

Re: KB923191 will not install

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-10/msg00967.html>

- *From:* "MowGreen [MVP]" <mowgreen@xxxxxxxxxxxxxx>
 - *Date:* Sun, 15 Oct 2006 12:28:12 -0700
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Jerry,

What does the KB923191.log show in %windir% (the WINDOWS directory)?

See if there are any error messages present in that log.

You said – " Downloaded KB923191 as a standalone "

Was this from the MS Download Center or via WU ?

<http://www.microsoft.com/downloads/details.aspx?FamilyId=235bca55-8d43-4eaf-8970-a55bc3165e3d>

Download it from the above link, save it, and then close IE or whichever browser is used.

Then try to install it.

MowGreen [MVP 2003–2007]

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-343- FDNY

Never Forgotten

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Jerry wrote:

Went to WindowsUpdate and downloaded ALL updates on 10 Oct – all install ok except KB923191.

Downloaded KB923191 as a standalone – program starts, inspects, creates restore point then gives error message: KB923191 Setup error – Failed to install catalog files.

Tried Safe Mode – same problem and error message.

Opened System Restore – a restore point had been created.

Opened Explorer – \NtUninstallKB923191\$ folder had been created with subfolder \spuninst and file spuninst.inf in this folder.

No \KB923191 folder had been created under \hf_mig\$

No listing in Control Panel > Add or Remove Programs.

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WindowsUpdate still listed this as required.

Belarc Advisor listed update as missing/required.

Any ideas as to what's going on?

Thanks.

Jerry