

Re: Office XP can't access updates after Hard drive change

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2008-10/msg00011.html>

- *From:* Joseph <Joseph@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 2 Oct 2008 02:07:00 -0700
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Since last post, I have tried a number of things with no success. Long story shot, over time I have completely uninstalled, wiped, used the "clean up utility", delated a couple of "dat" files in my "documents and settings\all users " directory, manually copied over mmy "windows\installer" files . . . Still wacky dysfunctions and lack of ability to access office updates. Any other ideas? Is there an "office\installer" directory somewhere?

"JoAnn Paules" wrote:

You uninstall from the add/remove programs if it works. Use the clean-up utility as a last effort. Even Microsoft warns you about doing that.

Other traps? If you didn't install software, it may not work.

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JoAnn Paules
MVP Microsoft [Publisher]
Tech Editor for "Microsoft Publisher 2007 For Dummies"

"Joseph" <Joseph@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:BBD6BF31-BFDB-431F-B4CB-ACB51CD369C2@xxxxxxxxxxxxxxxxxxxx

Do I have to uninstall from the program disks, or should I use the "Windows Install Clean-Up utility". Will it be straightforward? Will there be any re-install or authorization issues? Any other nuances or traps I need to be aware of?

"JoAnn Paules" wrote:

You have to uninstall and reinstall Office.

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JoAnn Paules
MVP Microsoft [Publisher]
Tech Editor for "Microsoft Publisher 2007 For Dummies"

"Joseph" <Joseph@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message
news:0D4D57D0-E757-4FF3-B0EE-BD905B07873E@xxxxxxxxxxxxxxxxxxxx

Hi and thanks –

I am running XP Pro sp3 and Office Pro XP.
My hard drive (WD 80GB)
started
getting quirky, so I bought a new one (WD
120 GB), and cloned it using
Western Digital's Data Lifeguard. Now, all
seems okay, except that my
Office
is "quirky" – and it won't access officeupdate
– after verifying that I
am
indeed genuine, I get the error page below –
see Note 1.

By "quirky", I mean that I get wierd little
notes and messages.
Everything
seems to work – at least basically – and
there are no "unregistered
installer
patches" (I don't really know what that
means, but I ran a little MS
program
called "OUCPR.exe"). For example., in
Outlook, I get a message every
time
a
reminder comes up – see NOTE 2, below.

Other notes. I have run the repair option
from the original Office XP
setup disk, I have run "Detect and repair"
from a few of the
applications'
help menus, and I have run a Norton
Systemowrks' fixes (One Button
Checup,

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Windoctor) – all of which reported successful operations. I am the administrator of my computer (the only user) and have administrator privileges. My computer is a 1999 Gateway P4, 1.2 G – it is old but in perfect working order. I have 0.75 G RAM.

THANK YOU FOR YOUR HELP.

Joseph

NOTE 1

Office Update is unable to check for updates

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.

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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.

NOTE 2 – the Outlook reminder error message

A custom form could not be opened – Outlook will use an Outlook form instead. The form required to use this message can not be displayed. Contact your administrator."