

# Re: Update Rollup 1 (826939) for Windows XP fails

**Source:** <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-04/0066.html>

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**From:** Lucy [MSFT] (*a-leby\_at\_online.microsoft.com*)

**Date:** 03/31/04

Date: Wed, 31 Mar 2004 08:13:31 -0800

Hi Gee Bee,

Before we start swapping files can we try installing the update in Safe Mode?

<http://www.microsoft.com/downloads/details.aspx?FamilyID=2a086526-ae89-4cb3-a819-e6da160f2e66&DisplayLa>

Next, verify Hhctrl.ocx is greater then or equal to 5.2.3735.0

I'll be looking for your response.

--

Thanks,

Lucy [MSFT]

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"GeeBee" <anonymous@discussions.microsoft.com> wrote in message

news:4FF2631B-96EF-4A0D-B27F-69A3B016BA10@microsoft.com...

> Lucy, I've dome some more digging.

>

> I have noted ALL the files with dates and version numbers that are included in EVERY update in the rollup-1, KB826939.

> I have then checked EVERY one of these against the corresponding files on the hard disk.

>

> The following files in the %windir%\system32\DLLCACHE\ are out of date, but are CORRECT in the other directories

> cryptsvc.dll (from Q817287, QFECheck only reports the DLLCACHE file is out of date)

> newdev.dll (from KB826939, QFECheck only reports the DLLCACHE file is out of date)

>

> The following files are CORRECT in the %windir%\system32\DLLCACHE\, bur are incorrect in the %windir%\system32\ directory

> ntkrnlapa.exe (from MS03-013, QFECheck reports the \system32\ file is out of date, but not the DLLCACHE)

> ntoskrnl.exe (from MS03-013, QFECheck reports the \system32\ file is out of date, but not the DLLCACHE)

>

> QFECheck reports, KB826939 - the following files out of date in both the \system32\ and \system32\DLLCACHE directories

> \system32\hhctrl.exe

> \system32\osk.exe

> \system32\accwiz.exe

> \system32\magnify.exe

> \system32\narrator.exe

> \system32\usmt\migwiz.exe

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> \pchealth\helpctr\binaries\pcshell.DLL
>
> However, all these files are part of update Q811630, which is reported as
being *current on system*
>
> Finally, file \system32\itss.dll (from Q811630) is NOT reported as being
out of date, but is from 23-Sep-02, instead of 10-jan-03.
>
> So, can I
> 1) Overwrite the \SYSTEM32\DLLCACHE files which are out of date with the
correct ones from system32,
> 2) OverWrite the \system32\ files which are out of date with the DLLCACHE
files which are correct,
> 3) un-install hotfix Q811630 (if possible) and repeat the install?
>
> Will this leave the registry in an incoherent state?
>
> thanks,
> GeeBee
>
> ----- Lucy [MSFT] wrote: -----
>
> Hi GeeBee,
>
>
> We need more info to diagnose the problem. I highly recommend
opening a
> support case for one on one support to get the updates installed.
>
> http://support.microsoft.com/
>
> Select the "Contact Microsoft" link and a new web page will load. If
you'd
> like to submit a request for support using your phone, then click on
the
> "Phone Numbers, Support Options and Pricing" link for phone number
> information. If you'd like to submit a support request over the
Internet,
> then click on the "Submit a Request for Online Help" link.
>
>
>
>
> --
> Thanks,
> Lucy [MSFT]
>
> This posting is provided "AS IS" with no warranties, and confers no
rights.
>
>
> "GeeBee" <anonymous@discussions.microsoft.com> wrote in message
news:97A8C6AF-CDA3-4455-BAB2-7E5EA5E6943D@microsoft.com...
> > Hey Lucy, thanks for the suggestion.
> >> The log shows that 826939 installed succesfully. There are at
least 4
> different occurrences of this.
> > There are no error messages in the log file.
> >> The "view update history" also shows succesful installation.
> >> However, I have downloaded and run QFEcheck and MBSA - both show a
parcel
> of errors.
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> >> I have tracked down and installed all identified hot fixes,
reported by
> QFECheck and MBSA.
> > Some have worked, but three will not work. After reboot, the system
> crashes and I have to roll back to last good configuration.
> >> The problem updates are:
> > Q811493 download file Q811493_WXP_SP2_x86_ENU , also reported by
MBSA as
> MS03-013.
> > Q826939 download file WindowsXP-KB826939-x86-ENU
> > Q817287 unable to find the file, only in roll up Q826939
> >> QFECheck reports:
> > Q817287: This hotfix should be reinstalled.
> > The following files are incorrect for this hotfix:
> > C:\WINDOWS\SYSTEM32\DLLCACHE\CRYPTSVC.DLL
> >> Q811493: This hotfix should be reinstalled.
> > The following files are incorrect for this hotfix:
> > C:\WINDOWS\SYSTEM32\NTKRNLPA.EXE
> > C:\WINDOWS\SYSTEM32\NTOSKRNL.EXE
> >> KB826939: This hotfix should be reinstalled.
> > The following files are incorrect for this hotfix:
> > C:\WINDOWS\SYSTEM32\HHCTRL.OCX
> > C:\WINDOWS\SYSTEM32\OSK.EXE
> > C:\WINDOWS\SYSTEM32\ACCWIZ.EXE
> > C:\WINDOWS\SYSTEM32\MAGNIFY.EXE
> > C:\WINDOWS\SYSTEM32\NARRATOR.EXE
> > C:\WINDOWS\SYSTEM32\USMT\MIGWIZ.EXE
> > C:\WINDOWS\SYSTEM32\DLLCACHE\CRYPTSVC.DLL
> > C:\WINDOWS\SYSTEM32\DLLCACHE\HHCTRL.OCX
> > C:\WINDOWS\SYSTEM32\DLLCACHE\MIGWIZ.EXE
> > C:\WINDOWS\SYSTEM32\DLLCACHE\NEWDEV.DLL
> > C:\WINDOWS\SYSTEM32\DLLCACHE\OSK.EXE
> > C:\WINDOWS\SYSTEM32\DLLCACHE\PCHSHELL.DLL
> > C:\WINDOWS\SYSTEM32\DLLCACHE\ACCWIZ.EXE
> > C:\WINDOWS\SYSTEM32\DLLCACHE\MAGNIFY.EXE
> > C:\WINDOWS\SYSTEM32\DLLCACHE\NARRATOR.EXE
> > C:\WINDOWS\PCHEALTH\HELPCTR\BINARIES\PCHSHELL.DLL
> > C:\WINDOWS\SYSTEM32\NTKRNLPA.EXE
> > C:\WINDOWS\SYSTEM32\NTOSKRNL.EXE
> >> I disabled McAfee virus check before running - no effect.
> >> Any suggestions?
> > thks
> > GeeBee
>
>
>
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