"Thank you for your interest in Windows Update" message when you connect to the Windows Update Web site

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SYMPTOMS

When you try to connect to the Windows Update Web site (http://support.microsoft.com), you may unexpectedly receive the following message: "Thank you for your interest in Windows Update.

Windows Update is the online service of Windows that helps you get the most out of your computer...

Back to the top | One Feedback

CAUSE

The message also color for any of the following reasons:

- You are not running an up-to-date version of Internet Explorer 5 and later on a Windows 98, Windows Me, or Windows NT 4.0-based product.
- You are running an up-to-date version of Internet Explorer 5 and later on a Windows 98, Windows Me, or Windows NT 4.0-based product and the Internet Explorer 5.5 Service Pack 1 has not been installed on your computer.
- You are running an up-to-date version of Internet Explorer 5 and later on a Windows 98, Windows Me, or Windows NT 4.0-based product and you have disabled the Internet Explorer 5.5 Service Pack 1 core component during installation.

Back to the top | One Feedback

RESOLUTION

To use Windows Update, you must be running an up-to-date version of Internet Explorer 5 and later on a Windows 98, Windows Me, or Windows NT 4.0-based product.

Method 1: Upgrade Windows or Internet Explorer

If you are not running an up-to-date version of Internet Explorer 5 and later on a Windows 98, Windows Me, or Windows NT 4.0-based product, you will need to upgrade your operating system to Windows 98, Windows Me, or Windows NT 4.0. You can then download and install Internet Explorer 5.5. For more information, see http://support.microsoft.com/default.aspx?scid=kb;en-us;168884.

Method 2: Use Internet Explorer 5.01 or later and the Microsoft Download Center

If you are not running an up-to-date version of Internet Explorer 5 and later on a Windows 98, Windows Me, or Windows NT 4.0-based product, you can use the Microsoft Download Center by using your own Internet browser.

Method 3: Configure your firewall or proxy to allow Windows Update to receive the Internet Explorer user agent request header

Configuring your firewall or proxy to allow Windows Update to receive the HTTP user agent request header may resolve the problem. For information about how to do this, see "How to disable Internet Explorer 5.5 Service Pack 1 core component during installation" on the Microsoft Web site.

For information about how to configure your firewall or proxy to allow Windows Update to receive the HTTP user agent request header, see "How to disable Internet Explorer 5.5 Service Pack 1 core component during installation" on the Microsoft Web site.

Method 4: Modify the registry

If you are not running an up-to-date version of Internet Explorer 5 and later on a Windows 98, Windows Me, or Windows NT 4.0-based product, you can modify the registry to resolve the problem. For more information, see "How to disable Internet Explorer 5.5 Service Pack 1 core component during installation" on the Microsoft Web site.

MORE INFORMATION

For additional information, see "How to disable Internet Explorer 5.5 Service Pack 1 core component during installation" on the Microsoft Web site.

Back to the top | One Feedback

PROPERTIES

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APPLIES TO

Windows 98, Windows Me, Windows NT 4.0, and Internet Explorer 5.01 or later

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MORE INFORMATION

For additional information, see "How to disable Internet Explorer 5.5 Service Pack 1 core component during installation" on the Microsoft Web site.

Back to the top | One Feedback

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Back to the top