

Re: Windows Update...search & download OK...installation fails...

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-04/msg01049.html>

- *From:* "TaurArian [MS-MVP]" <taurarianREMOVECAPS@xxxxxxxxxx>
 - *Date:* Sun, 22 Apr 2007 12:56:10 +1000
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Hi there, check the WU log for further clues –

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 KB896688) 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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- How to make a good post: <http://www.dts-l.org/goodpost.htm>
Backup and data recovery: <http://www.acronis.com.sg/>
Enhancing file system performance: <http://www.diskkeeper.com/defrag.asp>
Defending your machine: <http://defendingyourmachine2.blogspot.com/>

"Brimstone" <Brimstone@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:B5D9D916-9BED-4F83-BC58-899D17FFC702@xxxxxxxxxxxxxxxxxxxx>
| Search is fine, download happens without a hitch, then initializing
| installation and each of the downloaded items fails to install in turn.
|
| There is no information when I look in update history (says basically no
| updates done yet so no history). This is strange as I have done many updates

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| up till the problem. No error codes what so ever. Just this message "A
| problem on your computer is preventing updates from being downloaded or
| installed".

| I tried the trouble shooter using XP operating system, Install software, no
| key words & also using the error message as key words. The search comes up
| with no results.

| I used the KB numbers to search the downloads at Microsoft downloads, found
| each one and all installed ok. So for some reason, it's Windows Update that
| can't install the updates that were downloaded.

| IE 7, WinXP home...

| I tried clearing IE cache, setting security to minimum, setting privacy to
| minimum, turn off popup blocking, turn off Anti Virus & remove remaining
| processes, start with minimum startup list.

| I have scanned for spyware with 4 different programs and for virus with two
| different programs and found none.

| Articles in this newsgroup suggest registering several modules and I've done
| that.

| Articles in this newsgroup suggest turning off a windows update module,
| deleting a folder and then starting it up again. I've done that.

| I do not use MS OFFICE so I figured that problems with those updates could
| not be the issue. Anyway all the items downloaded by Windows update for my
| machine were non OFFICE updates.

| It may be a coincidence, but this problem seems to have started a couple of
| months ago about the same time as I upgraded to IE7. I can't really tell
| though as I just noticed the problem today and I had some 19 critical updates
| that had not been installed. If you haven't guessed it already, I have not
| received any notices that updates were ready in the last couple of months
| either.

| Since I can work around this problem it is not critical for me. However,
| finding, downloading and installing manually is not preferred if I can find a
| way to get Windows update install to work.

| As you may have noticed, I have read through many of this newsgroup's
| articles. To be exact about a month's worth. I have found similar problems
| but none exactly the same as I am experiencing. The big difference is that I
| do not receive any error codes.

| Any ideas?