

Re: Unable to install ANY updates

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-09/msg01009.html>

- From: Matt <Matt@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - Date: Wed, 27 Sep 2006 11:58:02 -0700
-

Windows Server 2003 SP1

[KB925486.log]

0.796:

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0.796: 2006/09/27 09:46:56.933 (local)
0.796: e:\063bb984092fa9eb7087114c94054b\update\update.exe (version 6.2.29.0)
0.796: Hotfix started with following command line:
0.812: FileVersion of C:\Program Files\internet explorer\iexplore.exe is
Less Than 7.0.0.0
0.812: Condition succeeded for section Test.IE7InstallBlock.Section in Line
1 of PreRequisite
1.343: InstallInfCatalogFile: Installing
e:\063bb984092fa9eb7087114c94054b\update\KB925486.cat as _000000_.cat...
1.343: VerifyTargetFileSize: Unable to verify size as Source = NULL for file
c:\windows\_000000_.cat
1.375: InstallCatalogFile: InstallCatalog failed for
c:\windows\_000000_.cat; error=0xffffc0d.
1.375: InstallInfCatalogFile: Installation failed; error=0x00000002.
1.375: IsInfFileTrusted: ValidateSingleFileSignature Failed:
STR_FAILED_INF_INTEGRITY
1.375: KB925486 Setup encountered an error: Setup could not verify the
integrity of the file Update.inf. Make sure the Cryptographic service is
running on this computer.
1.390: DeleteCatalogFile _000000_.cat failed with ERROR -1011
1.390: CleanupTrustedInfFile: GetFileAttributes for
C:\WINDOWS\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}\oem35.cat
failed: 0x2
1.390: Setup could not verify the integrity of the file Update.inf. Make
sure the Cryptographic service is running on this computer.
36.296: Message displayed to the user: Setup could not verify the integrity
of the file Update.inf. Make sure the Cryptographic service is running on
this computer.
36.296: User Input: OK
36.296: Update.exe extended error code = 0xf0da
36.296: Update.exe return code was masked to 0x643 for MSI custom action
compliance.
0.625:
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0.625: 2006/09/27 09:47:57.025 (local)
0.625: e:\a322695bb275aef45fc4e53a\update\update.exe (version 6.2.29.0)
0.625: Hotfix started with following command line:
0.625: FileVersion of C:\Program Files\internet explorer\iexplore.exe is
Less Than 7.0.0.0
0.625: Condition succeeded for section Test.IE7InstallBlock.Section in Line
1 of PreRequisite
1.016: InstallInfCatalogFile: Installing
e:\a322695bb275aef45fc4e53a\update\KB925486.cat as _000000_.cat...
1.031: VerifyTargetFileSize: Unable to verify size as Source = NULL for file
c:\windows_000000_.cat
1.063: InstallCatalogFile: InstallCatalog failed for
c:\windows_000000_.cat; error=0xfffffc0d.
1.063: InstallInfCatalogFile: Installation failed; error=0x00000002.
1.063: IsInfFileTrusted: ValidateSingleFileSignature Failed:
STR_FAILED_INF_INTEGRITY
1.063: KB925486 Setup encountered an error: Setup could not verify the
integrity of the file Update.inf. Make sure the Cryptographic service is
running on this computer.
1.078: DeleteCatalogFile _000000_.cat failed with ERROR -1011
1.078: CleanupTrustedInfFile: GetFileAttributes for
C:\WINDOWS\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}\oem35.cat
failed: 0x2
1.078: Setup could not verify the integrity of the file Update.inf. Make
sure the Cryptographic service is running on this computer.
2.906: Message displayed to the user: Setup could not verify the integrity
of the file Update.inf. Make sure the Cryptographic service is running on
this computer.
2.906: User Input: OK
2.906: Update.exe extended error code = 0xf0da
2.906: Update.exe return code was masked to 0x643 for MSI custom action
compliance.
0.625:

0.625: 2006/09/27 09:56:37.121 (local)
0.625: e:\299ba9149ffe9a22fbc3\update\update.exe (version 6.2.29.0)
0.625: Hotfix started with following command line:
0.640: FileVersion of C:\Program Files\internet explorer\iexplore.exe is
Less Than 7.0.0.0
0.640: Condition succeeded for section Test.IE7InstallBlock.Section in Line
1 of PreRequisite
1.015: InstallInfCatalogFile: Installing
e:\299ba9149ffe9a22fbc3\update\KB925486.cat as _000000_.cat...
1.031: VerifyTargetFileSize: Unable to verify size as Source = NULL for file
c:\windows_000000_.cat
1.062: InstallCatalogFile: InstallCatalog failed for
c:\windows_000000_.cat; error=0xfffffc0d.
1.062: InstallInfCatalogFile: Installation failed; error=0x00000002.
1.062: IsInfFileTrusted: ValidateSingleFileSignature Failed:
STR_FAILED_INF_INTEGRITY

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1.062: KB925486 Setup encountered an error: Setup could not verify the integrity of the file Update.inf. Make sure the Cryptographic service is running on this computer.

1.078: DeleteCatalogFile _000000_.cat failed with ERROR -1011

1.078: CleanupTrustedInfFile: GetFileAttributes for

C:\WINDOWS\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}\oem35.cat failed: 0x2

1.078: Setup could not verify the integrity of the file Update.inf. Make sure the Cryptographic service is running on this computer.

4.203: Message displayed to the user: Setup could not verify the integrity of the file Update.inf. Make sure the Cryptographic service is running on this computer.

4.203: User Input: OK

4.203: Update.exe extended error code = 0xf0da

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

0.625:

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0.625: 2006/09/27 10:00:58.755 (local)

0.625: e:\7f4f2b6f6041647dd9ab3d1d5c6237ee\update\update.exe (version 6.2.29.0)

0.625: Hotfix started with following command line:

0.625: FileVersion of C:\Program Files\internet explorer\iexplore.exe is Less Than 7.0.0.0

0.625: Condition succeeded for section Test.IE7InstallBlock.Section in Line 1 of PreRequisite

1.016: InstallInfCatalogFile: Installing

e:\7f4f2b6f6041647dd9ab3d1d5c6237ee\update\KB925486.cat as _000000_.cat...

1.016: VerifyTargetFileSize: Unable to verify size as Source = NULL for file c:\windows_000000_.cat

1.047: InstallCatalogFile: InstallCatalog failed for

c:\windows_000000_.cat; error=0xffffc0d.

1.047: InstallInfCatalogFile: Installation failed; error=0x00000002.

1.047: IsInfFileTrusted: ValidateSingleFileSignature Failed:

STR_FAILED_INF_INTEGRITY

1.047: KB925486 Setup encountered an error: Setup could not verify the integrity of the file Update.inf. Make sure the Cryptographic service is running on this computer.

1.063: DeleteCatalogFile _000000_.cat failed with ERROR -1011

1.063: CleanupTrustedInfFile: GetFileAttributes for

C:\WINDOWS\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}\oem35.cat failed: 0x2

1.063: Setup could not verify the integrity of the file Update.inf. Make sure the Cryptographic service is running on this computer.

73.953: Message displayed to the user: Setup could not verify the integrity of the file Update.inf. Make sure the Cryptographic service is running on this computer.

73.953: User Input: OK

73.953: Update.exe extended error code = 0xf0da

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

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I was able to install the previous security updates via Automatic Updates and everything was fine. I'm thinking the Windows Update is failing do to a problem with the Automatic Updates Service.

Your thoughts?

Matt

"MowGreen [MVP]" wrote:

You fail to mention if the OS is XP SP1 or SP2.

Go here for KB925486 and click the appropriate link for the SP that is installed :

<http://www.microsoft.com/technet/security/Bulletin/MS06-055.msp>

Save it, do not run it from it's location. Close IE.

Install it.

If it fails to install there will be a KB925486.log located in the WINDOWS directory (folder). Open that log and copy&paste it into your reply, please.

MowGreen [MVP 2003-2006]

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-343- FDNY
Never Forgotten
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barrowhill wrote:

I can download but not install any criticals/high priority updates via windows update site. I get the following reported message...

Problem: A problem on your computer is preventing updates from being downloaded or installed

Solution: To fix the problem, try installing the updates again. If that doesn't work, use the Troubleshooter to try solve the problem.

I tried install again but same result and the troubleshooter, if that what it is meant to be, is of no use.

The (current) updates in question are:

KB925486 : Security Update for Windows XP and

KB915597 : Definition Update for Windows Defender (Beta)

Appreciate any help in resolving

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