

Re: 890830 MSRT keeps wanting to download

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-11/msg00056.html>

- *From:* Alan B <AlanB@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 2 Nov 2006 03:00:01 -0800
-

Hi Anton,

I'm still having problems...

Had notification today for 2 downloads, 890830 and KB915597. 915597 installed ok.

Have saved a new 890830 to disk and tried running in safe mode. How do I know if it IS scanning and when it is finished ?

I have then opened regedit and the only values are ;

(Default) REG_SZ (value not set)

GUID REG_SZ E10B4189-7FEC-etcetc

there is no "EULA" or "Version"

I have looked through the pages of WindowsUpdate.log and can't see anything obvious. There is no evidence of the MRT being run only installed. I did see a few messages ;

"WARNING: Update Service : Failed to update backup store."

Is this important ?

Not sure whether the problem is installation or if the tool actually runs, if it doesn't run then will there be any records in the log or registry ?

PS I have been using a PC for years but delving in to the registry is a new experience for me so apologies if I do not understand very well.

"Anton Pegan" wrote:

Hi Alan,

If you already saved the update on the disk, run the computer in safe mode (restart your computer, press F8, select Safe mode and press Enter). Logon to the computer, using the local administrator account. Rename the folder C:\Windows\SoftwareDistribution and run the tool from your computer. It should run a system scan. After the scan completes, open the registry editor (Start/Run/regedit) and open

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\RemovalTools\MRT. On the right side you should see the following values:

"EULA"=dword:00000001

"Version"="79e385d0-5d28-4743-aeb3-ed101c828abd"

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"GUID"="E4440C8D-656C-4495-9F34-C83E4B0ECA7B"

If the values do not match, just change the values to the ones above. Then restart your computer, open the Windows Update site and run an update check.

If the tool scanned the computer successfully and it is reoffered again, you can click to select Do not offer this update again.

If the tool did not scan the computer successfully, try installing it from the Windows Update site and check the C:\Windows\WindowsUpdate.log for errors.

Regards,

Anton Pegan

"Alan B" <AlanB@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:94CC9732-5460-4205-BB6B-21D339D99820@xxxxxxxxxxxxxxxxxxxx

Hi Anton,
I have tried that and for a few hours it seemed to have done the trick. However... I have just had a prompt to download updates and guess what it is for KB890830, I downloaded it again and two minutes later I get another prompt !
Any more ideas ?

many thanks,
Alan B

"Anton Pegan" wrote:

Hi Alan,

The registry key, where versions of MSRT are stored, is probably corrupted.

First you should clean the update database:

Click Start, Run, type: cmd and press Enter

--> net stop WuAuServ

--> Click Start, Run, type: %windir% and press Enter.

--> In the opened folder, rename the folder SoftwareDistribution to SDold.

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--> Click Start, Run, type: cmd and press Enter.

--> net start WuAuServ.

Then open the registry and clean the current version entry:

Click Start, Run type regedit and press Enter

--> open the registry key

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\RemovalTools\MRT

--> right click MRT key and choose Export

--> name the key MRT and save it on the desktop

--> remove all the entries, except the Default entry

--> download the tool from the link below and save it to the disk:

Microsoft Windows Malicious Software Removal Tool (KB890830)

<http://www.microsoft.com/downloads/details.aspx?amp;displaylang=en&familyid=AD724AE>

--> run the tool from your computer

If this does not help, you can try installing it in Safe mode (restart your computer, press F8, select Safe mode and press Enter).

Regards,

Anton Pegan

"Alan B" <Alan B@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:A5BCF62C-72D3-42FE-985D-1B64B1A5C4A2@xxxxxxxxxxxxxxxxxxxx>

I keep getting a prompt to download the Malicious Software Removal Tool for October, I go to Microsoft Update to download it, click on Run etc. Shortly after I get a new prompt to download the same tool ! Update history shows

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it
as downloaded numerous times,my registry
only shows September as last
tool.
After I have clicked "Run" nothing else
happens, is this correct.