

Re: [Troubleshooting] Office Update Detection Tool will not work

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2005-04/msg00138.html>

- *From:* "Bob Buckland ?:-\)" <75214.226(AT Beautiful Downtown)compuserve.com>
 - *Date:* Wed, 6 Apr 2005 08:27:20 -0700
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Hi Lady R.,

For you and others who are having these issues let's see if we can help troubleshoot this a bit further to find out what might be causing the problems :) and to see if it's something that is a common, PC or software specific item we can help resolve for you and for others.

To start, let's work with some of the methods currently listed and checking to see what happens/changes at each stage. Be sure that you have your Office installation CDs handy (or if installed from a server, access to that source of install).

I. Your configuration information –

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A. What version of Windows are you using, (from the 'System' information listed in Start=>Settings=>Control Panel=>System) ?

B. What is the version build information from Internet Explorer in Help=>About Internet Explorer?

C. What brand and model PC do you have?

D. What antivirus, firewall/antispam software is installed and running on your PC?

E. If you visit <http://windowsupdate.microsoft.com/> does it list any critical Windows updates needed for your PC?

F. Do you have any beta software, including the MS Antispyware beta, installed on your PC?

G. How is your PC connected? (dial up/DSL/Cable) and are you connecting from a company work site

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or your own connection?

H. Do you have MS's TweakUI in the Windows Control Panel and if so what features have you Tweaked?

II. Initial Test – prior to making any changes

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I. If you start now, what are the steps and the web page URLs you're using to connect to the Officeupdate checker? (Do you type in the pages, or use a favorites link, or???)

J. What are the exact error messages and/or error message page URLs you are getting?

K. What are the exact problems you are seeing/encountering? (nothing happens, goes part way, downloads complete but don't install, etc).

III. Stepping through Trouble Shooting OfficeUpdate.

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L. We'll want to test results after trying each of the methods in this article

<http://support.microsoft.com/default.aspx?scid=kb:en-us:304498&FR=1>

(I know that you tried these <g>) but doing so one method at a time and then using some tweaks, perhaps, along the way.

1A. As part of Method 1, after completing the steps in the article, Close all browser windows then run Start=>Programs=>Accessories=>System Tools and choose 'Disk Cleanup', but before clicking [OK] in that area be sure that (A) you're *not* deleting content listed as "Microsoft Office Temporary Files" (you may not have that listing) and (B) does the listing for Temporary Internet Files show a value other than zero before you start the cleanup.

1B. Can you successfully complete a Detect and Repair run from MS Word's Help menu or using the Repair/Reinstall method from the Microsoft Office listing in Add/Remove Programs in the Windows control panel?

1C. If you complete those steps and visit <http://officeupdate.microsoft.com> do you see any change in the behavior?

1D. If you next use Start=>Find=>Search and remove the files found with a search of ~\$*. *;*.tmp does the Officeupdate site behavior change?

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Let us know how this portion goes before trying the additional steps in the article or other troubleshooting.

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<<"Lady R" <LadyR@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:517BB5F7-47CC-4DFC-B6C1-C139C7FDDB29@xxxxxxxxxxxxxxxxxxxx

Thanks. I tried ALL of the suggested fixes and still no joy.

Ack!

Lady R<<

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Bob Buckland ?:-)

MS Office System Products MVP

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• **Follow-Ups:**

- ◆ **[Re: \[Troubleshooting\] Office Update Detection Tool will not work](#)**
◇ From: Lady R

• **References:**

- ◆ **[Office Update Detection Tool will not work](#)**
◇ From: Lady R
- ◆ **[RE: Office Update Detection Tool will not work](#)**
◇ From: Chris Schatte
- ◆ **[RE: Office Update Detection Tool will not work](#)**
◇ From: Lady R

- Prev by Date: **[RE: SPI will not install, Update website thinks it already has up](#)**
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