

## Re: Can't access Windows Update, no error code

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-10/msg01030.html>

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- *From:* "MowGreen [MVP]" <[mowgreen@xxxxxxxxxxxxxx](mailto:mowgreen@xxxxxxxxxxxxxx)>
  - *Date:* Mon, 16 Oct 2006 12:12:09 -0700
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Open Internet Options in the Control Panel.  
Click the Privacy tab  
Click the Settings button under Pop-up Blocker

Down towards the bottom, Under Notifications and Filter Level,  
put a check in the "Show Information Bar when a pop-up is blocked" box  
Click Close  
Click the Security tab  
Click the Trusted sites icon  
Click the Sites button  
Uncheck the box next to " Require server verification ... "  
In the " Add this Web site to the zone " field type in

<http://update.microsoft.com>

Click the Add button  
Click OK  
Now click the Custom Level button  
Under "ActiveX controls and plug-ins" –

Automatic prompting for ActiveX controls – Enable  
Binary and script behaviors – Enable  
Download signed ActiveX controls – Enable  
Run ActiveX controls and plug-ins – Enable  
Script ActiveX controls marked safe for scripting – Enable

Scroll down to the Scripting heading  
Active scripting – Enable

Click OK  
Click Apply, OK

Revisit Windows Update.  
If there is a component of the installed Antivirus software that blocks scripting or ActiveX controls, then go into the softwares options/preferences to allow the software controls at Windows Update to run.

MowGreen [MVP 2003–2007]  
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Never Forgotten

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John69 wrote:

When attempting to access Windows Update, the following screen appears, with no error message, and fails to progress to a different screen:

"Checking if your computer has the latest version of Windows updating software for use with the website&

The website uses ActiveX controls to determine which version of the software your computer is running. If you see an ActiveX warning, make sure the control is digitally signed by Microsoft before installing it or allowing it to run. "

The address for this screen is:

<http://update.microsoft.com/windowsupdate/v6/default.aspx?ln=en-us>

How do I fix this?

Thanks in advance.