

Re: Vista Windows update failure

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-06/msg00925.html>

- *From:* TaurArian <TaurArian@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 19 Jun 2007 19:38:09 -0700
-

Perhaps a manual download:

<http://www.microsoft.com/downloads/details.aspx?familyid=0C65FAD3-BAAE-46C4-B453-84CF28B15F50&disp>

See:

<http://grandstreamdreams.blogspot.com/2007/05/ie7-ms-kb931768-patching-problem.html>

"Bootstrap" wrote:

Thank you very much for your response.

I have followed your instructions to remove the Datastore and Downloads directories from the SoftwareDistribution folder, and then restarted the "Windows Update" service. At that time, the update history was blank. Then I clicked on "Check online for Windows Updates" and 5 updates were available. I elected to download and install them after noticing that 931768 was not among them.

Four of them installed properly. However, 933566 failed with an 80070002 error code.

Minutes later, Windows Update detected that 931768 was necessary, and I attempted installation along with the Visual Studio 2005 Service Pack 1 Update.

VS2005SP1 Update installed correctly. But, alas, 931768 failed with 80070002 error code.

Thanks again for your quick response. Please let me know if you have any other ideas, or need additional information. It's strange that only these two updates fail similarly.

?????????

"TaurArian [MS-MVP]" wrote:

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You receive a "0x80070002" or "0x80070003" error code after you download an update from Windows Update, from Microsoft Update, or from Windows Server Update Services

<http://support.microsoft.com/kb/910336/en-us>

1. Stop the Windows Update service (make sure you are logged on as an Administrator)

Start button || Control Panel || System and Maintenance || Administrative Tools
Double-click Services

(Provide the Administrator password or confirmation if prompted to do so.)
Right-click the Windows Update service and click Stop.

2. Click Start, type %windir% in the Start Search box, and then press ENTER.

Locate and open the SoftwareDistribution folder.
Clear the contents of the DataStore folder and the Downloads folder.

3. Start the Windows Update service

Start button || Control Panel || System and Maintenance || Administrative Tools
Double-click Services

(Provide the Administrator password or confirmation if prompted to do so.)
Right-click the Windows Update service and click Stop.

This procedure will erase your history on the Windows Update Site.

You can check which updates are installed on your computer by –

Start button || Control Panel || Programs
Under Programs and Features – click View installed updates.

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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.sg/>
Enhancing file system performance: <http://www.diskeeper.com/defrag.asp>
Defending your machine: <http://defendingyourmachine2.blogspot.com/>

"Bootstrap" <Bootstrap@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:AA2D6B84-8DF8-4E39-8B36-7F7FE20E7870@xxxxxxxxxxxxxxxxxxxx>
| Here are excerpts of my logs regarding the error:
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```
| Windowsupdate.log:
| 2007-06-12 13:40:46:932 3184 fe0 Misc ===== Logging
initialized
| (build: 7.0.6000.374, tz: -0700) =====
| 2007-06-12 13:40:46:932 3184 fe0 Misc = Process:
| C:\Windows\system32\wuauclt.exe
| 2007-06-12 13:40:46:932 3184 fe0 Misc = Module:
| C:\Windows\system32\wuaueng.dll
| 2007-06-12 13:40:46:929 3184 fe0 Handler :::::::::::
| 2007-06-12 13:40:46:932 3184 fe0 Handler :: START :: Handler: CBS
Install
| 2007-06-12 13:40:46:932 3184 fe0 Handler :::::::::::
| 2007-06-12 13:40:46:953 3184 fe0 Handler Starting install of CBS update
| 2F9F3A3F-97D0-4900-A3F3-0CFCBD3F044A
| 2007-06-12 13:40:46:972 3184 fe0 Handler CBS package identity:
| Package_for_KB931768~31bf3856ad364e35~x86~~6.0.1.5
| 2007-06-12 13:40:47:379 3184 fe0 Handler Installing self-contained with
|
source=C:\Windows\SoftwareDistribution\Download\977ba64754ec80b6484efeacc67240b8\Windows
|
workingdir=C:\Windows\SoftwareDistribution\Download\977ba64754ec80b6484efeacc67240b8\inst
| 2007-06-12 13:42:40:260 3184 908 Handler FATAL: CBS called Error
with
| 0x80070002,
| 2007-06-12 13:42:43:412 3184 fe0 Handler FATAL: Completed install of
CBS
| update with type=0, requiresReboot=0, installerError=1, hr=0x80070002
| 2007-06-12 13:42:43:421 3184 fe0 Handler :::::::::::
| 2007-06-12 13:42:43:422 3184 fe0 Handler :: END :: Handler: CBS Install
|
|
| CBS.LOG:
|
| 2007-06-12 13:41:21, Info CSI 00000004 Servicing
| Namespace
|
[wcm://Microsoft-Windows-IE-ClientNetworkProtocolImplementation?version=6.0.6000.16448&lan
|
| 2007-06-12 13:41:22, Error CSI 00000001 (F) 80220008
| [Error,Facility=FACILITY_STATE_MANAGEMENT,Code=8 #2042#
from
| CRegHand::GetValue(item = ProxyEnable, type = 11 (0x0000000b),
legacyType =
| REG_DWORD, legacyFormat = (null), value = {1:0 b:})
| [gle=0x80004005]
| 2007-06-12 13:41:22, Error CSI 00000002 (F) 80220008
| [Error,Facility=FACILITY_STATE_MANAGEMENT,Code=8 #2041#
from
| CWcmScalarInstanceCore::GetCurrentValue(options = 393216
```

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(0x00060000), status
| = 1, value = { type: 11 (0x0000000b), bytes ( 0 ): }
| [gle=0x80004005]
| 2007-06-12 13:41:22, Info CSI 00000005 Failed to
| validate the default of setting 'HKLMProxyEnable', with hr 80220008
| [Error,Facility=FACILITY_STATE_MANAGEMENT,Code=8
|
| 2007-06-12 13:41:22, Info CSI 00000006 failed [hr =
| 80220008 [Error,Facility=FACILITY_STATE_MANAGEMENT,Code=8]
|
| 2007-06-12 13:41:22, Error CSI 00000007 (F) 80220008
| [Error,Facility=FACILITY_STATE_MANAGEMENT,Code=8 #3# from
| CSmiPrimitiveInstaller::ProcessComponent(fromComp = { name:
| Microsoft-Windows-IE-ClientNetworkProtocolImplementation, ver:
| 6.0.6000.16386, lang: neutral, arch: x86, pkt: 31bf3856ad364e35, verSc:
| nonSxS }, toComp = { name:
| Microsoft-Windows-IE-ClientNetworkProtocolImplementation, ver:
| 6.0.6000.16448, lang: neutral, arch: x86, pkt: 31bf3856ad364e35, verSc:
| nonSxS })
| [gle=0x80004005]
| 2007-06-12 13:41:22, Info CSI 00000028 SMI Primitive
| installer failed.
|
| 2007-06-12 13:41:22, Error CSI 00000029 (F) c0150025
| [Error,Facility=FACILITY_SXS_ERROR_CODE,Code=37 (0x0025)]
| #13446# from
| CSettingsInstaller::ProcessComponentChange(...)
| 2007-06-12 13:41:22, Error CSI
| 0000002a@2007/6/12:20:41:22.925 (F)
| d:\vistartm\base\wcp\primitiveinstallers\settingsinstaller.cpp(512): Error
| c0150025 [Error,Facility=FACILITY_SXS_ERROR_CODE,Code=37
| (0x0025)] originated
| in function CSettingsInstaller::ProcessComponentChange expression: (null)
| [gle=0x80004005]
| 2007-06-12 13:42:05, Error CSI 0000002b (F) c0150025
| [Error,Facility=FACILITY_SXS_ERROR_CODE,Code=37 (0x0025)]
| #13017# from
| PrimitiveInstaller::CCoordinator::ProcessChange(Change 6.0.6000.16386
->
| 6.0.6000.16448 for
| Microsoft-Windows-IE-ClientNetworkProtocolImplementation,
| pA = PROCESSOR_ARCHITECTURE_INTEL (0), Culture neutral,
| VersionScope = 1
| nonSxS, PublicKeyToken = {1:8 b:31bf3856ad364e35}, Type neutral,
| TypeName
| neutral, PublicKey neutral)
| 2007-06-12 13:42:05, Info CSI 00000008 SMI Primitive
| Installer [done]
|
| 2007-06-12 13:42:05, Error CSI 0000002c (F) c0150025
| [Error,Facility=FACILITY_SXS_ERROR_CODE,Code=37 (0x0025)]
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#10458# from
| CCSDirectTransaction::PerformChangeAnalysis(...)
| 2007-06-12 13:42:05, Error CSI 0000002d (F) c0150025
| [Error,Facility=FACILITY_SXS_ERROR_CODE,Code=37 (0x0025)]
#10457# from
| CCSDirectTransaction::PrepareForCommit(...)
| 2007-06-12 13:42:05, Error CSI 0000002e (F) c0150025
| [Error,Facility=FACILITY_SXS_ERROR_CODE,Code=37 (0x0025)]
#10456# from
| CCSDirectTransaction::ExamineTransaction(...)
| 2007-06-12 13:42:05, Error CSI 0000002f (F) c0150025
| [Error,Facility=FACILITY_SXS_ERROR_CODE,Code=37 (0x0025)]
#10455# from
| CCSDirectTransaction_IRtlTransaction::ExamineTransaction(...)
| 2007-06-12 13:42:05, Error CSI
| 00000030@2007/6/12:20:42:05.582 (F)
| d:\vistartm\base\wcp\sil\fs_buffered.cpp(365): Error
| STATUS_OBJECT_NAME_NOT_FOUND originated in function
|
| Windows::Rtl::SystemImplementation::CBufferedFileSystemProvider::SysDeleteFile
| expression: (null)
| [gle=0x80004005]
| 2007-06-12 13:42:40, Error CSI 00000031 (F)
| STATUS_OBJECT_NAME_NOT_FOUND #211719# from
| Windows::Rtl::SystemImplementation::CDirectory::DeleteExistingFile(...)
| 2007-06-12 13:42:40, Error CSI 00000032 (F)
| STATUS_OBJECT_NAME_NOT_FOUND #211718# from
|
| Windows::Rtl::SystemImplementation::CDirectory_IRtlDirectoryTearoff::DeleteExistingFile(flags
| = 0, oa = @0x24eef8->SIL_OBJECT_ATTRIBUTES {s:20;
|
| on:"x86_microsoft-windows-i..tocolimplementation_31bf3856ad364e35_6.0.6000.16386_none_ffb2
| a:(OBJ_CASE_INSENSITIVE)}, disp = (null))
|
| 2007-06-12 13:42:40, Error CSI 00000033 (F)
| STATUS_OBJECT_NAME_NOT_FOUND #211714# from
| PrimitiveInstaller::CBackupFileCreator::ProcessComponentChange(...)
| 2007-06-12 13:42:40, Error CSI 00000034 (F)
| STATUS_OBJECT_NAME_NOT_FOUND #211713# from
| PrimitiveInstaller::CCoordinator::ProcessChange(Change 6.0.6000.16386
->
| 6.0.6000.16448 for
| Microsoft-Windows-IE-ClientNetworkProtocolImplementation,
| pA = PROCESSOR_ARCHITECTURE_INTEL (0), Culture neutral,
| VersionScope = 1
| nonSxS, PublicKeyToken = {1:8 b:31bf3856ad364e35}, Type neutral,
| TypeName
| neutral, PublicKey neutral)
| 2007-06-12 13:42:40, Info CSI 00000009 SMI Primitive
| Installer [done]
|
```

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| 2007-06-12 13:42:40, Error CSI 00000035 (F)
| STATUS_OBJECT_NAME_NOT_FOUND #211594# from
| CCSDirectTransaction::PerformChangeAnalysis(...)
| 2007-06-12 13:42:40, Error CSI 00000036 (F)
| STATUS_OBJECT_NAME_NOT_FOUND #211593# from
| CCSDirectTransaction::PrepareForCommit(...)
| 2007-06-12 13:42:40, Error CSI 00000037 (F)
| STATUS_OBJECT_NAME_NOT_FOUND #211592# from
| CCSDirectTransaction::GenerateComponentChangeList(...)
| 2007-06-12 13:42:40, Error CSI 00000038 (F)
| STATUS_OBJECT_NAME_NOT_FOUND #211591# from
|
| Windows::COM::CPendingTransaction::ExtractInformationFromRtlTransaction(...)
| 2007-06-12 13:42:40, Error CSI 00000039 (F)
| HRESULT_FROM_WIN32(ERROR_FILE_NOT_FOUND) #10104# from
|
| Windows::COM::CPendingTransaction::IStorePendingTransaction_Analyze(...)
| 2007-06-12 13:42:40, Error CSI 0000003a (F)
| HRESULT_FROM_WIN32(ERROR_FILE_NOT_FOUND) #9830# from
|
| Windows::ServicingAPI::CCSITransaction::ICSITransaction_Commit(Flags
= 102
| (0x00000066), pSink = NULL, disp = 0)
| 2007-06-12 13:42:40, Error CSI 0000003b (F)
| HRESULT_FROM_WIN32(ERROR_FILE_NOT_FOUND) #9829#
108475841 us from
| Windows::ServicingAPI::CCSITransaction_ICSITransaction::Commit(flags
=
| 0x00000066, pSink = NULL, disp = 0)
|
| 2007-06-12 13:42:40, Error CBS Exec: Failed to commit CSI
| transaction to execute changes. hr: 0x80070002
| 2007-06-12 13:42:40, Info CSI
| 0000003c@2007/6/12:20:42:40.258 CSI Transaction @0x40c2b0 destroyed
| 2007-06-12 13:42:43, Info CBS Exec: Processing complete.
| Session: 29863217:4101115717, Package:
| Package_for_KB931768~31bf3856ad364e35~x86~~6.0.1.5, hr:
0x80070002
|
| Notice the inability to locate a file on the D: drive that does not exist.
| Does this look familiar to anyone?
|
| Microsoft, help please?
| Updates continue to fail....
|
|
| "Bootstrap" wrote:
|
| > I have the same situation. I've followed the instructions in KB article

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|> 910336 many times without success. Can anyone help?

|>

|>

|> "skypapa" wrote:

|>

|>> KB931768 and KB905866 and they won't install after downloading.

|>> Error codes 80070002 and 800B0100 respectively.

|>> Any ideas?

|>> Thanks,