

Re: KB912919 broke web updates?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-01/msg00973.html>

- *From:* "PA Bear" <PABearMVP@xxxxxxxxxx>
 - *Date:* Mon, 16 Jan 2006 14:40:51 -0500
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How to troubleshoot Windows Update, Microsoft Update, and Windows Server Update Services installation issues:

<http://support.microsoft.com/?kbid=906602>

1. See the "Need more help? Tell us what problem you are having" section of <http://support.microsoft.com/?scid=ph;en-us;6527>

2. You cannot install some updates or programs

<http://support.microsoft.com/default.aspx?scid=kb;en-us;822798>

3a. Check Windowsupdate.log (%windir%\Windowsupdate.log) for errors associated with the download/install.

How to read the Windowsupdate.log file:

<http://support.microsoft.com/?kbid=902093>

3b. Compare errors to those listed here:

http://inetexplorer.mvps.org/archive/windows_update_codes.htm and/or go to <http://windowsupdate.microsoft.com> > click on Help and Support link in left pane > Solve problems on your own.

4. Windows Update Checklist:

<http://www3.telus.net/dandemar/updtcl.htm>

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~Robear Dyer (PA Bear)

MS MVP-Windows (IE/OE, Shell/User, Security), Aumha.org VSOP, DTS-L.org

Flummoxed wrote:

I have automatic updates set to notify me but not to automatically install, since I prefer to use IE to obtain and install updates. The last

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update I was able to automatically install by visiting MS Updates with IE6 (on XP-Pro) and selecting and accepting "Custom" scanning there, was KB912919 -- the WMF exploit fix, which did install via the MS Update website. But the very next updates available that came out as scheduled (2 for me) early this month would download but absolutely would not install via the MS Update website. I had to find those 2 "failed" updates that did at least dl to my drive and then run each update.exe in the folders the two update KB's were found in, which did work and the computer was updated that way. But I need a fix so that my update history will reflect updates, which that procedure doesn't cause to happen. Also, I don't want to have to be searching for updates that did dl to my drive but will not install unless done manually as already explained! Anyone got a fix for this?