

# Re: security update KB914389 installation failure

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-07/msg00167.html>

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- *From:* "Robin Walker [MVP]" <[rdhw@xxxxxxxx](mailto:rdhw@xxxxxxxx)>
  - *Date:* Tue, 4 Jul 2006 17:41:41 +0100
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AZ <[AZ@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:AZ@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote:

I changed my pop up settings and found the error code: 0x8024200d. I went to help and it wasn't noted in any of the answers. I then tried to search on the error and nothing could be found. What do you suggest next?

This was reported once before on 27 June 2006 by fantasy\_viper who also suffered error 8024200d on update 914389, but he never posted the final resolution. Could you post the relevant section (only) of the file:

C:\WINDOWS\WindowsUpdate.log

which should show the error occurring for this update. Could you also check for the existence of C:\WINDOWS\KB914389.log and post it if it exists.

The error code suggests that the download was corrupt, or improperly truncated. You might need to:

1. Empty all Temporary Internet Files in control panel Internet Options;
2. Delete the contents of the folder:

C:\WINDOWS\SoftwareDistribution\Download\

and then try the update again.

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