

Re: Express or Custom for Windows updates.

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-03/msg00258.html>

- *From:* Glen Patterson <GlenPatterson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 6 Mar 2006 02:50:34 -0800
-

At least they stated they are aware of the problem. That means they know it is happening to more than just a couple of people.

If 5 people complain, nothing happens, when 5,000 complain, it gets fixed.

Thanks for the update. Looking forward to getting this fixed.

Glen

"RobertFord" wrote:

Hi guys,

Just got off the phone from MS and still no joy.

They tried a couple of things on my PC but still suffers the same freeze as already mentioned.

They are aware of the problem and are looking for a solution and I have another telephone appointment booked for tomorrow, in the hope that they find a solution in the next 24 hours.

BR/ Robert

"Glen Patterson" wrote:

I was able to run the updates for Office 2003. Not sure what was going on.

You mentioned looking forward in fright for the next critical update. Hopefully it will fix the problem and probably start a whole new batch of them.

Glen

"Joachim Horn" wrote:

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Glen,

I cannot verify this behavior because "_Microsoft_ Update", unlike the former "_Windows_ Update", automatically includes Office 2003 updates.

But IMHO this freezing effect is caused by the same bug which prohibits your "individual Office 2003 update.

If I am interpreting my windowsupdate.log correctly, in February there were several attempts by the former updater to download some files; maybe these were the Office files as well. But, as far as I can see it, all actual updates have been downloaded later in Feb., during the former WGAVT running.

So I am looking forward in fright to the next critical updates...

Joachim

Glen Patterson wrote:

I can not run updates for Office 2003.

I go to the appropriate web site to download Microsoft updates. It has me install Active X. It runs through the process (does not freeze) and comes back 'not able to install'.

I have never had that happen before.

Something is going on.

Glen

"Joachim Horn" wrote:

Hi Glen and Robert,
here's a companion in
distress....

Glen wrote:

I did go to
the web site

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and
attempted to
validate,
and you
were
correct, it
froze the
machine.

Same here.

Robert wrote:

[\[http://www.microsoft.com/genuine/downloads/whyValidate.aspx\]](http://www.microsoft.com/genuine/downloads/whyValidate.aspx)

On
that
page
there
is
a
"Validate
Now"
button.
My
guess
is
that
if
you
click
on
that
button
your
machine
will
freeze
as
well.

YES!

And, as Glen noticed, this I
can confirm this as well:

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A
week
ago
I
went
to
do
the
updates
and
when
I
went
to
the
web
site
it
made
me
re-install
the
software
to
run
the
updates,
it
said
that
I
did
not
have
it.
I
did
not
have
a
choice
on
whether
or
not
to
pass
on
this.

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Robert:

that
it's
not
just
MY
PC
that
is
at
fault.

MS
have
to
deal
with
these
situations
better
instead
of
running
riot
over
people's
PCs
and
leaving
a
mess
behind
them.

Well spoken! Here are my
two cents from Germany:
After having tried to install
the WGA VT from the
Microsoft Update
site on my XP pro machine
(the log said "successfully"),
but
Control Panel / Software
told me "this update has
been removed",
each click on the buttons
"Fast Search" or "User

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Defined Search" on the microsoft update site caused the system to immediately freeze. Only a cold restart was possible.

I then tried all the previously suggested ways to properly install the WGA VT, and all of them failed, showing the a.m. behaviour.

The last but one try was via wgadiag2.exe; same result as above.

My last (and successful) attempt was to install the WGA thing manually, and alternative #2 worked, thanks to

news:<BA292DC0-8FE2-430B-AD95-6BC85E901C06@xxxxxxxxxxxxxx>

So WGA KB 8921830 is properly installed on my computer, it appears in Control Panel / software and in IE's Advanced / Add-Ons list as well.

BUT: As you are experiencing as well, EVERYTIME I click on the buttons "Fast Search", "User Defined Search" on "Microsoft Update" or any other "validation button" on a Microsoft web sites (for example in <http://www.microsoft.com/downloads/details.aspx?FamilyID=999d37c3-4011-4011-4011-4011> the whole machine freezes immediately . And no, no third party "tuning" nor "security" nor pop up blocker tool was

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running
simultaneously!

Slightly becoming mad after
three days of trying....
Good luck to both of you
(and me, perhaps)
Joachim