself as it is traveled; each turn
in the road reveals a surprise. Man's future is hidden."

From: "ChristineB" <ChristineB@discussions.microsoft.com>
Subject: RE: Solutions to Office Update Error Messages!
Date: Sunday, November 07, 2004 7:09 PM

Hi – sorry it didn't work for you – it took me several frustrating attempts
at everything MS recommended before this solution worked for me. I can't
understand why Microsoft are not addressing this issue. Having to manually
delete registry entries is not an acceptable solution. Hope you manage to
resolve your problem – can't suggest anything else I'm afraid!

"bastetm2" wrote:

> *Thanks for the lengthy post; however, it didn't work for me. I still cannot*
> *update, as it still tells me I need admin status! I sure hope someone has the*
> *latest info to fix this!*
>
> *"ChristineB" wrote:*
>
> > *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*

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> > *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:*
> > >>
> > *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](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.*
> >
> > *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*

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> > 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:
> >
> > HKEY_CLASSES_ROOT\Installer\Products\9040820900063D11C8EF0
> > 0054038389C
> >
> > 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\90
> > 4...
> >
> > HKEY_CURRENT_USER\Software\Microsoft\Installer\Products\90
> > 4...
> >
> > HKEY_CURRENT_USER\Software\Microsoft\Installer\Patches
> >

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> > *HKEY_CURRENT_USER\Software\Microsoft\Office*
> >
> > *HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersio*
> > *n\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\CurrentVersi*
> > *on\Installer\Products\904.*
> >
> > *HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersi*
> > *on\Uninstall\{9XXX0409-6000-11D3-8CFE-0050048383C9}*
> >
> > *HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersi*
> > *on\Uninstall\{00XXX409-78E1-11D2-B60F-006097C998E7}*
> >
> > *HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersi*
> > *on\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.*

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> >
> > *(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*
> >
> > *Online Support Professional*
> > *Microsoft Office Online Support*
> > *<mailto:v-jacks@microsoft.com>*
> >
> >
> >
> > _____
> >