

(3). Re: Update Installations Fail. HELLLLLP !

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Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2006-05/msg00076.html>

- *From:* Patriots 67 <Patriots67@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 13 May 2006 15:58:01 -0700
-

I sent you a response with my Error Codes....and I've rec'd responses from other members with the SAME problem.

I just emailed MicroSoft with this problem to see if they can find out WHY I can't get the updates. Hopefully I can fix the problem with the "Can't validate Certificate" everytime I try to download something off MS Website. Never had this problem before.

Thanks!
Bill :)

"TaurArian [MS-MVP]" wrote:

On the WU Website, select your history of updates – now click on failed update (red mark) and see if there is an error code.

If there is an error code, write it down and post to the Windows Update Newsgroup – link below, or in the alternative, do a search for the error code. You can also post your log windows update log on the WU Newsgroup.

Windows Update newsgroup:
(Web)

<http://www.microsoft.com/windowsxp/expertzone/newsgroups/reader.msp?dg=microsoft.public.windowsupdate>

Information:–

You Cannot Install Some Updates or Programs
<http://support.microsoft.com/kb/822798>

You cannot install an Office 2003 service pack
<http://support.microsoft.com/?id=884298>

How to troubleshoot failures updating your Office installation from the Office Update Web site
<http://support.microsoft.com/kb/304498>

How to troubleshoot Windows Update, Microsoft Update, and Windows Server Update Services installation issues
<http://support.microsoft.com/default.aspx?scid=kb:en-us:906602>

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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>

"Patriots 67" <Patriots67@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:9216F47B-8420-4E95-AA67-208B625601C3@xxxxxxxxxxxxxxxxxxxx>

| 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

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