

Re: Update Installations Fail. HELLLLLP !

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2006-05/msg00066.html>

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- *From:* Patriots 67 <[Patriots67@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Patriots67@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 12 May 2006 14:34:01 -0700
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TAURIAN:

SOMEBODY HELP (or SHOOT) ME!

\* Everytime I try to update/install the WINDOWS downloads they FAIL...then I get an error msg. "Please try again later". OK, so I try again about 6 hrs. later...it FAILS again. Obviously, I've disabled my Virus software for 20 min. while this process is going on and it STILL FAILS!

\* I've tried to download Windows Media Player 10 and it tells me it can't verify MicroSoft's Digital Signature or "Signature cannot be identified" so the download is rejected. I got this DIRECT from the MS website and it still fails!

I have 19 Updates that have ALL FAILED because of something and I'd like to FIX this problem. Does anyone have a direct email address where I can email the report log of my updates that failed?

My Office 2003 (SP2) won't update either. What/Where is the problem and HOW can I fix this?

I look forward hearing from you soon!  
Bill H. :)

"TaurArian [MS-MVP]" wrote:

Perhaps try the WSUS Newsgroup

<http://www.microsoft.com/technet/community/newsgroups/topics/sus.msp>  
and/or

<http://www.microsoft.com/technet/community/newsgroups/dgbrowser/en-us/default.msp?dg=microsoft.publ>

Also

<http://www.wsuswiki.com/OfficeAIPs>  
Office Updates and WSUS support

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TaurArian [MS-MVP] 2005-2006  
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<http://www.dts-l.org/goodpost.htm>

"Need more help? <http://support.microsoft.com/?scid=ph:en-us:6527>

"Gilbert" <Gilbert@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:A4CFE97B-BE42-43CE-9DCB-539F84661291@xxxxxxxxxxxxxxxxxxxx>

I know this subject is a few months old but I'm running into the same issue and I have a slightly different situation. I installed Office 2003 from a software distribution point thru a Group Policy. Then I put an image of that computer on a lot of other computers. (ran sysprep, etc.) I have WSUS installed and it's been doing updates just fine for a while, EXCEPT with Office 2003 SP2.

I looked in the WindowsUpdates.log file and it was showing the error that's been talked about in the article (<http://support.microsoft.com/?id=903772>). I replaced the OSE.exe file just like the article said on about 6 computers. I'll have to wait and see when the computer checks in again with the SUS server if it re-tries the update again and if it is successful.

On other computers, I've logged in and the update is sitting there waiting to be installed (yellow shield). I tried to manually install it and it went through just fine.

I agree though, there's gotta be a better way of handling this, it defeats the purpose of having WSUS do the updates for office.

"sky" wrote:

I am having the same problem, the updates are failing to install, how can this be fix?

"rbc" wrote:

The following updates fail to install. I have included the error messages.  
Error Code: 0x80070643 [Update for Office 2003 (KB907417)]  
&  
Error Code: 0x80070643 [Update for Outlook 2003 Junk Email Filter (KB907492)]

Can anyone assist with a solution? I run PConPoint & this may have deleted something from my registry (?). I have tried a number of proposed solutions posted but none will work.

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Regards  
rbc