

# Re: Cannot Install Updates

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-08/msg01606.html>

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- *From:* Roughneck <[Roughneck@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Roughneck@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 11 Aug 2005 09:51:11 -0700
- 

## WHAT FILEMON SHOWS

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>> Lines 6 and 7 of the desktop's log read:  
>> \* DoInstallation: CustomizeCall Failed: 0xb7  
>> \* Cannot create a file when that file already exists.  
>  
> Shouldn't FileMon show you an access here which does not happen  
> in the clean install? Unless you already know which file this message  
> is referring to but you're not telling us?

It might have -- but to be honest, the first time I started Filemon I was a bit overwhelmed by the amount of output (about 60k lines) that was generated by the KB885222 update process. So I changed the filter to just show log errors and ran the process again. IIRC, that brought it down to about 4k lines -- all errors. At that point, I noted all the specific error message categories (e.g. Name Clashes, Buffer Overflows, etc.), and noted a few key files/paths where they occurred, then compared that to the results from the laptop install. But all the errors I thought might be relevant from the desktop also occurred on the laptop. I did not however do a search for any of the strings found in the text "DoInstallation: CustomizeCall Failed: 0xb7". I'll have to run the installs again and look for that. I haven't had the opportunity though to set the laptop up right next to the desktop so I can do side by side compares in Filemon. I did try saving the Filemon log from the desktop, thinking I could get both logs on one machine and do a side by side compare that way. But when I opened the saved log, it was very difficult to read because of formatting -- or I should say, a lack of formatting -- so I scrapped that idea. I guess I'll have to revisit that if I can't get the two machines side by side.

## REGMON or FILEMON ?

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>> Lines 6 and 7 of the laptop's log read:  
>> \* In Function TestVolatileFlag, line 11660, RegOpenKeyEx failed with error  
>> 0x2  
>> \* In Function TestVolatileFlag, line 11692, RegOpenKeyEx failed with error  
>> 0x2  
>  
>

## Re: Cannot Install Updates

- > That's interesting. This perhaps gives some hope that the /verbose
- > option would differentiate what key is being accessed (attempted to be
- > accessed) in each case. Alternatively, you could try running RegMon
- > again with both a clean and problem install, trying to identify this difference.

Did you mean to try running it again with FileMon, or did you really mean RegMon. If RegMon, I'll see what I can find on that.

### SEARCHING for CHANGED FILES

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- > Did you miss the idea of "searching"? In XP I use Search Companion.
- > However, in NT4 I would have used the equivalent File Find tool.

Yes and No -- but mostly Yes. ;-) I "searched" in the sense that I browsed folders I thought might be relevant, but I had never looked into using XP's search function to look only for changed files. I see now that can be done (by date, but not by time), so that will help when I go through this process again.

Also a question -- is "Search Companion" something different than the search function available in XP from the "Start" menu?

- > I have never used your OS but hopefully it has an equivalent tool?

I didn't quite follow that. I'm using XP SP2. I thought you were using XP also.

### FREQUENTLY ASKED QUESTIONS

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Thanks for the link to the second question you referenced -- I'll take a look. I'm just "starting" to learn my way around these sites and don't even know what all is available yet -- so getting a URL is a big help. :-)

### In CLOSING

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I hope to get back at this soon, but have very little free time the next two days and have out-of-state company coming this weekend. So it "might" be a few days before I can make any more headway.

Thanks again for your help !!!

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So much to learn... So little time.

"Robert Aldwinckle" wrote:

## Re: Cannot Install Updates

> "Roughneck" <Roughneck@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
> [news:5D34AE8C-0E45-449F-B193-F52B62ACA37E@xxxxxxxxxxxxxxxxxxxx](mailto:news:5D34AE8C-0E45-449F-B193-F52B62ACA37E@xxxxxxxxxxxxxxxxxxxx)  
> > COMPARE THE LOGS  
> > -----  
> > As suggested, I compared the KB885222 log files from the laptop and desktop.  
> > While it's easy to see where they begin to differ, there's nothing that  
> > gives me a clue as to why they take a different path where they do. i.e.  
> > They both start off the same and list the same instructions, processes, and  
> > return codes for the first five lines -- then they differ.  
> >  
> > Lines 6 and 7 of the desktop's log read:  
> > \* DoInstallation: CustomizeCall Failed: 0xb7  
> > \* Cannot create a file when that file already exists.  
>  
> Shouldn't FileMon show you an access here which does not happen  
> in the clean install? Unless you already know which file this message  
> is referring to but you're not telling us?  
>  
>  
> >  
> > Lines 6 and 7 of the laptop's log read:  
> > \* In Function TestVolatileFlag, line 11660, RegOpenKeyEx failed with error  
> > 0x2  
> > \* In Function TestVolatileFlag, line 11692, RegOpenKeyEx failed with error  
> > 0x2  
>  
>  
> That's interesting. This perhaps gives some hope that the /verbose  
> option would differentiate what key is being accessed (attempted to be  
> accessed) in each case. Alternatively, you could try running RegMon  
> again with both a clean and problem install, trying to identify this difference.  
> Of course if it turns out to be the same key but at different locations in the  
> script you will be no further ahead on this tack. It would be nice to know  
> what file "line 11660" is referring to. Then you could browse the damn  
> thing and see exactly what each line would be doing. FileMon might  
> help with that goal too, depending on your filter of course. For example,  
> if you are running with the filter that I suggested which includes ;Update;  
> and the program doing the install was called update.exe I expect that  
> that you could be seeing all Reads that the program is doing such as  
> whatever Reads are necessary to interpret the script. Etc.  
>  
>  
> >  
> > The desktop's log ends soon afterward (see the example in my initial post).  
> > The laptop's log is much longer -- probably more than anyone would care to  
> > read through, so I won't post it unless someone wants to see it. Bottom line  
> > is, I can see where the two logs diverge, but don't know what to make of it.  
> > :-(  
>  
>  
> If you can't find the /verbose log post both regular install logs here inline

## Re: Cannot Install Updates

> or E-mail them to my reply address as attachments.  
>  
>  
>>  
>>  
>> RUNNING the UPDATE with the /VERBOSE parm  
>> -----  
>> Again, as suggested, I gave this a whirl and it ran fine (even showed up in  
>> the KB885222 log file), but I haven't been able to determine what output, if  
>> any, was generated. After running the update with this parm, I did browse  
>> the root folder of my C: drive, as well as several windows folders with the  
>> files arranged by date created, date modified, etc. --- but didn't see  
>> anything I could identify as meaningful/useful.  
>  
>  
> Did you miss the idea of "searching"? In XP I use Search Companion.  
> However, in NT4 I would have used the equivalent File Find tool.  
> Both allow you to specify you want to find all files which changed  
> on a particular day and then sort the results by the Date Modified column.  
> Doing that gives you a list in timestamp order (e.g. down to a minute)  
> of files which were written that day. Hence any files which were written  
> by the update should be grouped together within the small range of minutes  
> that it took to run the update. I have never used your OS but hopefully  
> it has an equivalent tool? Alternatively, you could use dir/a/od/s/tw \*  
> at your directory root and, depending on how your dates show, you could  
> pipe that through a find filter to list just files which changed on that day  
> and a sort filter to just limit your attention to the filenames which changed  
> in that short period. E.g. if I was doing this today and since my date format  
> is YYYY-MM-DD in a cmd window I would enter:  
>  
> <example>  
> cd /d %SystemDrive%\<br>> dir/a/od/s/tw \* | find "2005-08-11" | sort >chgfiles.txt<br>> notepad chgfiles.txt<br>> </example>  
>  
> In fact, since I probably would know at least the hour and perhaps  
> even the tens digit of the minutes value as common factors  
> for what I was really interested in I would probably make that find  
> argument even more precise than just a specification of a particular  
> day. Etc.  
>  
> Note that an advantage of the Search Companion/File Find  
> technique is that you can sort by details without losing track  
> of which directory the file comes from. With the dir/s approach  
> the directory information would be lost by the find and the sort  
> filters so you would have to do subsequent finds of some kind  
> based on filename to find out where it was actually located.  
>  
>  
>>

Re: Cannot Install Updates

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>>  
>> RUNNING FILEMON during the UPDATE  
>> -----  
>> Finally, as suggested, I found/installed Filemon and had that running during  
>> the update attempt on the desktop. I found several error messages that I  
>> thought might be relevant at first, so I uninstalled the update from the  
>> laptop, installed Filemon there, and re-ran the update on the laptop while  
>> Filemon was running. But on the laptop, I saw the same errors reported by  
>> Filemon that I saw for the desktop -- so again, I wasn't able to identify  
>> anything specific/unique to the failed attempt on the desktop.  
>>  
>>  
>> OTHER THINGS I DID  
>> -----  
>> \* Disabled the firewire controller, rebooted, ran the update.  
>> RESULT -- NO CHANGE.  
>> \* Removed the PCI card with the firewire ports (eliminating the firewire  
>> controller completely). Rebooted, ran the update.  
>> RESULT -- NO CHANGE.  
>> \* Reinstalled the PCI card with the firewire ports (reinstalling the  
>> firewire controller). Booted from a hard drive that I had cloned months ago  
>> with Norton Ghost. Ran the update.  
>> RESULT -- SUCCESS.  
>>  
>> So.... that tells me it's not a hardware related problem. I am wondering  
>> about one thing though. When I ran Windows Update a week or so ago, the  
>> update process told me I had to download a new/updated version of the Windows  
>> Update software. After doing that, it checked my system to verify I had a  
>> legit copy of Windows. It acknowledged I did, but said it detected changes to  
>> my system configuration -- I don't remember the exact message, but I  
>> understood it to mean hardware changes. It indicated this would not prevent  
>> me from applying the updates available at the time, but that it "might" cause  
>> problems in the future. There was no further explanation given.  
>  
>  
> See WGA FAQ which Carey (e.g.) has been posting recently?  
>  
> <quote>  
> Q: What is activation?  
>  
> A: Activation reduces piracy by associating your Windows Product Key  
> the 25-character security code located on your Certificate of Authenticity  
> (usually affixed to your software package, PC, or laptop)  
> to a PC hardware key. Microsoft stores this information in a database  
> so that no one else can use your Product Key on another PC.  
>  
>  
> </quote>  
>  
> Hmm... That's less informative than it might be I think.  
> Let's look at the Activation FAQ instead:

## Re: Cannot Install Updates

>  
> [http://www.microsoft.com/piracy/activation\\_faq.msp](http://www.microsoft.com/piracy/activation_faq.msp)  
>  
> (MSN search for  
> activation site:microsoft.com  
> )  
>  
> <quote>  
> Can hardware components be changed and upgraded?  
>  
> Product Activation is able to tolerate a certain degree of change  
> in a hardware configuration by allowing a current hash value  
> to have a degree of difference from the hash value that was  
> originally activated. As a result, users can change their hardware  
> without the product believing it is on a different PC than the one  
> it was activated on. If the user completely overhauls the hardware  
> making substantial hardware changes (even over long periods of time),  
> reactivation may be required. In that case, users may need to contact  
> a Microsoft customer service representative by telephone to reactivate.  
> </quote>  
>  
>  
>> I'm still  
>> able to run Windows Update and install the critical updates listed -- in  
>> fact, I just did that again today. This KB885222 is the only download I'm  
>> having (have ever had) trouble with. I don't know what to make of it. The  
>> error messages given during the update attempt are worthless in the sense  
>> they don't identify what file(s) the process is having trouble with. Ditto  
>> for the update's log file, as far as I can tell. Very frustrating.  
>  
>  
> Hang in there. I think you're getting closer to a clear diagnosis. <eg>  
>  
>  
> HTH  
>  
> Robert  
> ---  
>  
>  
>  
>

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• *Follow-Ups:*

◆ **Re: Cannot Install Updates**

◇ *From:* Robert Aldwinckle

• *References:*

◆ **Re: Cannot Install Updates**

Re: Cannot Install Updates

◇ *From:* Roughneck

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◇ *From:* Robert Aldwinckle

- Prev by Date: ***RE: Error 0x80070057 Japanese Menus and Dialogs for Internet Explor***
- Next by Date: ***RE: THE FIX FOR Error number: 0x8024402C***
- Previous by thread: ***Re: Cannot Install Updates***
- Next by thread: ***Re: Cannot Install Updates***
- Index(es):
  - ◆ ***Date***
  - ◆ ***Thread***