

## Re: Unable to automatically check for updates

**Source:** <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2005-03/0001.html>

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**From:** rtrammel (rtrammel\_at\_discussions.microsoft.com)

**Date:** 02/27/05

Date: Sun, 27 Feb 2005 13:19:04 -0800

Hi Susan,

I have been having the same problem you gave suggestions for, and I just wanted to say thank you, it worked! My problem started after upgrading from OfficeXP to Office 2003 on a Windows XP Pro machine. Everything worked after the upgrade except Access. Each time I started Access, it would fail, suggest Safe mode, fail at that, and suggest Detect and Repair, then fail after that, back to Safe Mode, etc, etc.

Trying to fix that issue, I performed a system restore to the point prior to upgrading to Office 2003. That was where the real problems began and I had to re-install Office 2003, but was unable to do Auto-Updates. All said, I followed each of the steps you outlined (Steps 1-5), with no success, attempted to uninstall Office, and it wouldn't. Downloaded the Installer Cleanup Utility, removed Office 2003 from the installer system, reinstalled Office 2003, and the Auto-Updates are working again. Thank you very much!

rtrammel

"Susan Ramlet" wrote:

- > *Hi, duwardb and sk272,*
- >
- > *Have you searched this forum for suggestions from people who have had this*
- > *problem in the past? There have been many posts in this newsgroup with*
- > *specific suggestions in the past. Here are some of them:*
- >
- > *The update process starts and then unexpectedly quits after you click "Check*
- > *for Updates" on the Office Update Web site:*
- > <http://support.microsoft.com/default.aspx?scid=kb;en-us;304498>
- >
- > *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*
- > *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:*
- >
- >

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> *Â· Get Right (Download Manager)*  
> *Â· Download Accelerator*  
> *Â· Zone Labs (Personal Firewall)*  
> *Â· Norton Personal Firewall*  
> *Â· McAfee Personal firewall*  
>  
>  
> *If the MSP files are missing, this article may help:*  
>  
> *PRB: Windows System Restore Does Not Monitor Windows Installer Patch (.msp)*  
> *Files:*  
> <http://support.microsoft.com/default.aspx?scid=kb;en-us;814833>  
>  
>  
> *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&Produc...>  
>  
>  
> *2) Reinstall Office*  
>  
>  
> *3) Apply your updates*  
>  
>  
> *If one of these solutions works for you, please post back.*  
>  
>  
> *Thanks--*  
>  
>  
> --  
> *Susan Ramlet*  
> *MVP – Office*  
>  
> *Please reply to the newsgroups where others may benefit.*  
>  
>  
> *"duwardb" <duwardb@discussions.microsoft.com> wrote in message*  
> *news:786EFA61-FBE8-4A78-B7D1-9254B2308761@microsoft.com...*  
> *> I have also uninstalled and reinstalled Office 2003 with SP1 but no help*  
> *> either, I am running Windows XP Pro with SP2. Hopefully, we can both*  
> *recieve*  
> *> help in solving this problem.*  
>  
>  
>  
> *> "sk272" wrote:*  
>  
>

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> > > *Sorry this post is not going to help you, but I am at my wits end and  
> have  
> > > been working on this problem for over a week!  
> > >  
> > > I also am having the same problem. No matter which computer I try to  
> get  
> > > auto updates for Office 2003 (I have 3) I get the same error messages or  
> that  
> > > the page is unavailable! All 3 computers are different manufacturers, 2  
> of  
> > > them are tablets running WindowsXP2005 (for tablets) Service Pack 2, and  
> the  
> > > 3rd one is a desktop running Windows XP Pro with SP2. All are Pentium 4  
> or  
> > > above. All have the same office 2003 SP1 full install on them.  
> > >  
> > > Nothing is working, Registry changes, rebuild, remove Office 2003 and  
> > > re-install, Install on a machine that does not have Windows XP SP2.  
> This is  
> > > crazy!  
> > >  
> > > "duwardb" wrote:  
> > >  
> > > > I recently upgraded my hard drive, since then I am unable to  
> automatically  
> > > > check for Office 2003 updates. Here is a copy of the error 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:  
> > > >  
> > > > 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*

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> *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 can search for and install updates manually, but would like the*

> > > > *convenience of the automatic updates back. I would appreciate any*

> > > > *information you could give me on how to restore this functionality.*

>

>

>