

Problem installing KB835732 on Win 2003 SBS -- Fixed

Source:

<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz/2004-08/0029.html>

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Hi all,

I am posting this message as I couldn't find anything in relation to the specific problem I had with installing the KB835732 patch on Windows 2003 Small Business Server. Given that "If you cant find it with Google, it doesn't exist on the Internet" ;o), I thought I should post the details.

Symptom:

The update for KB835732 fails to install, either by using the windowsupdate web site or downloading the patch file and manually installing it.

Specifically if you try to install from the patch file, you get the following error message:

"Failed to migrate dependent packages.

Select 'OK' to undo the changes that have been made, or select 'Cancel' to quit. If you select 'Cancel', your system will be left in a partially updated state and may not work correctly"

Solution:

Following installation, there should be a log file kb835732.log in your windows directory (C:\Windows, %systemroot% or something). Have a look at the file.

Open the file in notepad. About half way down the file, you will find your error message "Failed to migrate dependent packages....."

Have a look at the lines above this. My log file had the following errors:

Snip 8<-----

```
MigrateHotfix: Migrating hotfix KB840374
***
```

```
Rename failed. Destination path c:\windows\%NtUninstallKB840374_0$
exists.
```

```
***
```

----->8 Snip

Delete the directory NtUninstallKB840374_0\$. This should be a compressed (blue) directory in C:\Windows.

Delete the directory NtUninstallKB835732_0\$. I had another error if this wasn't deleted.

Restart your system.

Install the KB835732 patch.

Restart your system

DISCLAIMER

This worked for me. I am not guaranteeing that this will work for you. The hint is to check the log file for the patch and see what is going on.

Some more information from Microsoft can be found at the following pages

<http://support.microsoft.com/default.aspx?kbid=835732>

and

<http://www.microsoft.com/technet/security/bulletin/ms04-011.msp>

Good luck.

I hope this helps someone

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It is designed to be read once, given due consideration and after that

I don't really care. You can shove it up your bum if that's your thing.

Besides if this isn't intended for you, I don't care either. If I

didn't want you to read it, I would have encrypted it :P

PS to be taken off this list, forward this email to 50 people

You can also try forwarding it to 500 people. I am told that Bill Gates

will send you a silver dollar, but only if you are using a licensed version of Windows.

PPS If you believe this, you should also delete EXPLORER.EXE. It is probably

microsoft.public.backoffice.smallbiz: Problem installing KB835732 on Win 2003 SBS -- Fixed
very bad for your computer.