

RE: Office 2007 – Updates won't install

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2007-11/msg00099.html>

- *From:* Eric Ashton <eamshon@xxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 26 Nov 2007 06:40:04 -0800
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Well I am assuming that you were able to create that folder c:\patch?
Were you able to extract the patch into c:\patch?

If both of those answers are affirmative then it sounds like steps 1-5
worked ok and step 6 is where there is a hangup.

When you got to step 6 and you typed the command "msiexec /p xlconv.msp /I*v
c:\patch\Log.txt /qb" what happened?

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Thank you,
Eric Ashton
Microsoft Office Setup

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"kernow" wrote:

Downloaded the file etc and followed your further instructions but there
isn't a log file in "Patch". Once again I'm at a loss as to what to do next.

"Eric A." wrote:

Could you please provide a verbose log from the failed install for review?
This will help us get to the bottom of it. Here is how to get a verbose log
that you can error here.

1. Please download KB936514 to your local machine from here.

<http://www.microsoft.com/downloads/details.aspx?FamilyId=E592AE5B-09AC-4F5B-B457-A54C>

2. Create a folder in the c:\ named Patch. Place
office2007-kb936514-fullfile-x86-glb.exe in that folder.

3. goto start, then run. In the run box type "cmd" (without the quotes). hit
enter

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4. in the black window that comes up type "cd\" (without the quotes). hit enter then type "cd patch" (without the quotes). hit enter

5. type "office2007-kb936514-fullfile-x86-glb.exe /extract:c:\patch /quiet" (without the quotes). hit enter

6. type "msiexec /p xlconv.msp /l*v c:\patch\Log.txt /qb" (without the quotes). hit enter

7. It will fail or not. Either way please locate the file c:\patch\Log.txt. Open that log file. If the patch failed, search the log file for value 3 . Post about 10 lines above and below the value 3 in this forum. That should give us the answer why it is failing.

Thanks

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Eric Palm
MSFT Office Setup

"kernow" wrote:

KB936514, 934393, 934062 and 934391.
Running XP Pro with SP2 and IE7 with McAfee Security Suite 8 installed

"Eric A." wrote:

You would need to turn off automatic updates in the control panel to not see that notification. But maybe what should happen here is we should try to figure out why the patches will not install.

What patches are you trying to install? I will send you instructions for gathering logs of the failure and we can figure out what is going on.

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Eric Palm
MSFT Office Setup

"kernow" wrote:

RE: Office 2007 – Updates won't install

Recently installed Office 2007. Now have 4 updates that downloaded automatically to the Notification area of my Systray which will not install.

I have carried out a "Repair" for the Office installation but the updates will still not install. I've tried downloading the updates separately but each one will not install. If my installed MS software does not require the downloads how do I remove them from my Systray so that they do not reappear each time I boot my PC?