

Re: Security update KB929969 fails to install

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-01/msg00708.html>

- *From:* Belezebub <Belezebub@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 18 Jan 2007 11:07:01 -0800
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"TaurArian [MS-MVP]" wrote:

Click Start, and then click Run.
In the Open box, type : %windir%\windowsupdate.log
and then click OK.

Scroll down towards the bottom for the latest entries to locate the error code(s) associated with the latest failed attempt to download/install. If appropriate copy and paste the error codes into this thread so someone may be able to assist you. On the other hand, you may be able to find the error code and other suggestions by searching the Newsgroup.

Also check Windows folder for file called KB*****.log (***** = number of update ie KB929969) and post the contents of the failed update.
This may provide further clues as to why the update failed.

How to read the Windowsupdate.log file:
<http://support.microsoft.com/?kbid=902093>

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TaurArian [MS-MVP] 2005-2007 - Australia
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How to make a good post: <http://www.dts-l.org/goodpost.htm>
Backup and data recovery: <http://www.acronis.com/>
Enhancing file system performance: <http://www.diskeeper.com/defrag.asp>

"Belezebub" <Belezebub@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:F59C5028-405D-4372-82D9-5F10FAAF98E7@xxxxxxxxxxxxxxxxxxxx
| I have been trying to install the security update KB929969 with out success.
| Each time I try, the installer says it was unable to in the the update.
| There are no specific error messages given.

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| Is there any way to have this update installed??

Here is the result of the windowsupdate.log
Please let me know if you find anything.

Thanks

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2007-01-18 13:50:54 1788 ae0 AU AU setting client response for sessionId 0x0
to 'Active'
2007-01-18 13:50:57 1788 fd0 AU AU received install approval from client for
1 updates
2007-01-18 13:50:57 1788 fd0 AU #####
2007-01-18 13:50:57 1788 fd0 AU ## START ## AU: Install updates
2007-01-18 13:50:57 1788 fd0 AU #####
2007-01-18 13:50:57 1788 fd0 AU # Initiating manual install
2007-01-18 13:50:57 1788 fd0 AU # Approved updates = 1
2007-01-18 13:50:57 1788 fd0 AU <<## SUBMITTED ## AU: Install updates /
installing updates [CallId = {A93A3A1A-9484-48D0-A904-F40E5C82F69C}]
2007-01-18 13:50:57 1788 15c Agent *****
2007-01-18 13:50:57 1788 15c Agent ** START ** Agent: Installing updates
[CallerId = AutomaticUpdates]
2007-01-18 13:50:57 1788 15c Agent *****
2007-01-18 13:50:57 1788 15c Agent * Updates to install = 1
2007-01-18 13:50:57 1788 15c Agent * Title = <NULL>
2007-01-18 13:50:57 1788 15c Agent * UpdateId =
{D719E844-B7E0-48F1-AE29-ACC1500B4EA8}.104
2007-01-18 13:50:57 1788 15c Agent * Bundles 1 updates:
2007-01-18 13:50:57 1788 15c Agent *
{48F063A5-BB35-4A59-8761-07AAE457B45F}.104
2007-01-18 13:51:07 1788 15c Handler Attempting to create remote handler
process as BELEZEBUB\Belzebub in session 0
2007-01-18 13:51:07 1788 15c DnldMgr Preparing update for install, updateId
= {48F063A5-BB35-4A59-8761-07AAE457B45F}.104.
2007-01-18 13:51:07 2572 950 Misc ===== Logging initialized (build:
5.8.0.2469, tz: -0500) =====
2007-01-18 13:51:07 2572 950 Misc = Process: C:\WINDOWS\system32\wuauclt.exe
2007-01-18 13:51:07 2572 950 Misc = Module: C:\WINDOWS\system32\wuaueng.dll
2007-01-18 13:51:07 2572 950 Handler :::::::::::
2007-01-18 13:51:07 2572 950 Handler :: START :: Handler: Windows Patch
Install
2007-01-18 13:51:07 2572 950 Handler :::::::::::
2007-01-18 13:51:07 2572 950 Handler : Updates to install = 1
2007-01-18 13:51:07 2572 950 Handler : Installing update
{48F063A5-BB35-4A59-8761-07AAE457B45F}.104
2007-01-18 13:51:07 2572 8dc Handler Installing with parameters=-q -z -er,
sandbox=C:\WINDOWS\SoftwareDistribution\Download\53f126b350347853b69ca8e27219f3df.
2007-01-18 13:51:07 2572 8dc Handler Updateci: OpenFileForScan(
C:\WINDOWS\SoftwareDistribution\Download\53f126b350347853b69ca8e27219f3df\update\update.exe ):
failed (3)
2007-01-18 13:51:07 2572 8dc Handler Updateci:
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WinSEUpdateHandler::_LaunchInstaller: Failed opening
C:\WINDOWS\SoftwareDistribution\Download\53f126b350347853b69ca8e27219f3df\update\update.exe (3)
2007-01-18 13:51:07 2572 8dc Handler Install completed with 0x80070003.
2007-01-18 13:51:07 2572 950 Handler FATAL: UH: 0x80070003:
InstallOrUninstallThread failed
2007-01-18 13:51:07 2572 950 Handler : WARNING: Install completed: result
type = 0x0, installer error = True, error = 0x80070003, disabled until reboot
= No, reboot required = No
2007-01-18 13:51:07 2572 950 Handler FATAL: UH: 0x8024200b:
HandleSingleUpdate failed
2007-01-18 13:51:07 2572 950 Handler :::::::
2007-01-18 13:51:07 2572 950 Handler :: END :: Handler: Windows Patch
Install
2007-01-18 13:51:07 2572 950 Handler :::::::
2007-01-18 13:51:07 1788 9b8 AU >>## RESUMED ## AU: Installing update
[UpdateId = {D719E844-B7E0-48F1-AE29-ACC1500B4EA8}]
2007-01-18 13:51:07 1788 9b8 AU # WARNING: Install failed, error =
0x80070003
2007-01-18 13:51:07 1788 15c Agent *****
2007-01-18 13:51:07 1788 15c Agent ** END ** Agent: Installing updates
[CallerId = AutomaticUpdates]
2007-01-18 13:51:07 1788 15c Agent *****
2007-01-18 13:51:07 1788 15c AU # Install call complete for all calls,
reboot required = No
2007-01-18 13:51:07 1788 15c AU #####
2007-01-18 13:51:07 1788 15c AU ## END ## AU: Installing updates [CallId
= {A93A3A1A-9484-48D0-A904-F40E5C82F69C}]
2007-01-18 13:51:07 1788 15c AU #####
2007-01-18 13:51:12 1788 15c Report REPORT EVENT:
{0580D6BF-0FA9-431B-BE51-F66AE52EB2B7} 2007-01-18
13:51:07-0500 1 182 101 {D719E844-B7E0-48F1-AE29-ACC1500B4EA8} 104 80070003
AutomaticUpdates Failure Content
Install Installation Failure: Windows failed to install the following update
with error 0x80070003: Security Update for Internet Explorer 7 for Windows XP
(KB929969).
2007-01-18 13:51:56 1788 ae0 AU AU setting client response for sessionId 0x0
to 'Complete'
2007-01-18 13:51:56 1788 81c AU #####
2007-01-18 13:51:56 1788 81c AU ## START ## AU: Search for updates
2007-01-18 13:51:56 1788 81c AU #####
2007-01-18 13:51:56 1788 81c AU <<## SUBMITTED ## AU: Search for updates
[CallId = {BE8164E5-1C5D-493C-A326-9F1B58BAC68A}]
2007-01-18 13:51:56 1788 f2c AU AU setting client response for sessionId 0x0
to 'Complete'
2007-01-18 13:51:56 600 150 AUCInt AU client got new directive =
'Shutdown', serviceId = {7971F918-A847-4430-9279-4A52D1EFE18D}, return =
0x00000000
2007-01-18 13:51:56 1788 aac Agent *****
2007-01-18 13:51:56 1788 aac Agent ** START ** Agent: Finding updates
[CallerId = AutomaticUpdates]
2007-01-18 13:51:56 1788 aac Agent *****

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2007-01-18 13:52:03 1788 aac Agent * Added update
{D719E844-B7E0-48F1-AE29-ACC1500B4EA8}.104 to search result
2007-01-18 13:52:03 1788 aac Agent * Found 1 updates and 23 categories in
search
2007-01-18 13:52:03 1788 aac Agent *****
2007-01-18 13:52:03 1788 aac Agent ** END ** Agent: Finding updates
[CallerId = AutomaticUpdates]
2007-01-18 13:52:03 1788 aac Agent *****
2007-01-18 13:52:03 1788 aac AU >>## RESUMED ## AU: Search for updates
[CallId = {BE8164E5-1C5D-493C-A326-9F1B58BAC68A}]
2007-01-18 13:52:03 1788 aac AU # 1 updates detected
2007-01-18 13:52:03 1788 aac AU #####
2007-01-18 13:52:03 1788 aac AU ## END ## AU: Search for updates [CallId
= {BE8164E5-1C5D-493C-A326-9F1B58BAC68A}]
2007-01-18 13:52:03 1788 aac AU #####
2007-01-18 13:52:03 1788 aac AU #####
2007-01-18 13:52:03 1788 aac AU ## START ## AU: Download updates
2007-01-18 13:52:03 1788 aac AU #####
2007-01-18 13:52:03 1788 aac AU # Approved updates = 1
2007-01-18 13:52:03 1788 aac AU AU initiated download, updateId =
{D719E844-B7E0-48F1-AE29-ACC1500B4EA8}.104, callId =
{47D02A09-3A14-4CE9-B11B-79041F3DEC8A}
2007-01-18 13:52:03 1788 aac AU AU setting pending client directive to
'Download Progress'
2007-01-18 13:52:03 1788 aac AU # Pending download calls = 1
2007-01-18 13:52:03 1788 aac AU <<## SUBMITTED ## AU: Download updates
2007-01-18 13:52:03 1788 15c DnldMgr *****
2007-01-18 13:52:03 1788 15c DnldMgr ** START ** DnldMgr: Downloading
updates [CallerId = AutomaticUpdates]
2007-01-18 13:52:03 1788 15c DnldMgr *****
2007-01-18 13:52:03 1788 15c DnldMgr * Priority = 2, ServiceId =
{7971F918-A847-4430-9279-4A52D1EFE18D}
2007-01-18 13:52:03 1788 15c DnldMgr * Updates to download = 1
2007-01-18 13:52:03 1788 15c Agent * Title = Security Update for
Internet Explorer 7 for Windows XP (KB929969)
2007-01-18 13:52:03 1788 15c Agent * UpdateId =
{D719E844-B7E0-48F1-AE29-ACC1500B4EA8}.104
2007-01-18 13:52:03 1788 15c Agent * Bundles 1 updates:
2007-01-18 13:52:03 1788 15c Agent *
{48F063A5-BB35-4A59-8761-07AAE457B45F}.104
2007-01-18 13:52:03 1788 15c DnldMgr ***** DnldMgr: Downloading
regulation Odf *****
2007-01-18 13:52:03 1788 15c DnldMgr * ServiceId =
{7971F918-A847-4430-9279-4A52D1EFE18D}
2007-01-18 13:52:03 1788 15c DnldMgr * URL =
<http://rs.update.microsoft.com/odf/v6odf.xml>
2007-01-18 13:52:03 1788 15c DnldMgr * Odf parameters...
2007-01-18 13:52:03 1788 15c DnldMgr * Refresh interval: 1
2007-01-18 13:52:03 1788 15c DnldMgr * Accept rate high: 10000
2007-01-18 13:52:03 1788 15c DnldMgr * Accept rate normal: 10000
2007-01-18 13:52:03 1788 15c DnldMgr * Accept rate low: 7200

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2007-01-18 13:52:03 2672 c14 Misc ===== Logging initialized (build: 5.8.0.2469, tz: -0500) =====
2007-01-18 13:52:03 2672 c14 Misc = Process: C:\WINDOWS\system32\wuauclt.exe
2007-01-18 13:52:03 2672 c14 Misc = Module: C:\WINDOWS\system32\wuaueng.dll
2007-01-18 13:52:03 2672 c14 DtaStor Update service properties: service registered with AU is {7971F918-A847-4430-9279-4A52D1EFE18D}
2007-01-18 13:52:03 1788 15c DnldMgr ***** DnldMgr: New download job [UpdateId = {48F063A5-BB35-4A59-8761-07AAE457B45F}.104] *****
2007-01-18 13:52:03 1788 15c DnldMgr * Queuing update for download handler request generation.
2007-01-18 13:52:03 1788 15c DnldMgr Generating download request for update {48F063A5-BB35-4A59-8761-07AAE457B45F}.104
2007-01-18 13:52:04 1788 15c Handler Windows Patch download for UpdateId = {48F063A5-BB35-4A59-8761-07AAE457B45F}: selected action is download full-file.
2007-01-18 13:52:05 1788 15c DnldMgr ***** DnldMgr: New download job [UpdateId = {48F063A5-BB35-4A59-8761-07AAE457B45F}.104] *****
2007-01-18 13:52:05 1788 15c DnldMgr * All files for update were already downloaded and are valid.
2007-01-18 13:52:05 2672 c14 DtaStor Update service properties: service registered with AU is {7971F918-A847-4430-9279-4A52D1EFE18D}
2007-01-18 13:52:05 1788 15c Agent *****
2007-01-18 13:52:05 1788 15c Agent ** END ** Agent: Downloading updates [CallerId = AutomaticUpdates]
2007-01-18 13:52:05 1788 15c Agent *****
2007-01-18 13:52:05 1788 15c AU >>## RESUMED ## AU: Download update [UpdateId = {D719E844-B7E0-48F1-AE29-ACC1500B4EA8}, succeeded]
2007-01-18 13:52:05 1788 15c AU #####
2007-01-18 13:52:05 1788 15c AU ## END ## AU: Download updates
2007-01-18 13:52:05 1788 15c AU #####
2007-01-18 13:52:05 1788 15c AU AU setting pending client directive to 'Install Approval'
2007-01-18 13:52:10 1788 71c Report REPORT EVENT: {AFA65AEF-41A5-4716-8618-24064E492C36} 2007-01-18 13:52:05-0500 1 188 102 {00000000-0000-0000-0000-000000000000} 0 0 AutomaticUpdates Success Content
Install Installation Ready: The following updates are downloaded and ready for installation. This computer is currently scheduled to install these updates on Friday, January 19, 2007 at 12:00 PM: - Security Update for Internet Explorer 7 for Windows XP (KB929969)
2007-01-18 13:52:17 1788 81c AU AU found 1 sessions to launch client into
2007-01-18 13:52:17 1788 81c AU Launched new AU client for directive 'Install Approval', session id = 0x0
2007-01-18 13:52:17 1908 b9c Misc ===== Logging initialized (build: 5.8.0.2469, tz: -0500) =====
2007-01-18 13:52:17 1908 b9c Misc = Process: C:\WINDOWS\system32\wuauclt.exe
2007-01-18 13:52:17 1908 b9c AUCInt Launched Client UI process
2007-01-18 13:52:17 1908 b9c AUCInt AU client got new directive = 'Install Approval', serviceId = {7971F918-A847-4430-9279-4A52D1EFE18D}, return = 0x00000000
2007-01-18 13:52:17 1908 b9c AUCInt AU client creating UI plugin, clsid={3809920F-B9D4-42DA-92E0-E26265E0FB89}

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2007-01-18 13:52:17 1788 ae0 AU AU setting client response for sessionId 0x0
to 'Pending'