

Caught in loop trying to upgrade to IE6 using Windows Update

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-02/3308.html>

From: joost (*anonymous_at_discussions.microsoft.com*)

Date: 02/17/04

Date: Tue, 17 Feb 2004 10:12:15 -0800

Problem solved – read how at

<http://www.able2know.com/forums/viewtopic.php?t=19196>

>-----Original Message-----

>

>**PROBLEM:**

>

>*In order to run the new anti-virusprogram, I need to have*

>*upgraded to IE 6 (I now still have IE 5.0). I went to*

>*Windows Update and downloaded the IE 6 Service Pack, but*

I

>*seem to have gotten caught in a loop trying to install*

it,

>*always getting the error message:*

>

>*"Setup could not open the file: 'C:\WINDOWS\IE Setup*

>*Log.Txt'."*

>

>**SPECIFICS / WHAT DID I DO?:**

>

>*1. I used Windows Update to select and download IE 6, but*

>*when it tries to install it, it pops up with the above*

>*error message. I can press "Retry" as often as I want,*

>*nothing gives. When, alternatively, I press "Cancel", I*

>*get this message:*

>

>*"Setup cannot create the log file: C:\WINDOWS\IE Setup*

>*Log.Txt"*

>

>*And when I then press OK (no other choice), it goes back*

>*to the install window, quickly finishes and notes:*

>

>*"Setup was unable to install all the components. Please*

>*close all applications and try running Setup again."*

>

>2. when I do close all applications and restart the
>computer, Windows Update automatically opens up to finish
>the installation. It starts to unpack/install, but then
>again pops up with the same error message: "Setup could
>not open the file: 'C:\WINDOWS\IE Setup Log.Txt'."
>
>Again, pressing "Retry" doesnt help and this time, if you
>press "Cancel", you get:
>
>"Setup is not yet complete. If you quit now, the product
>will not be installed properly. Quit Setup?"
>
>If I say "No", I go back to the error message. If I
>say "Yes", I again get "Setup cannot create the log file:
>C:\WINDOWS\IE Setup Log.Txt", and then: "Setup was unable
>to install all the components. Please close all
>applications and try running Setup again."
>
>But if I close all applications and restart the computer,
>I just go back to step 2. It's a loop.
>
>How do I get out of this, and get IE 6 to install after
>all?
>
>WHAT DID I ALREADY TRY?
>
>1. If, at any moment of the above-described process I try
>to click the set-up file for IE 6 separately, I get the
>message:
>
>"A previous installation has pending work requiring a
>reboot. You need to restart your computer to complete
that
>installation before running Internet Explorer Setup.
Setup
>will now close."
>
>2. Following the advice in a related help-file on
>microsoft.com, I already tried renaming the wininit.ini
>file, by restarting in MS-Dos mode and running
>wininit.exe. Didnt help.
>
>3. Following the advice in a related help-file on
>microsoft.com, I already tried, I already tried emptying
>the Temporary Internet Files folder and restarting the
>computer. Didnt help.
>
>Any advice would be greatly appreciated ...
>
>