

# Re: Security update KB928366

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-07/msg00655.html>

---

- *From:* steve <[steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:steve@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 12 Jul 2007 12:54:03 -0700
- 

Dear Steve,

Thank you for contacting Microsoft Windows Update Support. My name is Paris, and I'm glad to work with you. For your reference, the case ID for this service request is i. You can contact me directly by sending an email to [v-30pard@xxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-30pard@xxxxxxxxxxxxxxxxxxxxxxxxxx) with the case ID in the subject line.

From the description, I understand that the Security Update for Microsoft

..NET Framework, Version 1.1 Service Pack 1 (KB928366) failed to install after several attempts. If there has been any misunderstanding, please let me know as soon as possible.

I understand the inconvenience you have experienced. Please be assured that I will do my best to resolve the issue.

The issue can be caused by a damaged .NET Framework component. At this time, let's refer to the following steps to troubleshoot this issue:

Step 1: Download Microsoft Windows Installer CleanUp utility

1. Visit:

<http://download.microsoft.com/download/E/9/D/E9D80355-7AB4-45B8-80E8-983A48D5E1BD/msicuu2.exe>

2. Save the file to your Desktop

3. Please double click the file msicuu2.exe on the Desktop to install this tool on your computer.

Step 2: Remove .NET Framework 1.1

=====

1. Click Start -> (All) Programs->Windows Installer Clean Up.
2. See if you can find .NET Framework software. If so, remove it.
3. Restart the computer and see if the issue still exists.

For more information, please refer to:

-----

Title: Description of the Windows Installer CleanUp Utility  
Link: <http://support.microsoft.com/default.aspx?scid=kb:en-us:290301>

However, if any problem is encountered when trying to uninstall .NET Framework 1.1, we can also refer to the following Knowledge Base article to uninstall it manually.

<http://support.microsoft.com/?id=320112>

After that, please restart the computer and perform the following suggestions to reinstall .NET Framework 1.1 and the updates for it.

Step 3: Install .NET Framework 1.1 Redistributable Package and .NET Framework 1.1 SP1

=====

1. Please download the Microsoft .NET Framework Version 1.1 Redistributable Package and the updates from the following link and save them to the C drive (C:)

Microsoft .NET Framework Version 1.1 Redistributable Package  
<http://download.microsoft.com/download/a/a/c/aac39226-8825-44ce-90e3-bf8203e74006/dotnetfx.exe>

Microsoft .NET Framework 1.1 Service Pack 1  
<http://download.microsoft.com/download/8/b/4/8b4add8-e957-4dea-bdb8-c4e00af5b94b/NDP1.1sp1-KB867460-2>

Security Update for Microsoft .NET Framework, Version 1.1 Service Pack 1 (KB928366)  
[http://www.download.windowsupdate.com/msdownload/update/v3-19990518/cabpool/ndp1.1sp1-kb928366-x86\\_20](http://www.download.windowsupdate.com/msdownload/update/v3-19990518/cabpool/ndp1.1sp1-kb928366-x86_20)

2. When the File Download window appears, please click the Save button, and follow the directions to save it to Windows. After downloading the Microsoft .NET Framework 1.1 setup file onto your computer, please double-click the .NET Framework files to manually install them one by one.

If an error is encountered when installing .NET Framework 1.1, we can also refer to the following Microsoft Knowledge Base article to troubleshoot this issue:

How to troubleshoot Microsoft .NET Framework 1.1 installation issues  
<http://support.microsoft.com/?id=824643>

However, if the issue persists, please capture a screenshot when an error message is encountered:

"steve" wrote:

KB928366 will not download tried 10 times error code 0x643 I have net framework 1.1 ,1.1hotfix ,2.0 and update for 2.0, also 3.0 and updates for that and have 927891 installed how do I install KB928366 ? do I need installer 3.1?

"PA Bear" wrote:

<QP>

To install this security update, you must have Microsoft Windows Installer 3.1 installed on the computer. To obtain the latest version of Windows Installer for the computer, visit the following Microsoft Web site:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38-b838-de776fd41>

</QP>

Source: <http://support.microsoft.com/kb/9283656>

NB: Windows Update/Automatic Updates started offering 927891 on 22 May-07.

If "Update for [Windows XP] (KB927891)" is listed in Add/Remove

Re: Security update KB928366

Programs

(make sure Show Updates box is checked), it's already installed. cf.  
<http://www.microsoft.com/technet/security/advisory/927891.msp>

--

~Robear Dyer (PA Bear)

MS MVP–Windows (IE, OE, Security, Shell/User)

AumHa VSOP & Admin; DTS–L.org

Don wrote:

Security update for Microsoft Framework Vervice 1.1

Service Pack 1 will

not

down load. I have Framework Vervice 2. Would that have

anything to do with

it not downloading?