

Re: Windows Update will not install

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2005-02/0335.html>

From: Rick \ (rick_at_mvps.org)

Date: 01/29/05

Date: Fri, 28 Jan 2005 19:17:38 -0500

Hi,

Click start/run, type %windir%\windowsupdate.log and click ok. Scroll to the bottom, look for error codes from the most recent portion at the bottom. Post back with these, usually in the form of 0x000000.

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Best of Luck,
Rick Rogers, aka "Nutcase" - Microsoft MVP
<http://mvp.support.microsoft.com/>
Associate Expert - WindowsXP Expert Zone
www.microsoft.com/windowsxp/expertzone
Windows help - www.rickrogers.org
"noel" <kwok5653-04@yahoo.com.au> wrote in message
news:Xns95ED709FF1746gnoelXXXXX@61.9.191.5...
> When I try to download and install Windows updates through the Help and
> Support Page, I get an Unable to Install message. But when I search and
> download the respective update files from the Microsoft Update site, they
> install OK. I use Windows XP Home with SP2, and it started to happen after
> I have installed XP2 (maybe not immediately after but I can't recall
> exactly). Any suggestions will be appreciated.
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