

KB893803 error code 0x80070005

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2006-12/msg01031.html>

- From: LosGrak <LosGrak@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - Date: Sun, 24 Dec 2006 06:54:00 -0800
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I recently upgraded from XP Home SP2 to XP Pro SP2. Every time I try to install Microsoft Windows Installer 3.1 it fails, forcing me to restart my computer. I tried installing it from the Windows Update site, as well as manually from an .exe. Here's what the KB893803v2.log kicks out at me:

[KB893803v2.log]

0.125:

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0.125: 2006/02/28 00:25:57.796 (local)

0.125:

C:\WINDOWS\SoftwareDistribution\Download\ad9c4c2a779933f83b51a49a2c88838d\update\update.exe (version 6.1.22.4)

0.125: Failed To Enable SE_SHUTDOWN_PRIVILEGE

0.125: Hotfix started with following command line: /norestart /quiet -er /ParentInfo:486373209bc9c448992bb5f689338e55

1.015: In Function TestVolatileFlag, line 11660, RegOpenKeyEx failed with error 0x2

1.015: In Function TestVolatileFlag, line 11692, RegOpenKeyEx failed with error 0x2

1.015: ----- Old Information In The Registry -----

1.015: Source:C:\WINDOWS\system32\wuauclt.exe.wusetup.877125.bak (5.4.3790.2180)

1.015: Destination:

1.015: Source:C:\WINDOWS\system32\wuauclt.cpl.wusetup.878000.bak (5.4.3790.2180)

1.015: Destination:

1.015: Source:C:\WINDOWS\system32\wuaueng.dll.wusetup.878359.bak (5.4.3790.2180)

1.015: Destination:

1.015: ----- New Information In The Registry -----

1.015: Source:C:\WINDOWS\system32\wuauclt.exe.wusetup.877125.bak (5.4.3790.2180)

1.015: Destination:

1.015: Source:C:\WINDOWS\system32\wuauclt.cpl.wusetup.878000.bak (5.4.3790.2180)

1.015: Destination:

1.015: Source:C:\WINDOWS\system32\wuaueng.dll.wusetup.878359.bak (5.4.3790.2180)

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1.015: Destination:
1.015: SetProductTypes: InfProductBuildType=BuildType.IC
1.015: SetAltOsLoaderPath: No section uses DirId 65701; done.
1.046: DoInstallation: FetchSourceURL for
c:\windows\softwaredistribution\download\ad9c4c2a779933f83b51a49a2c88838d\update\update_wxp.inf
failed
1.046: CreateUninstall = 1,Directory = C:\WINDOWS\%MSI31Uninstall_KB893803v2\$\
1.046: LoadFileQueues: UpdSpGetSourceFileLocation for halmacpi.dll failed:
0xe0000102
1.046: BuildCabinetManifest: update.url absent
1.062: Starting AnalyzeComponents
1.062: AnalyzePhaseZero used 0 ticks
1.062: No c:\windows\INF\updtblk.inf file.
1.062: SetupFindFirstLine in LoadExclusionList Failed with error: 0xe0000102
1.062: SetupFindFirstLine in LoadExclusionList Failed with error: 0xe0000102
7.453: Third Party Provider = Intel for
PCI\VEN_8086&DEV_244E&SUBSYS_00000000&REV_C2\3&61AAA01&0&F0
7.671: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24D0&SUBSYS_00000000&REV_02\3&61AAA01&0&F8
8.015: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24D2&SUBSYS_01591028&REV_02\3&61AAA01&0&E8
8.171: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24D4&SUBSYS_01591028&REV_02\3&61AAA01&0&E9
9.640: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24D7&SUBSYS_01591028&REV_02\3&61AAA01&0&EA
10.031: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24DB&SUBSYS_01591028&REV_02\3&61AAA01&0&F9
10.218: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24DE&SUBSYS_01591028&REV_02\3&61AAA01&0&EB
10.468: Third Party Provider = Intel for
PCI\VEN_8086&DEV_2570&SUBSYS_00000000&REV_02\3&61AAA01&0&00
10.703: Third Party Provider = Intel for
PCI\VEN_8086&DEV_2571&SUBSYS_00000000&REV_02\3&61AAA01&0&08
13.703: OEM file scan used 12641 ticks
14.468: AnalyzePhaseOne: used 13406 ticks
14.468: AnalyzeComponents: Hotpatch analysis disabled; skipping.
14.468: AnalyzeComponents: Hotpatching is disabled.
14.468: AnalyzePhaseTwo used 0 ticks
14.468: AnalyzePhaseThree used 0 ticks
14.468: AnalyzePhaseFive used 0 ticks
14.468: AnalyzePhaseSix used 0 ticks
14.468: AnalyzeComponents used 13406 ticks
14.468: Downloading 0 files
14.468: bPatchMode = FALSE
14.468: Inventory complete: ReturnStatus=0, 13422 ticks
14.468: Num Ticks for invent : 13422
14.468: Conditional load of section MSI.Reg.Install.Condition succeeded
14.468: Allocation size of drive C: is 4096 bytes, free space = 14773473280
bytes
14.484: AnalyzeDiskUsage: Skipping EstimateDiskUsageForUninstall.
14.484: Drive C: free 14089MB req: 5MB w/uninstall: NOT CALCULATED.

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14.484: CabinetBuild complete
14.484: Num Ticks for Cabinet build : 16
14.484: DynamicStrings section not defined or empty.
14.515: FileInUse:: need to restart already, turn off
14.515: FileInUse:: Add to list – Service Name: msiserver
15.515: LoadFileQueues: UpdSpGetSourceFileLocation for halmacpi.dll failed:
0xe0000102
15.609: Num Ticks for Backup : 1125
23.265: Num Ticks for creating uninst inf : 7656
23.265: Registering Uninstall Program for -> KB893803v2, KB893803v2 , 0x0
23.265: LoadFileQueues: UpdSpGetSourceFileLocation for halmacpi.dll failed:
0xe0000102
23.281: System Restore Point set.
23.296: Copied file: C:\WINDOWS\system32\spmsg.dll
23.750: PFE2: Not avoiding Per File Exceptions.
23.812: GetCatVersion: Failed to retrieve version information from
C:\WINDOWS\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}\KB893803v2_wxp.cat
with error 0x57
24.718: Copied file: C:\WINDOWS\system32\msi.dll
24.796: Copied file: C:\WINDOWS\system32\msiexec.exe
24.859: Copied file: C:\WINDOWS\system32\msihnd.dll
25.171: Copied file: C:\WINDOWS\system32\msimsg.dll
25.203: Copied file: C:\WINDOWS\system32\msisip.dll
25.265: Copied file: C:\WINDOWS\system32\DllCache\msi.dll
25.281: Copied file: C:\WINDOWS\system32\DllCache\msiexec.exe
25.328: Copied file: C:\WINDOWS\system32\DllCache\msihnd.dll
25.343: Copied file: C:\WINDOWS\system32\DllCache\msimsg.dll
25.375: Copied file: C:\WINDOWS\system32\DllCache\msisip.dll
25.375: DoInstallation: Installing assemblies with source root path:
c:\windows\softwaredistribution\download\ad9c4c2a779933f83b51a49a2c88838d\
25.390: Num Ticks for Copying files : 2125
25.437: Num Ticks for Reg update and deleting 0 size files : 47
25.437: ----- Old Information In The Registry -----
25.453: Source:C:\WINDOWS\system32\wuaclt.exe.wusetup.877125.bak
(5.4.3790.2180)
25.453: Destination:
25.453: Source:C:\WINDOWS\system32\wuaucpl.cpl.wusetup.878000.bak
(5.4.3790.2180)
25.453: Destination:
25.453: Source:C:\WINDOWS\system32\wuaueng.dll.wusetup.878359.bak
(5.4.3790.2180)
25.453: Destination:
25.453: Source:C:\WINDOWS\system32_000111_.tmp.dll (3.0.3790.2180)
25.453: Destination:
25.453: ----- New Information In The Registry -----
25.453: Source:C:\WINDOWS\system32\wuaclt.exe.wusetup.877125.bak
(5.4.3790.2180)
25.453: Destination:
25.453: Source:C:\WINDOWS\system32\wuaucpl.cpl.wusetup.878000.bak
(5.4.3790.2180)
25.453: Destination:

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25.453: Source:C:\WINDOWS\system32\wuaueng.dll.wusetup.878359.bak
(5.4.3790.2180)
25.453: Destination:
25.453: Source:C:\WINDOWS\system32_000111_.tmp.dll (3.0.3790.2180)
25.453: Destination:
25.921: UpdateSpUpdSvcInf: Source [ProcessesToRunAfterReboot] section is
empty; nothing to do.
25.921: IsRebootRequiredForFileQueue: c:\windows\system32\msisip.dll was
no-delay replaced; reboot is required.
25.921: IsRebootRequiredForFileQueue:
c:\windows\system32\dllcache\msisip.dll was no-delay replaced; reboot is
required.
25.921: IsRebootRequiredForFileQueue: c:\windows\system32\msimsg.dll was
no-delay replaced; reboot is required.
25.921: IsRebootRequiredForFileQueue:
c:\windows\system32\dllcache\msimsg.dll was no-delay replaced; reboot is
required.
25.921: IsRebootRequiredForFileQueue: c:\windows\system32\msihnd.dll was
no-delay replaced; reboot is required.
25.921: IsRebootRequiredForFileQueue:
c:\windows\system32\dllcache\msihnd.dll was no-delay replaced; reboot is
required.
25.921: IsRebootRequiredForFileQueue: c:\windows\system32\msiexec.exe was
no-delay replaced; reboot is required.
25.921: IsRebootRequiredForFileQueue:
c:\windows\system32\dllcache\msiexec.exe was no-delay replaced; reboot is
required.
25.921: IsRebootRequiredForFileQueue: c:\windows\system32\msi.dll was
no-delay replaced; reboot is required.
25.921: IsRebootRequiredForFileQueue: c:\windows\system32\dllcache\msi.dll
was no-delay replaced; reboot is required.
25.921: DoInstallation: A reboot is required to complete the installation of
one or more files.
25.921: In Function SetVolatileFlag, line 11576, RegOpenKeyEx failed with
error 0x2
25.921: In Function SetVolatileFlag, line 11593, RegOpenKeyEx failed with
error 0x2
25.921: UpdateSpUpdSvcInf: Source
[ProcessesToRunAfterReboot.RebootNotRequired] section is empty; nothing to do.
25.968: RebootNecessary = 1, WizardInput = 1 , DontReboot = 1, ForceRestart = 0
0.343:

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0.343: 2006/12/11 10:41:26.156 (local)

0.343:

C:\WINDOWS\SoftwareDistribution\Download\ad9c4c2a779933f83b51a49a2c88838d\update\update.exe
(version 6.1.22.4)

0.343: Failed To Enable SE_SHUTDOWN_PRIVILEGE

0.359: Hotfix started with following command line: /norestart /quiet -er
/ParentInfo:043e13c14b48a24cb87f0d8e11674943

2.468: In Function TestVolatileFlag, line 11660, RegOpenKeyEx failed with
error 0x2

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2.468: In Function TestVolatileFlag, line 11692, RegOpenKeyEx failed with error 0x2
2.468: DoInstallation: CleanPFR failed: 0x2
2.500: SetProductTypes: InfProductBuildType=BuildType.IP
2.500: SetAltOsLoaderPath: No section uses DirId 65701; done.
2.531: DoInstallation: FetchSourceURL for
c:\windows\softwaredistribution\download\ad9c4c2a779933f83b51a49a2c88838d\update\update_wxp.inf failed
2.531: CreateUninstall = 1,Directory = C:\WINDOWS\MSI31Uninstall_KB893803v2\$
2.531: LoadFileQueues: UpdSpGetSourceFileLocation for halmacpi.dll failed: 0xe0000102
2.531: BuildCabinetManifest: update.url absent
2.531: Starting AnalyzeComponents
2.546: AnalyzePhaseZero used 0 ticks
2.546: No c:\windows\INF\updtblk.inf file.
2.546: SetupFindFirstLine in LoadExclusionList Failed with error: 0xe0000102
2.546: SetupFindFirstLine in LoadExclusionList Failed with error: 0xe0000102
9.640: Third Party Provider = Intel for
PCI\VEN_8086&DEV_244E&SUBSYS_00000000&REV_C2\3&61AAA01&0&F0
9.953: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24D0&SUBSYS_00000000&REV_02\3&61AAA01&0&F8
10.546: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24D2&SUBSYS_01591028&REV_02\3&61AAA01&0&E8
10.765: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24D4&SUBSYS_01591028&REV_02\3&61AAA01&0&E9
12.828: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24D7&SUBSYS_01591028&REV_02\3&61AAA01&0&EA
13.421: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24DB&SUBSYS_01591028&REV_02\3&61AAA01&0&F9
13.703: Third Party Provider = Intel for
PCI\VEN_8086&DEV_24DE&SUBSYS_01591028&REV_02\3&61AAA01&0&EB
14.015: Third Party Provider = Intel for
PCI\VEN_8086&DEV_2570&SUBSYS_00000000&REV_02\3&61AAA01&0&00
14.328: Third Party Provider = Intel for
PCI\VEN_8086&DEV_2571&SUBSYS_00000000&REV_02\3&61AAA01&0&08
15.296: SetupVerifyInfFile failed with error 0x490 for oem8.inf of device
ROOT\SYSTEM\0003
15.468: SetupVerifyInfFile failed with error 0x490 for
c:\windows\inf\oem8.inf of device ROOT\SYSTEM\0003
17.734:
C:\WINDOWS\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}\oem9.CAT
trusts inf c:\windows\inf\oem9.inf of device
USB\VID_04CB&PID_0118\Y-411^^^^030107WFC00002029319
18.453: OEM file scan used 15907 ticks
19.218: AnalyzePhaseOne: used 16672 ticks
19.218: AnalyzeComponents: Hotpatch analysis disabled; skipping.
19.218: AnalyzeComponents: Hotpatching is disabled.
19.218: AnalyzePhaseTwo used 0 ticks
19.218: AnalyzePhaseThree used 0 ticks
19.218: AnalyzePhaseFive used 0 ticks
19.218: AnalyzePhaseSix used 0 ticks

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19.218: AnalyzeComponents used 16672 ticks
19.218: Downloading 0 files
19.218: bPatchMode = FALSE
19.218: Inventory complete: ReturnStatus=0, 16687 ticks
19.218: Num Ticks for invent : 16687
19.218: Conditional load of section MSI.Reg.Install.Condition succeeded
19.218: Allocation size of drive C: is 4096 bytes, free space = 6720552960 bytes
19.234: AnalyzeDiskUsage: Skipping EstimateDiskUsageForUninstall.
19.234: Drive C: free 6409MB req: 5MB w/uninstall: NOT CALCULATED.
19.234: CabinetBuild complete
19.234: Num Ticks for Cabinet build : 16
19.234: DynamicStrings section not defined or empty.
23.859: FileInUse:: need to restart already, turn off
23.859: FileInUse:: Add to list – Service Name: msiserver
24.859: LoadFileQueues: UpdSpGetSourceFileLocation for halmacpi.dll failed: 0xe0000102
25.187: Num Ticks for Backup : 5953
35.015: Num Ticks for creating uninst inf : 9828
35.015: Registering Uninstall Program for -> KB893803v2, KB893803v2 , 0x0
35.015: LoadFileQueues: UpdSpGetSourceFileLocation for halmacpi.dll failed: 0xe0000102
35.046: System Restore Point set.
35.125: PFE2: Not avoiding Per File Exceptions.
35.171: GetCatVersion: Failed to retrieve version information from C:\WINDOWS\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}\Tmp.0.KB893803v2_wxp.cat with error 0x57
37.796: Copied file: C:\WINDOWS\system32\msi.dll
38.109: Copied file: C:\WINDOWS\system32\msiexec.exe
38.171: Copied file: C:\WINDOWS\system32\msihnd.dll
38.406: Copied file: C:\WINDOWS\system32\msimsg.dll
38.484: Copied file: C:\WINDOWS\system32\msisip.dll
38.625: Copied file: C:\WINDOWS\system32\DllCache\msi.dll
38.687: Copied file: C:\WINDOWS\system32\DllCache\msiexec.exe
38.750: Copied file: C:\WINDOWS\system32\DllCache\msihnd.dll
38.796: Copied file: C:\WINDOWS\system32\DllCache\msimsg.dll
38.937: Copied file: C:\WINDOWS\system32\DllCache\msisip.dll
38.953: DoInstallation: Installing assemblies with source root path: c:\windows\softwaredistribution\download\ad9c4c2a779933f83b51a49a2c88838d\
38.953: Num Ticks for Copying files : 3938
39.500: DoRegistryUpdates:UpdSpInstallFromInfSection Failed for MSI.Reg.Install: 0x5
39.500: DoInstallation:DoRegistryUpdates failed
39.578: Access is denied.
39.578: KB893803v2 installation did not complete.

Select 'OK' to undo the changes that have been made.
39.578: Starting process:
C:\WINDOWS\%MSI31Uninstall_KB893803v2\$\spuninst\spuninst.exe /~ -q -z
43.468: Software Update Rollback has completed with return code 0xbc2. This rollback requires a reboot.

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43.468: KB893803v2 installation did not complete.

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