

# RE: Updates keep failing

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-07/msg00784.html>

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- *From:* Charlie.Seah <[CharlieSeah@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:CharlieSeah@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 13 Jul 2007 08:32:04 -0700
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Dear DJC, I had tried 3X and 3X repeated the step below:

1. Disable "Window Update" under services.
2. Rename "SoftwareDistribution" -> SDTemp12 (mean 12th time tried T\_T).
3. Delete ALL in internet explorer.
4. Download manual installer in link from TaurArian [MS-MVP]
5. Delete ALL again in IE.
6. Double click and install the manual installer "Windows6.0-KB935807-x86".
7. Installing...
8. Request for restart in order the effect of the update.
9. So I clicked restart, system restart.
10. After boot on, windows is "Configuring Update".
11. After that it automatic reboot again.
12. After boot on, no more "Configuring Update", login to my system.
- 13, Kool, waited for 15 Min no complaint as before.
- 14, So I open window update again, saw that I never check for update, screen in red.
15. Double check again for the "Installed Update".
16. It says KB935807 installed successful.
17. Check for update once more, bump!, it come up again...T\_T.
18. So install again.... and again reboot and reboot...
19. So after serveral time I give up, now I right click "Hide Update" until futher solution is coming up from MS.
20. So now my "Installed Update" had 1X success KB9350807 (Without description Vista) and 2X failed KB935807 (With description Vista).

So its doesn't work for me...T\_T

"DCJ" wrote:

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DCJ before you install the manual download I believe you have to open up the Windows folder, open the software distributions folder, delete the files in the data store folder, click the back button and delete the files in the download folder.

Microsoft recommends turning off the Windows update service prior to doing

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this. To do this you open the administrative tools, go to services, find Windows update and stop it. Then clear the files as noted above. then install the manual download update.

"Charlie.Seah" wrote:

Hi there try to dis-select KB935807 cause of that one no others can be install we had exactly the same problem but til now MS still not came out with a solution / fix yet. and don't try to install KB935807 cause it'll kept repeating out the update require again and again, its very annoying and its keep rebooting. Try to search with "KB935807" within here you 'll see some "fox" but for me it won't help so may be you can be lucky for it ^^ but for now on just dis-select the KB935807 in order others can be installed.

"Beau" wrote:

KB929916  
KB935807  
KB905866  
933928  
KB935280  
KB937077

I had auto update install 3 times at least with reboots. I've turned it off waiting for a reply.

I'm frustrated so please let me vent:  
In my 17 years of MS computing, going back to early MS-DOS, I never had a total operating system crash that required a full reinstall on my new machine until Vista.