

Re: Update fails

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-02/3313.html>

From: Sue (Sue_at_discussions.microsoft.com)

Date: 02/24/05

Date: Thu, 24 Feb 2005 14:11:02 -0800

I have the same problem and have tried all of these things. Here is a copy of the log (I am logged in as toolbox/Admin and checked to assure all update services are running and permissions are correct). Oddly, we have "like" configurations on multiple computers and some have worked fine and 3 have failed with this error.

KB840987.log]

0.297:

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0.297: 2005/02/18 15:34:05.593 (local)

0.297: e:\b61267ac3f8cfea4a6e830b2baf68a\update\update.exe (version 5.5.31.0)

0.297: Failed To Enable SE_SECURITY_PRIVILEGE

0.312: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.312: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.312: Update.exe extended error code = 0xf004

0.297:

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0.297: 2005/02/23 10:48:56.375 (local)

0.297: e:\b52881a67b35804457bad2da71a4\update\update.exe (version 5.5.31.0)

0.297: Failed To Enable SE_SECURITY_PRIVILEGE

0.328: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: Update.exe extended error code = 0xf004

0.297:

=====

0.312: 2005/02/23 11:16:29.765 (local)

0.312: e:\b1532b063d286bc55247\update\update.exe (version 5.5.31.0)

0.312: Failed To Enable SE_SECURITY_PRIVILEGE

0.328: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: You do not have permission to update Windows 2000.

Re: Update fails

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Please contact your system administrator.

0.328: Update.exe extended error code = 0xf004

0.297:

0.312: 2005/02/23 11:49:21.312 (local)

0.312: e:\4ca96d6efa2a879b22e5a38b29\update\update.exe (version 5.5.31.0)

0.312: Failed To Enable SE_SECURITY_PRIVILEGE

0.328: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: Update.exe extended error code = 0xf004

0.360:

0.391: 2005/02/23 12:20:11.453 (local)

0.391: e:\bbbfdb47817702fb03553aa\update\update.exe (version 5.5.31.0)

0.391: Failed To Enable SE_SECURITY_PRIVILEGE

0.406: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.406: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.406: Update.exe extended error code = 0xf004

0.297:

0.344: 2005/02/23 14:01:45.765 (local)

0.344: e:\c6e0cad317fa0ed89da631ee044cc7\update\update.exe (version 5.5.31.0)

0.344: Failed To Enable SE_SECURITY_PRIVILEGE

0.359: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.359: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.359: Update.exe extended error code = 0xf004

0.422:

0.453: 2005/02/23 14:37:30.421 (local)

0.469: e:\210e43e944d4401a3f43\update\update.exe (version 5.5.31.0)

0.469: Failed To Enable SE_SECURITY_PRIVILEGE

0.484: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.500: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.500: Update.exe extended error code = 0xf004

0.297:

0.297: 2005/02/23 14:38:27.796 (local)

0.297: e:\ebde749f6adec6e45e0ebcee\update\update.exe (version 5.5.31.0)

0.297: Failed To Enable SE_SECURITY_PRIVILEGE

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0.328: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: Update.exe extended error code = 0xf004

0.297:

0.297: 2005/02/23 15:03:23.500 (local)

0.297: e:\7f9c1f7aad560b8057a082cd57a04c3f\update\update.exe (version 5.5.31.0)

0.297: Failed To Enable SE_SECURITY_PRIVILEGE

0.313: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.313: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.313: Update.exe extended error code = 0xf004

0.297:

0.312: 2005/02/23 17:22:20.484 (local)

0.312: e:\e422745fe99a6a266b9fc48a8d\update\update.exe (version 5.5.31.0)

0.312: Failed To Enable SE_SECURITY_PRIVILEGE

0.328: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.328: Update.exe extended error code = 0xf004

0.296:

0.328: 2005/02/24 08:17:42.125 (local)

0.328: e:\b91ba23fa02a5879ede3\update\update.exe (version 5.5.31.0)

0.328: Failed To Enable SE_SECURITY_PRIVILEGE

0.343: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.343: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.343: Update.exe extended error code = 0xf004

0.438:

0.454: 2005/02/24 11:13:38.296 (local)

0.469: e:\3166c10c727801bb82d2\update\update.exe (version 5.5.31.0)

0.469: Failed To Enable SE_SECURITY_PRIVILEGE

0.485: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.485: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.485: Update.exe extended error code = 0xf004

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0.187:

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=====
0.219: 2005/02/24 12:06:58.000 (local)
0.219: c:\add8ff14e37b890ea2e70947ceca\update\update.exe (version 5.5.31.0)
0.219: Failed To Enable SE_SECURITY_PRIVILEGE
0.219: Setup encountered an error: You do not have permission to update
Windows 2000.
Please contact your system administrator.
0.219: You do not have permission to update Windows 2000.
Please contact your system administrator.
0.219: Update.exe extended error code = 0xf004
0.281:
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=====
0.328: 2005/02/24 12:15:10.078 (local)
0.328: c:\03560e486d5b8a72f43b35cd\update\UPDATE.EXE (version 5.5.31.0)
0.328: Failed To Enable SE_SECURITY_PRIVILEGE
0.328: Setup encountered an error: You do not have permission to update
Windows 2000.
Please contact your system administrator.
0.328: You do not have permission to update Windows 2000.
Please contact your system administrator.
214.031: Message displayed to the user: You do not have permission to update
Windows 2000.
Please contact your system administrator.
214.031: User Input: OK
214.031: Update.exe extended error code = 0xf004
214.031: Update.exe return code was masked to 0x643 for MSI custom action
compliance.
0.594:
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=====
0.641: 2005/02/24 12:39:49.906 (local)
0.641: c:\a35a6cf212f883a3fe7f7a69\update\UPDATE.EXE (version 5.5.31.0)
0.641: Failed To Enable SE_SECURITY_PRIVILEGE
0.672: Setup encountered an error: You do not have permission to update
Windows 2000.
Please contact your system administrator.
0.672: You do not have permission to update Windows 2000.
Please contact your system administrator.
3.766: Message displayed to the user: You do not have permission to update
Windows 2000.
Please contact your system administrator.
3.766: User Input: OK
3.766: Update.exe extended error code = 0xf004
3.766: Update.exe return code was masked to 0x643 for MSI custom action
compliance.
0.047:
```

```
=====
0.047: 2005/02/24 12:40:19.703 (local)
0.047: c:\49897825c83fd7ce6f0c\update\UPDATE.EXE (version 5.5.31.0)
0.047: Failed To Enable SE_SECURITY_PRIVILEGE
0.047: Setup encountered an error: You do not have permission to update
```

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Windows 2000.

Please contact your system administrator.

0.047: You do not have permission to update Windows 2000.

Please contact your system administrator.

2.891: Message displayed to the user: You do not have permission to update Windows 2000.

Please contact your system administrator.

2.891: User Input: OK

2.891: Update.exe extended error code = 0xf004

2.891: Update.exe return code was masked to 0x643 for MSI custom action compliance.

0.219:

=====
0.250: 2005/02/24 13:05:36.078 (local)

0.250: c:\b37e2bc447fe6c62abf14eb1\update\UPDATE.EXE (version 5.5.31.0)

0.250: Failed To Enable SE_SECURITY_PRIVILEGE

0.281: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.281: You do not have permission to update Windows 2000.

Please contact your system administrator.

7.937: Message displayed to the user: You do not have permission to update Windows 2000.

Please contact your system administrator.

7.937: User Input: OK

7.937: Update.exe extended error code = 0xf004

7.937: Update.exe return code was masked to 0x643 for MSI custom action compliance.

0.094:

=====
0.094: 2005/02/24 13:07:04.750 (local)

0.094: c:\b9c035eb494cbb9674fe\update\update.exe (version 5.5.31.0)

0.094: Failed To Enable SE_SECURITY_PRIVILEGE

0.094: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.094: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.937: Message displayed to the user: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.937: User Input: OK

0.937: Update.exe extended error code = 0xf004

0.937: Update.exe return code was masked to 0x643 for MSI custom action compliance.

0.219:

=====
0.250: 2005/02/24 13:09:08.531 (local)

0.266: c:\4318f64c5db377c1e0fd7749\update\UPDATE.EXE (version 5.5.31.0)

0.266: Failed To Enable SE_SECURITY_PRIVILEGE

0.281: Setup encountered an error: You do not have permission to update

Windows 2000.

Please contact your system administrator.

0.281: You do not have permission to update Windows 2000.

Please contact your system administrator.

2.641: Message displayed to the user: You do not have permission to update Windows 2000.

Please contact your system administrator.

2.641: User Input: OK

2.641: Update.exe extended error code = 0xf004

2.641: Update.exe return code was masked to 0x643 for MSI custom action compliance.

0.125:

=====
0.125: 2005/02/24 13:15:10.281 (local)

0.125: c:\6ef9740c5a11eb54fbeb8e80470741\update\update.exe (version 5.5.31.0)

0.125: Failed To Enable SE_SECURITY_PRIVILEGE

0.125: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.125: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.125: Update.exe extended error code = 0xf004

0.110:

=====
0.110: 2005/02/24 14:42:30.078 (local)

0.110: c:\feddd88f20daf8d8d43680685e7c82\update\update.exe (version 5.5.31.0)

0.110: Failed To Enable SE_SECURITY_PRIVILEGE

0.110: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.110: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.110: Update.exe extended error code = 0xf004

0.047:

=====
0.047: 2005/02/24 14:46:07.250 (local)

0.047: c:\0c343c38110d14de51976d70ef\update\UPDATE.EXE (version 5.5.31.0)

0.047: Failed To Enable SE_SECURITY_PRIVILEGE

0.047: Setup encountered an error: You do not have permission to update Windows 2000.

Please contact your system administrator.

0.047: You do not have permission to update Windows 2000.

Please contact your system administrator.

6.031: Message displayed to the user: You do not have permission to update Windows 2000.

Please contact your system administrator.

6.031: User Input: OK

6.031: Update.exe extended error code = 0xf004

6.031: Update.exe return code was masked to 0x643 for MSI custom action compliance.

0.219:

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0.250: 2005/02/24 14:57:37.734 (local)
0.266: c:\e937f616a59e48f32be9\update\update.exe (version 5.5.31.0)
0.266: Failed To Enable SE_SECURITY_PRIVILEGE
0.266: Setup encountered an error: You do not have permission to update
Windows 2000.
Please contact your system administrator.
0.266: You do not have permission to update Windows 2000.
Please contact your system administrator.
0.266: Update.exe extended error code = 0xf004
0.110:

0.110: 2005/02/24 15:08:42.703 (local)
0.110: c:\35d5e6c50962a34f7b204551f6b4\update\update.exe (version 5.5.31.0)
0.110: Failed To Enable SE_SECURITY_PRIVILEGE
0.110: Setup encountered an error: You do not have permission to update
Windows 2000.
Please contact your system administrator.
0.110: You do not have permission to update Windows 2000.
Please contact your system administrator.
0.110: Update.exe extended error code = 0xf004

"cjobs" wrote:

> Pat,
>
> Thanks for the info. I currently don't have access to the computer as the
> user has taken it home. I will try your suggestions as soon as we get the
> box back.
>
> Thanks,
>
> Claus
> "Pat Walters [MSFT]" <a-patwal@online.microsoft.com> wrote in message
> news:421d7634\$1@news.microsoft.com...
> > "cjobs",
> >
> > I am sorry you are hitting this failure. Let's focus on the failure from
> > the Windows Update website, since we have a log running of the attempt,
> > and
> > we can look at the failure as it happened. Would you mind rerunning the
> > attempt on just one update, and then sending us the logs of that failure?
> > Here's how:
> >
> > On Windows 2000:
> > 1. Close all Internet browsers
> > 2. Open a single Internet Explorer window.
> > 3. In the Internet Explorer window, click Tools
> > 4. Click Windows Update
> > 5. When you reach the Windows Update site, click Custom Install
> > 6. click Review and Install Updates

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- > > 7. When presented with multiple updates, uncheck all of them except for
- > one
- > > update (your choice)
- > > 8. Look down at the System clock and note the time. Let the minute move
- > > forward one, so that there is no other activity associated with this
- > > attempt.
- > > 9. Click Install. Wait for Windows Update to fail. If it succeeds, reply
- > > back and let us know.
- > > 10. Assuming it failed, Click Start
- > > 11. Click Run
- > > 12. Type or copy and paste the following into the Run window:
- > > "%WINDIR%\Windows Update.log" (please DO use the quotes and notice the
- > > space between Windows and Update.)
- > > 13. Press <Enter> or Click OK
- > > 14. When the log opens, scroll down to the hour and minute you memorized
- > in
- > > step 8.
- > > 15. Starting at the beginning of the first entry for that minute, click
- > and
- > > drag down and to the right selecting the rest of the log.
- > > 16. Click Edit, then Copy, or just press the <CTRL> and <C> keys.
- > > 17. Reply to this posting.
- > > 18. When that window opens, Tell us what update you attempted to install,
- > > and where it failed from our observation.
- > > 19. After this, on a new line, state the following and press <Enter>: Log
- > > entries follow:
- > > 20. Place the cursor on the line under the entry from step 19, and then
- > > click Edit, then Paste, or just press the <CTRL> and <V> keys.
- > > 21. The log entries copied in steps 15–16 should have copied into your
- > > posting.
- > > 22. Send it to us, and let us take a look at this failure.
- > >
- > > Also, while you wait for our analysis, try and install that download
- > > directly from the download site, and see if you have any better luck.
- > Here
- > > is an example of how you would do that:
- > > 1. Go again to Windows Update
- > > 2. Scan for updates
- > > 3. When you can review the updates, choose one and click on the Read
- > More...
- > > link. This will open a new window.
- > > 4. In this new window, you can enter paste the following URL:
- > > <http://www.microsoft.com/downloads/search.aspx?displaylang=en>
- > > 5. Go to this website, then in the Search for a download field, enter (for
- > > example) KB820888 and click Go
- > > 6. Click on the resulting link, and follow the prompts to download the
- > > update.
- > > 7. When downloading the update, Save the file to a memorable directory.
- > > 8. Execute the file after you have downloaded it and watch to see if it
- > > installs successfully.
- > >
- > >

> > *Let us know how this goes!*
> >
> > *Sincerely,*
> >
> > *Pat Walters [MSFT]*
> >
> >
> > *"cjobs" <cjobs@nova-tech.org> wrote in message*
> > *news:uN3e8SHGFHA.392@TK2MSFTNGP14.phx.gbl...*
> > > *Hi all,*
> > >
> > > *I have a W2K SP4 box trying to install security patches. When I run*
> > *Windows*
> > > *Update, the patches are downloaded and the installation fails. When I*
> *try*
> > *to*
> > > *run them from the WUTemp Dir I get the error message that I don't have*
> > > *permission to update. The computer is part of a workgroup and I'm logged*
> > *in*
> > > *as the Administrator.*
> > >
> > > *Any idea what is going on? I searched the MS site and couldn't find*
> > > *anything.*
> > >
> > > *Thanks for your help*
> > >
> > > *Claus*
> > >
> > >
> >
> >
>
>
>