

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