

# RE: Failure of Security Updates for Office 2003 KB914455 & KB91715

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2006-08/msg00064.html>

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  - *Date:* Sat, 5 Aug 2006 15:40:02 -0700
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I must say that this is crap and challenge MS to write an actual fix for this :-)  
But they must most likely write a fix for the fix and so on.....

I hope the installation source thing will work, cause I can't find my visio and office cds anywhere!!

Thanks all for your suggestions

"JPL" wrote:

I have now fixed this problem.

I downloaded the standalone installation kits for these patches (office2003-KB914455-FullFile-ENU.exe & office2003-KB917151-FullFile-ENU.exe) and ran them. The on-screen messages (absent from the Windows Update versions) made clear what was happening.

It was necessary to uninstall and then reinstall FrontPage, Visio and Project (as well as Office itself, which I had done earlier). Once this had been done, the patches ran without problems.

This is the second time this year that problems installing the monthly batch of security patches has taken me a whole day's work to correct, and I am not happy. The cost-benefit equation for installing the patches is leaning strongly to the "not worth the bother" side.

"JPL" wrote:

I am very disappointed with the poor quality of the Microsoft security patch update process. For the second time this year I have had to reinstall Office in order to attempt to install an update, and this time even that step was unsuccessful. I see from other threads that the finger is being pointed at registry cleaners and Windows Live Safety Center, but have used neither of these.

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All the July updates installed correctly except Security Updates for Office 2003 KB914455 & KB917151, which failed as follows:

Installation Failure: Windows failed to install the following update with error 0x80070643

I followed the usual checking/diagnostic measures suggested here. As per KB903774 I checked that OSE was running correctly. It is.

Office Detect & Repair was run successfully, but did not correct the problem.

KB906602 suggests looking at the MSP error list, but in this case the list says, "No messages in the MSP error list."

I therefore reinstalled Office 2003 Pro completely, even though there had been no problems or unexpected behaviour at all (with the exception of this update failure) in using Office since it was installed in April.

The process I followed was:

1. uninstalled Office via Add/Remove Programs and then rebooted PC
2. installed Office and then rebooted PC
3. installed SP2 and then rebooted PC
4. deleted previously downloaded files for KB914455 & KB917151
5. ran Microsoft Update

In this run of Microsoft Update, 6 of the 8 Office updates installed correctly and only KB914455 & KB917151 failed (yet again).

Reinstalling Office failed to correct the problem. The problem is clearly with these two updates rather than with the update process per se.

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The Windows update log shows the following details:

```
4 12:38:31 2844 cb0 Handler :::::::::::::::
2006-07-14 12:38:31 2844 cb0 Handler :: START :: Handler: MSI Install
2006-07-14 12:38:31 2844 cb0 Handler :::::::::::::::
2006-07-14 12:38:31 2844 cb0 Handler : Updates to install = 2
2006-07-14 12:38:31 2844 cb0 Handler Extracting MSP file stored in CAB
MSO.CAB
2006-07-14 12:38:31 2844 cb0 Handler MSI update
{7C997700-2131-441C-A59C-6E8EC23190B3}.100 using full-file patch
2006-07-14 12:38:31 2844 cb0 Handler Extracting MSP file stored in CAB
PVMSO.CAB
2006-07-14 12:38:31 2844 cb0 Handler MSI update
{EABB9B5B-CEDD-409D-834D-243D78D2BE3A}.100 using full-file
patch
2006-07-14 12:38:31 2844 cb0 Handler : Batch installing 2 updates
2006-07-14 12:38:36 792 328 Report REPORT EVENT:
{C964A41E-0B86-4750-AD88-AB8500CFF858} 2006-07-14
12:38:31+0100 1 182 101 {872266B6-1140-446A-8778-3E2987DF94B3}
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100 80070643 MicrosoftUpdate Failure Content
Install Installation Failure: Windows failed to install the following update
with error 0x80070643: Security Update for Office 2003 (KB914455).
2006-07-14 12:38:39 2844 cb0 Handler List of MSPs in transaction:
2006-07-14 12:38:39 2844 cb0 Handler
C:\WINDOWS\SoftwareDistribution\Download\2355c51bee71ef53c3f183731949b7f5\MSO.MSP
2006-07-14 12:38:39 2844 cb0 Handler MSP final command line:
DISABLESRCPROMPT=1 LOCALCACHESRCRES=0
NOLOCALCACHEROLLBACK=1
REBOOT=REALLYSUPPRESS
2006-07-14 12:38:43 2844 cb0 Handler MSP Error List:
2006-07-14 12:38:43 2844 cb0 Handler No messages in the MSP error list.
2006-07-14 12:38:43 2844 cb0 Handler : MSI transaction completed. MSI:
0x80070643, Handler: 0x8024200b, Source: No, Reboot: 0
2006-07-14 12:38:43 2844 cb0 Handler : WARNING: First failure for
update
{7C997700-2131-441C-A59C-6E8EC23190B3}, transaction error =
0x8024200b, MSI
result = 0x80070643, MSI action = StartCache
2006-07-14 12:38:43 2844 cb0 Handler : WARNING: Operation failed at
update
0, Exit code = 0x8024200B
2006-07-14 12:38:43 2844 cb0 Handler :::::::::::
2006-07-14 12:38:43 2844 cb0 Handler :: END :: Handler: MSI Install
2006-07-14 12:38:43 2844 cb0 Handler :::::::::::
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```

What should I try next to resolve this problem?