

RE: kb928365 & kb928366 install errors from 7-10-2007 microsoft update

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-07/msg00698.html>

- *From:* Daniel_L <Daniell@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 12 Jul 2007 17:10:02 -0700
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"georgef" wrote:

I've read most of the posts below about fixing this microsoft error. None work for me.

I CAN NOT uninstall net 1.1 even though it shows up in control panel add/remove programs as when i try to uninstall, an error message states something to effect that it can only uninstall something that is installed.

i downloaded and executed the uninstallation tool spoke of, but 1.1 doesn't show up and oddly, neither does 2.0 of microsoft .net.

I have luckily a complete disk image from before installing this update package and have chosen after doing a complete restore of my system, to tell microsoft update not to install these two KBs and to not notify me again of them.

Like many here, I too am tempted to go MAC on the next computer.

Meanwhile, if anyone has a fix, I sure would like to hear about it!

Thank you.

"EyeNoZero" wrote:

This update failed 5 times. I feel like a bad day is coming. Maybe not tomorrow..but soon. Total reformat over a weekend.

As I painfully learned today, this is a common problem. Free Microsoft security support has been swamped with phone calls at 866-727-2338. Fortunately they're being very nice about it and walk you through the steps to overcome the installation problems for the .Net 1.1 and .Net 2.0 security

updates issued July 10, 2007. The bizarre nature of this is that tech support told me that these updates work fine if you do not already have .net framework 1.1 or .net framework 2.0 installed -- heck, why would you update them if you don't have them already installed? Such is the joy of dealing with tech support overseas at 2 a.m. their time.

Also you need to keep the 3 versions of .net framework on your computer (1.1, 2.0, and 3.0) -- they are not cumulative. Different applications require different versions of .net framework to function.

I'll try to repeat their step by step instructions so you don't have to call. It worked fine on my Windows XP Pro, SP2 computer; it did not work on my wife's similar computer.

Read through them first before you do anything -- especially the caution at the end.

The steps from Microsoft Security Tech Support and from Aaron Stebner's Weblog at upnet.notlong.com -- Microsoft Tech Support actually took me there first.

(1) Try to perform a standard uninstall of the .net framework for which you could not install the July 10 security update. Of course, you do this in the Control Panel's Add-Remove Programs.

(2) If this fails to completely remove the .net framework you've targeted, then you'll want to download the tool from Stebner's Weblog -- this is the tool that Microsoft Tech Support uses and recommends. The file name is `dotnetfx_cleanup_tool.zip`. Unzip the file and run it. You will get to choose which versions (1.0, 1.1, 2.0) of .net framework you want to uninstall and clean up. While Mr. Stebner warns against simply uninstalling the .net frameworks, Microsoft Tech Support had me run this tool without first attempting the standard uninstall. On my computer this worked just fine.

Stebner warns:

There are a couple of very important caveats that you should read before using this tool to cleanup .NET Framework bits on your machine:

1. You should try to perform a standard uninstall first. This tool is not designed as a replacement for uninstall, but rather as a last resort for cases where uninstall or repair did not succeed for unusual reasons.
2. This cleanup tool will delete shared files and registry keys used by other versions of the .NET Framework. So if you use it, be prepared to repair or reinstall any other versions of the .NET Framework that are on your computer to get them to work correctly afterwards

Download the tool completely uninstall .net frameworks 1.0, 1.1, and 2.0.

(3) Reboot your computer after uninstalling/cleaning up the .net frameworks you want to remove. Note that when you restart your computer, any application that is dependent on a .net framework version that you uninstalled will not work. Be patient -- they'll work once you've reinstalled the appropriate .net

framework(s).

(4) Run Windows Update – custom. It should show all of the .net frameworks not currently installed on your computer. Now you have probably not worried about .net framework 3.0 since there was no security update for it. But there is a regular update for it. You will probably find these .net frameworks under "High Priority," but more likely under "Software, Optional." You can download ALL of the .net frameworks and updates that are visible to you here — 1.1, 2.0, 3.0.

(5) After they've installed, reboot your computer.

(6) Now, the .net framework 1.1 that you just installed includes the latest security update (Microsoft made this change today, July 12, 2007). You should NOT try to install that update. So you should go back to Microsoft Update, choose custom, and if it shows the .net framework 1.1 security pack update tell Microsoft Update not to show it any more. Apparently Microsoft Update thinks you didn't install it because it was built into the 1.1 that you just installed.

(7) If you uninstalled .net framework 2.0, you should have been able to reinstall it via Microsoft update. If it did not show up in Microsoft update, you can track it down online via a search engine or at Microsoft.com and download it and install it manually.

CAUTION. Frankly, you would be most prudent to clone your hard drive before running these updates — just to give yourself some protection. On my wife's Windows XP Pro, SP2 computer, the .net framework 1.1 reinstall did not take and I could not install it because I started getting Runtime errors from the Microsoft Visual C++ RunTime Library. So I had to revert to a clone after copying all the data (the D partition) to the clone's D partition.

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